

# **MARKET SUPPORT SERVICES CODE**

**Energy Market Authority of Singapore**

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**MARKET SUPPORT SERVICES CODE**

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## **1. GENERAL AND ADMINISTRATIVE PROVISIONS**

### **1.1 THE PURPOSE OF THIS CODE**

1.1.1 This Code sets forth the minimum standards of performance in accordance with which a Market Support Services Licensee is required to perform market support services. It also describes the rights and obligations of a Retail Electricity Licensee, a Generation Licensee, the Transmission Licensee and a contestable consumer with respect to market support services.

### **1.2 TO WHOM THIS CODE APPLIES**

1.2.1 This Code applies to a Market Support Services Licensee who is subject to this Code as a condition of its electricity licence.

1.2.2 A Market Support Services Licensee may be exempted from compliance with this Code, in whole or in part, subject to such conditions or restrictions as the Authority may determine. A Market Support Services Licensee that has been so exempted shall not, subject to such conditions or restrictions, be required to comply with the provisions of this Code that are the subject of the exemption unless and until such exemption is withdrawn or modified.

1.2.3 This Code does not apply in respect of the provision by a Market Support Services Licensee of market support services to a non-contestable consumer, and all references in this Code to a consumer shall be interpreted accordingly.

### **1.3 DEFINITIONS**

1.3.1 In this Code, unless the context otherwise requires:

“account” means a contractual relationship between a Market Support Services Licensee and a user of market support services for the provision of market support services by the Market Support Services Licensee and has, where applicable, the extended meaning ascribed thereto in sections 1.4.7 and 2.6.2;

“Act” means the Electricity Act (Cap. 89A);

“authorised business” means, in respect of the Market Support Services Licensee, the business of providing market support services to consumers and to electricity licensees;

“Authority” means the Energy Market Authority of Singapore established under the Energy Market Authority of Singapore Act (Cap 92B);

“business day” means, where expressed by reference to a person in Singapore, any day other than a Saturday, a Sunday or a day on which banks are authorised or required to be closed in Singapore and, where expressed by reference to the jurisdiction of a person other than Singapore, means any day other than a Saturday, a Sunday or a day on which banks are authorised or required to be closed in the jurisdiction of that person;

“circuit breaker” means a switching device having a switching capacity sufficient to withstand the electrical stresses occurring when connecting and disconnecting equipment and sections of installations under fault and fault-free conditions, and in particular under short-circuit conditions;

“classified associated load” means the load being directly supplied by an embedded generation facility;

“Code” means this Market Support Services Code;

“common usage” means the difference between total metered electricity use in a master-metered installation over a period of time and the sum of all electricity use for all accounts of sub-metered consumers associated with the installation of such sub-metered consumers in the same installation over the same period of time;

“Conditions of Service” means the document required to be prepared by a Market Support Services Licensee pursuant to section 15 that sets forth the terms and conditions under which the Market Support Services Licensee will provide market support services to a contestable consumer;

“connect” means in respect of a consumer’s or Generation Licensee’s installation, to put into place a physical link between the relevant service connection and the relevant connection point, but excluding the physical link between the service connection termination and the installation, and “connection”, “disconnection”, “reconnection” and all grammatical variations thereof shall be interpreted accordingly, provided that the term “disconnection” shall be interpreted to mean the removal of the physical link and/or discontinuing the flow of electricity to or from an installation;

“connection point” means

- for a load, the point at which the circuit breaker or other isolating device owned and controlled by the Transmission Licensee is located on the Transmission Licensee’s side of a service connection, other than that of an interconnector; and
- for a generating station, the point at which the Transmission System is terminated at the Generation Licensee’s installation;

“consumer information” means information relating to a specific consumer of a Market Support Services Licensee obtained by the Market Support Services Licensee while conducting the authorised business, and includes information obtained without the consent of the consumer;

“EBT system participant” means a person required to interface with the Market Support Services Licensee through the retail electronic business transaction system;

“electricity licensee” means the holder of an electricity licence under the Act authorising a person to generate electricity, transmit electricity, retail electricity, import or export electricity, provide market support services, trade in any wholesale electricity market, or operate any wholesale electricity market;

“embedded generation facility” means a generation facility that has been classified as such in accordance with the Market Rules.

“energise” means

- in the case of a consumer’s installation other than an installation of a sub-metered consumer or of any other consumer that receives a supply of electricity via another consumer’s internal electrical system, the closing of a circuit breaker or other isolating device, owned and controlled by the Transmission Licensee, located at a connection point, and which enables the meter at the installation to be read by the Meter Reader, and “energisation”, “de-energisation” and “re-energisation” and all grammatical variations thereof shall be interpreted accordingly; and
- in the case of a sub-metered consumer’s installation or any consumer that receives supply of electricity via another consumer’s internal electrical system, the closing of a circuit breaker or other isolating device, located at the boundary between the electrical system of the master-metered installation and the installation of a sub-metered consumer, and which enables the meter at the relevant installation to be read by the Meter Reader, and “energisation”, “de-energisation” and “re-energisation” and all grammatical variations thereof shall be interpreted accordingly;

“generation facility” or “GF” means one or more generating units, including its associated equipment such as switchgears, transformers and all auxiliary equipment;

“generation registered facility” or “GRF” means a generation facility that has been registered as a registered facility, as that term is defined in the Market Rules, with the Market Company to provide one or more of energy, reserve, regulation or contracted ancillary services, as those terms are defined in the Market Rules

“generation settlement facility” or “GSF” means a generation facility that has been registered for settlement purposes only in accordance with section 5.4 of Chapter 2 of the Market Rules;

“generating station” means any installation used for, or for purposes connected with, the production of electricity;

“indirect access” means access to a wholesale electricity market operated by the Market Company through a Market Support Services Licensee;

“intertie meter” means a meter used to measure the flow of energy onto or from the transmission system across an interconnection between the transmission system and an interconnected system;

“isolating device” means a device for achieving isolation;

“market participant consumer” means a contestable consumer that purchases electricity directly from a wholesale electricity market operated by the Market Company or from a market participant retailer;

“market participant retailer” means a Retail Electricity Licensee that is a market participant;

“master-metered consumer” means a consumer responsible for the common usage of a master-metered installation;

“master-metered installation” means a installation in which supply is received by a master-metered consumer and sub-metered consumers;

“meter” means any electrical device capable of measuring and permitted in terms of the Metering Code to be used to measure the flow of real or reactive electrical power, and includes an installation meter, a pool meter, an intertie meter, and a generation meter, from which readings are to be taken for settlement purposes;

“Meter Data Manager” or “MDM” means a person responsible under the terms of its electricity licence, for the management of data related to meter reading including storing meter data in the Metering Data Registry as set out in the Metering Code, transforming raw meter data to settlement ready data, aggregating data for settlement purposes, and transmitting data to all relevant parties for billing, calculation of settlement or other suitable purposes;

“Meter Reader” or “MR” means a person responsible under the terms of its electricity licence, for the reading of the registry of any meter and delivering meter data to an MDM;

“Metering Code” means the code of practice issued by the Authority that describes the standards of performance in accordance with which a metering service provider is required to perform metering services;

“non-market participant consumer” means a contestable consumer that receives indirect access or purchases electricity from a non-market participant retailer;

“non-market participant retailer” means a Retail Electricity Licensee that receives indirect access;

“Parent Transaction Number” means a number assigned to each service transaction request handled by the retail electronic business transaction system;

“pool meter” means a meter used for settlement purposes in the wholesale electricity market that measures aggregate loads, at various points on the transmission system having voltages below 66 kV;

“purchase arrangement” means, in respect of a consumer, the manner in which the consumer purchases electricity, including by means of receiving indirect access;

“relevant legislation” means the Electricity Act 2001, the Energy Market Authority of Singapore Act 2001, and includes in each case the regulations made thereunder;

“retail electronic business transaction system” means the combination of rules, protocols, software, hardware and communication devices developed, operated and maintained by a Market Support Services Licensee for the exchange of communications referred to in section 9.1;

“retailer consolidated billing” means a billing arrangement under which a Retail Electricity Licensee bills a consumer for the delivered price of electricity and any related retail services provided directly by the Retail Electricity Licensee, and bills for and assumes the consumer's obligation to pay the applicable Market Support Services Licensee and the Transmission Licensee for market support services charges and transmission charges owed by the consumer;

“service connection” means two or more insulated electrical conductors which provide, or are intended to provide, an electrical link between the transmission system and a consumer’s or Generation Licensee’s installation;

“settlement” means the settling of monies owed to or by a Market Support Services Licensee, the Market Company, a market participant, a market participant retailer, a non-market participant retailer, or a consumer, as the case may be;

“service transaction request” means a request submitted to a Market Support Services Licensee to give effect to a transaction referred to in section 8.1.1;

“site-specific adjustment factors” means a loss factor applied to a Pool meter to account for the notional metering point being on the high voltage side of the transformer whereas the physical metering point is on the low voltage side of the transformer or a loss factor, as a result of connection at busbars of different voltages, applied to a generation registered facility or a generation settlement facility that provides power directly to a consumer;

“split billing” means a billing arrangement under which a Retail Electricity Licensee bills a consumer for the delivered cost of electricity and any related retail services provided directly by the Retail Electricity Licensee, as well as for all market support services provided to the consumer by the Market Support Services Licensee, but does not bill for or assume the consumer's obligation to pay the applicable Transmission Licensee for transmission charges owed by the consumer;

“sub-metered consumer” means a consumer, other than a master-metered consumer, that receives a supply in a master-metered installation via the electrical system owned by a master-metered consumer;

“System User’s Manual” means the manual required by section 9.4 to be prepared by a Market Support Services Licensee to describe the functionality and rules associated with the retail electronic business transaction system;

“Transmission Code” means the code of practice issued by the Authority that describes the standards of performance which a Transmission Licensee and those Electricity Licensees subject to such code of practice are required to observe with respect to the provision or use of transmission services;

“transmission services” means services relating to access to and use of the transmission system;

“turn-off” means

- in the case of a consumer’s installation other than an installation of a sub-metered consumer or of any other consumer that receives a supply of electricity via another consumer’s internal electrical system, the opening of an incoming electrical switch located on the consumer’s installation side of service connection or, for a Generation Licensee’s installation, the opening of a circuit breaker located on the Generation Licensee’s installation side of service connection, to prevent flow of electricity to or from the relevant installation; and
- in the case of a sub-metered consumer’s installation or any consumer that receives supply of electricity via another consumer’s internal electrical system, the opening of an incoming electrical switch located at the boundary between the electrical system of the master-metered installation and the installation of a sub-metered consumer to prevent flow of electricity between the relevant installations;

“turn-on” means

- in the case of a consumer’s installation other than an installation of a sub-metered consumer or of any other consumer that receives a supply of electricity via another consumer’s internal electrical system, the closing of an incoming electrical switch located on the consumer’s installation side of service connection or, for a Generation Licensee’s installation, the closing of a circuit breaker switch located on the Generation Licensee’s installation side of service connection, to allow flow of electricity to or from the relevant installation; and
- in the case of a sub-metered consumer’s installation or any consumer that receives supply of electricity via another consumer’s internal electrical system, the closing of an incoming electrical switch located at the boundary between the electrical system of the master-metered installation and the installation of a sub-metered consumer to allow flow of electricity between the relevant installations;

“vesting contract” means a contract or other financial arrangement between a Market Support Services Licensee and a Generation Licensee in a form approved by, and designated as a vesting contract by, the Authority; and

“wholesaler licensee” means a person who is authorised by an electricity licence to trade in a wholesale electricity market operated by a Market Company.

**1.4 INTERPRETATION**

- 1.4.1 Unless the context otherwise requires or the term is otherwise defined in this Code, all terms defined in the Act or the Market Rules shall have the same meaning when used in this Code, and words and expressions used in this Code shall be construed as if the Interpretation Act (Cap. 1) applied to them.
- 1.4.2 Headings are for convenience only and shall not affect the interpretation of this Code.
- 1.4.3 A reference in this Code to any statute, subsidiary legislation, proclamation, ordinance, by-law, resolution, rule, order, supplements, gazette notification or directive includes all statutes, subsidiary legislation, proclamations, ordinances, by-laws or resolutions, rules, orders, supplements, gazette notifications or directives varying, consolidating, re-enacting, extending or replacing it.
- 1.4.4 A reference in this Code to a document or provision of a document includes a modification or supplement to, or replacement or novation of, that document or that provision of that document, as well as any exhibit, schedule, appendix or other annexure thereto.
- 1.4.5 A reference in this Code to a body, whether statutory or not, which ceases to exist or whose functions are transferred to another body includes a reference to the body which replaces it or which substantially succeeds to its functions, powers or duties.
- 1.4.6 A reference in this Code to the word “including” or a grammatical variation thereof means “including but not limited to”.
- 1.4.7 Unless the context otherwise requires, a reference to an account shall include a reference to any settlement or financial accounting balance established in association with, and to information associated with, the contractual relationship that underlies the account.

**1.5 HIERARCHY OF DOCUMENTS**

- 1.5.1 Nothing in this Code shall be construed as affecting the obligation of a Market Support Services Licensee to comply with the provisions of relevant legislation or of its electricity licence and, in the event of an inconsistency between the provisions of relevant legislation or of such electricity licence and the provisions of this Code, the provisions of relevant legislation or of such electricity licence shall prevail to the extent of the inconsistency.
- 1.5.2 The hierarchy of codes of practice is as follows:
  - (a) Transmission Code;
  - (b) Regulated Supply Service Code;
  - (c) Market Support Services Code;
  - (d) Metering Code; and

(e) Code of Conduct for Retail Electricity Licensees.

1.5.3 Except as may be otherwise provided in a Market Support Services Licensee's electricity licence, in the event of any inconsistency between provisions contained in more than one code of practice, the provision contained in the higher code of practice referred to in section 1.5.2 shall prevail to the extent of the inconsistency.

1.5.4 In the event of an inconsistency between provisions contained in this Code and provisions contained in the Market Rules, the provision contained in the Market Rules shall prevail to the extent of the inconsistency.

## **1.6 MODIFICATIONS TO THIS CODE**

1.6.1 In furtherance of the authority contained in section 16(2) of the Act, the process by which this Code may be modified from time to time by the Authority shall be as follows:

(a) Before making any modification to this Code, the Authority shall give written notice to all Market Support Services Licensees and to other persons likely to be affected by the proposed modification –

(i) stating that the Authority proposes to make a modification in the manner specified in the notice;

(ii) stating the reasons why the Authority proposes to make the modification, including whether the need for the modification was the subject of a prior representation made by a third party or a Market Support Services Licensee; and

(iii) specifying the period from the date of the giving of notice (not being less than 28 days) within which written representations with respect to the proposed modification may be made.

(b) If no written representation is received by the Authority within the period specified in the notice referred to in section 1.6.1(a) or if all written representations made in response to such notice are subsequently withdrawn, the Authority may modify this Code as specified in such notice.

(c) Where the Authority receives any written representation under section 1.6.1(a), the Authority shall, except to the extent that such representation is withdrawn, consider such representation and may –

(i) reject the representation;

(ii) modify the proposed modification in accordance with the representation;  
or

(iii) withdraw the proposed modification,

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and the Authority shall, where section 1.6.1(c)(i) or 1.6.1(c)(ii) applies but subject to section 1.6.1(d), modify this Code accordingly.

- (d) The Authority shall, before modifying this Code, respond with reasons to all written representations received in respect of the modification that were not subsequently withdrawn, and advise all Market Support Services Licensees of the outcome of the Authority's deliberations in respect of the modification.
- (e) A modification to this Code shall not come into force until such time as the Authority has complied with section 1.6.1(d), where applicable, and 10 business days, or such longer period of time as may be specified by the Authority, have elapsed since the date on which the Authority published the modification as required by section 16(2) of the Act.

1.6.2 Nothing contained in section 1.6.1 shall prohibit any Market Support Services Licensee or any other party from notifying the Authority of suggested code changes.

### **1.7 COMING INTO FORCE**

1.7.1 This Code shall come into force on the appointed day.

## **2 CONTRACTUAL RELATIONSHIPS WITH OTHER PARTIES**

### **2.1 REGISTRATION WITH THE MARKET COMPANY**

2.1.1 A Market Support Services Licensee shall apply to the Market Company for authorisation to participate in the wholesale electricity markets operated by the Market Company and shall, if so directed by the Authority under the Market Support Services Licensee's electricity licence, enter into an agreement with the Market Company respecting the activities of the Market Support Services Licensee in facilitating access to any such wholesale electricity market for the purposes of obtaining supply of electricity for contestable consumers and Retail Electricity Licensees and in providing other services related to access to any such wholesale electricity market.

### **2.2 AGREEMENT WITH THE TRANSMISSION LICENSEE**

2.2.1 Unless relieved of the obligation to do so by the Authority, a Market Support Services Licensee shall offer to provide the following market support services to or act as agent for the Transmission Licensee but shall not provide such services to or act as an agent for the Transmission Licensee unless the parties have entered into an agreement for the provision of such services:

- (a) Arranging for the provision of transmission services to applicable consumers and electricity licensees; and
- (b) Calculating, billing for and collecting monies owed for transmission services from users of the transmission system on behalf and as agent of the Transmission Licensee.

### **2.3 VESTING CONTRACTS**

2.3.1 A Market Support Services Licensee shall, if so required by its electricity licence, enter into vesting contracts with Generation Licensees.

### **2.4 MARKET SUPPORT SERVICES AGREEMENT**

2.4.1 A Market Support Services Licensee shall offer to provide market support services to each Retail Electricity Licensee and shall not provide market support services to a Retail Electricity Licensee unless it has entered into a Market Support Services Agreement with the Retail Electricity Licensee for the provision of such services.

### **2.5 METERING SERVICES**

2.5.1 A Market Support Services Licensee shall offer to enter into a contract with the Market Company to provide meter reading and meter data management services in respect of intertie meters and pool meters identified by the Market Company and shall not provide such services unless it has entered into a contract with the Market Company for the provision of such services. Any such contract shall comply and be consistent with the requirements of section 16 of this Code and of the Metering Code. The Market Support

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Services Licensee and the Market Company may comply with the contracting obligation set forth in this section 2.5.1 by including the terms and conditions for the provision of metering services into the agreement referred to in section 2.1.1.

2.5.2 A Market Support Services Licensee shall offer to enter into a contract with each Generation Licensee to provide meter reading and meter data management services in respect of generation meters and shall not provide such services unless it has entered into a contract with the Generation Licensee for the provision of such services. Any such contract shall comply and be consistent with the requirements of section 16 of this Code and of the Metering Code.

2.5.3 A Market Support Services Licensee shall offer to enter into a contract with each Wholesaler Licensee to provide meter reading and meter data management services in respect of the Wholesaler Licensee meters and shall not provide such services unless it has entered into a contract with the Wholesaler Licensee for the provision of such services. Any such contract shall comply and be consistent with the requirements of section 16 of this Code and of the Metering Code.

### **2.6 CONDITIONS OF SERVICE**

2.6.1 A Market Support Services Licensee shall offer to provide market support services to each contestable consumer and shall not provide such services except in accordance with its Conditions of Service.

2.6.2 For the purposes of this Code, including the definition of "account", a contractual relationship shall be deemed to exist between a Market Support Services Licensee and any contestable consumer that accepts market support services from the Market Support Services Licensee. The terms and conditions of such contractual relationship shall be the terms and conditions of the Market Support Services Licensee's Conditions of Service. The terms and condition of a Market Support Services Licensee's Conditions of Service shall comply and be consistent with the requirements of section 15 of this Code.

### **3 IDENTIFICATION OF CONTESTABLE CONSUMERS**

#### **3.1 GENERAL OBLIGATIONS**

- 3.1.1 A Market Support Services Licensee shall determine the contestability status of a consumer in accordance with the regulations made by the Authority pursuant to section 41(1) of the Act.
- 3.1.2 A Market Support Services Licensee shall maintain records indicating whether or not a consumer is contestable. Upon request, the Market Support Service Licensee shall provide the Transmission Licensee with information on the contestability status of each consumer connected to the transmission system.
- 3.1.3 For a consumer to whose installation the supply of electricity had not already been turned on prior to the coming into force of this Code, a Market Support Services Licensee shall determine the contestability status prior to turn on of electricity supply to the consumer's installation. Within two (2) business days following the determination of contestability status by the Market Support Services Licensee, the Market Support Services Licensee shall send a letter to the consumer indicating that the consumer is contestable, if applicable.
- 3.1.4 Once a Market Support Services Licensee has determined the contestability status of a consumer, the status shall not change except to the extent that the regulations referred to in section 3.1.1 have been modified relative to their content at the time of the most recent determination of the consumer's contestability status, or as a result of a successful appeal by the consumer under section 3.1.5, or further to a directive issued by the Authority under section 3.1.8.
- 3.1.5 A consumer may appeal to the Authority within 14 business days of receiving notice of its contestability status from a Market Support Services Licensee, other than the notice referred to in section 3.1.7 or 3.1.9, if it disagrees with the determination of status. The appeal must be accompanied by information explaining why the consumer considers the determination of status to be invalid.
- 3.1.6 Upon receipt of an appeal under section 3.1.5, the Authority shall request the Market Support Services Licensee to review its determination of contestability status for the consumer that filed the appeal. The Market Support Services Licensee shall, promptly following receipt of such request, review its determination and provide a written report to the Authority with the results of its review, including its recommendation with respect to the contestability status and the reasons for the recommendation.
- 3.1.7 Based on the information submitted with the appeal by the consumer under section 3.1.5 and the written report submitted by the Market Support Services Licensee under section 3.1.6, the Authority shall confirm the contestability status assigned to the consumer by the Market Support Services Licensee or assign to the consumer a

different contestability status and the Market Support Services Licensee shall notify the consumer accordingly. The Authority's decision shall be final.

- 3.1.8 Where the Authority determines it appropriate, the Authority may request that a Market Support Services Licensee review its determination of contestability status for a group of consumers. The Market Support Services Licensee shall, promptly following receipt of such request, review its determination of contestability status of each consumer within that group and shall provide a written report to the Authority with the results of its review, including its recommendation with respect to contestability status and the reasons for the recommendation.
- 3.1.9 Following consideration of the written report submitted by the Market Support Services Licensee under section 3.1.8, the Authority shall, in respect of each consumer that is the subject of the report, confirm the contestability status assigned to that consumer by the Market Support Services Licensee or assign to the consumer a different contestability status, and the Market Support Services Licensee shall notify each such consumer accordingly. Except as may be otherwise provided in section 98 of the Act, the Authority's decision shall be final.
- 3.1.10 This section 3 shall cease to have effect on the date on which all consumers in Singapore are classified to be contestable.

## **4 CONNECTIONS, DISCONNECTIONS, RECONNECTIONS AND ACCOUNT CLOSURES**

### **4.1 CONNECTIONS**

4.1.1 A Market Support Services Licensee shall perform the following activities in respect of each contestable consumer that wishes to obtain market support services from the Market Support Services Licensee:

- (a) Confirm the contestability status of the consumer;
- (b) Establish an account for the contestable consumer for market support services; and
- (c) Identify the market support services that can be performed for the contestable consumer.

The foregoing activities shall, in the case of a consumer to whose installation the supply of electricity had already been turned on prior to the coming into force of this Code, be performed no later than the end of the day on which this Code comes into force and shall, in all other cases, be performed prior to the agreed energisation date of the consumer's installation.

4.1.2 A Market Support Services Licensee shall perform the following activities in respect of each Generation Licensee that wishes to obtain market support services from the Market Support Services Licensee in respect of a generation registered facility:

- (a) Establish an account for the Generation Licensee for market support services in respect of that generation registered facility; and
- (b) Identify the market support services which can be performed for the Generation Licensee in respect of that generation registered facility.

The foregoing activities shall, in the case of a Generation Licensee whose applicable generation registered facility has already been connected to the transmission system prior to the coming into force of this Code, be performed no later than the end of the day on which this Code comes into force and shall, in all other cases, be performed prior to the connection of the applicable generation registered facility to the transmission system.

### **4.2 DISCONNECTIONS AND ACCOUNT CLOSURES**

4.2.1 A Market Support Services Licensee shall, in the case of a contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to discontinue the flow of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to discontinue the flow of electricity to

such installation, and shall in each case perform a meter reading on disconnection in respect of the applicable installation, upon request made by or on behalf of the contestable consumer:

- (a) for a temporary period of time; or
- (b) in order to close the account that the contestable consumer has with the Market Support Services Licensee.

4.2.2 Where section 4.2.1(a) applies, the contestable consumer, the Retail Electricity Licensee or the Market Company on behalf of their contestable consumer shall apply to the Transmission Licensee for a temporary disconnection and subsequent reconnection in the same application. After the Transmission Licensee accepts and confirms the application, it shall notify the contestable consumer, the Retail Electricity Licensee or the Market Company who made the request on behalf of their contestable consumer, and the Market Support Services Licensee. The Market Support Services Licensee shall then submit a temporary disconnection service transaction request through the retail electronic business transaction system on behalf of the contestable consumer. If the temporary disconnection service transaction request is submitted through the retail electronic business transaction system by the Retail Electricity Licensee or the Market Company, the Market Support Services Licensee shall notify the Transmission Licensee of such a transaction. If the Transmission Licensee informs that the nominated date for the temporary disconnection is not acceptable, the Market Support Services Licensee shall terminate the transaction and require the Retail Electricity Licensee or the Market Company to re-apply to the Transmission Licensee for the temporary disconnection and subsequent reconnection.

4.2.3 Where section 4.2.1(b) applies, the Market Support Services Licensee shall send a final bill to the person responsible for paying the contestable consumer's account.

4.2.4 A Market Support Services Licensee shall, in the case of a contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to discontinue the flow of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to discontinue the flow of electricity to such installation, and shall in each case perform a meter reading on disconnection in respect of the applicable installation, for failure of the person to provide reasonable security, as described in section 13.2, for the payment of all money that may become due for market support services, or where any such security given by that person has become invalid or insufficient and a notice requiring that person to provide security has been served and has expired.

4.2.5 A Market Support Services Licensee shall not discontinue the provision of market support services to any contestable consumer except in accordance with its electricity licence.

- 4.2.6 Where the supply of electricity is discontinued under section 4.2.3, if the security required under section 13.2 is not provided within 30 calendar days from the date on which such supply was discontinued, the Market Support Services Licensee shall close the consumer's account in accordance with the procedures described in section 4.2.2.
- 4.2.7 Where a Market Support Services Licensee discontinues the provision of market support services under section 4.2.4, the Market Support Services Licensee shall close the consumer's account in accordance with the procedures described in section 4.2.2 unless the event giving rise to the discontinuance is remedied within 30 calendar days from the date on which the discontinuance occurred or is no longer applicable.

### **4.3 RECONNECTIONS**

- 4.3.1 If, within 30 calendar days of the date that the supply of electricity has been discontinued under section 4.2.3, the event which triggered the discontinuance has been remedied or is no longer applicable, the Market Support Services Licensee shall, in the case of a contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to resume the supply of electricity to such installation, and, in the case of a consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to resume the supply of electricity to such installation, within a reasonable time provided that the requirements of section 4.3.2 have, where applicable, been met.
- 4.3.2 Where a Market Support Services Licensee has directed the discontinuance of the supply of electricity to any consumer in accordance with section 4.2.3, the Market Support Services Licensee shall not direct the resumption of the supply of electricity to that consumer unless the consumer has –
- (a) paid any reasonable expenses of the Market Support Services Licensee in discontinuing and resuming such supply ; and
  - (b) given such security as the Market Support Services Licensee may reasonably require in accordance with section 13.2.
- 4.3.3 If, within 30 calendar days of the date that the provision of market support services has been discontinued under section 4.2.4, the event which triggered the discontinuance has been remedied or is no longer applicable, the Market Support Services Licensee shall resume the supply of market support services to the contestable consumer and reactivate the contestable consumer account accordingly within a reasonable time.

## **5 METERING SERVICES**

### **5.1 METER READING**

5.1.1 Subject to section 2.5, a Market Support Services Licensee shall provide meter reading services in accordance with section 3 of the Metering Code for:

- (a) Any contestable consumer;
- (b) Any Retail Electricity Licensee who assumes responsibility for the payment of the contestable consumer's account;
- (c) Any Generation Licensee; and
- (d) Any Market Company or other person responsible for settlement in respect of the flow of electricity through a pool meter or an intertie meter.

### **5.2 METER DATA MANAGEMENT**

5.2.1 A Market Support Services Licensee shall perform meter data management services for any person for whom the Market Support Services Licensee reads the applicable meter, and shall perform such services in accordance with section 4 of the Metering Code.

## 6 SETTLEMENT

### 6.1 ELECTRICITY CHARGES

- 6.1.1 A Market Support Services Licensee shall calculate electricity charges for all non-market participant consumers and non-market participant retailers in accordance with the rules delineated in sections 6.1.
- 6.1.2 A Market Support Services Licensee shall calculate electricity charges for the account of each non-market participant consumer using equation 6.1(a).

Equation 6.1(a)

$$ESC_B^r = \sum_h^B \left[ (USEP_h + HEUC_h + AFP_h) \bullet E_h^r + (MEUC_h \bullet E_h^{net,r}) \right] \bullet TLF^r$$

- Where:
- $ESC_B^r$  = Electricity charge for consumer  $r$  in billing period  $B$  (\$)
  - $E_h^{net,r}$  = Net kWh of electricity used in half-hour  $h$  by consumer  $r$ , determined in accordance with equation 6.1(d)
  - $USEP_h$  = Uniform Singapore Energy Price for half hour  $h$  as charged by the Market Company to the Market Support Services Licensee, expressed in c/kWh or equivalent
  - $HEUC_h$  = Energy uplift charge per kWh in half hour  $h$  charged by the Market Company to the Market Support Services Licensee
  - $MEUC_h$  = Monthly energy uplift charge by the Market Company to the Market Support Services Licensee for the month in which half-hour  $h$  occurs, expressed in c/kWh or equivalent
  - $AFP_h$  = Regulation price charged in half-hour  $h$  by the Market Company to the Market Support Services Licensee, expressed in ¢/kWh or equivalent
  - $E_h^r$  = Total kWh of electricity used in half-hour  $h$  by consumer  $r$ , determined in accordance with equation 6.1(b); or  
0, if the value determined in accordance with equation 6.1(b) is negative
  - $TLF^r$  = Transmission loss factor applicable to consumer  $r$ , determined in accordance with section 6.1.4

Equation 6.1(b)

$$E_h^r = E_h^{nm,r} + E_h^{eg,r} \bullet ADJ^r$$

- Where:
- $E_h^{nm,r}$  = Energy in kWh measured in half-hour  $h$  at the meter or meters measuring consumer  $r$ 's net withdrawal of energy from the transmission system or the internal electrical system of the building
  - $E_h^{eg,r}$  = 0, if there is no embedded generation facility that is a GRF or GSF and that provides power directly to consumer  $r$ ; or  
Energy in kWh generated in half-hour  $h$  by any embedded generation facilities that is a GRF or GSF that provides power directly to consumer  $r$  as recorded by the meter measuring the embedded generation facility's direct supply of electricity to consumer  $r$
  - $ADJ^r$  = 0, if there is no embedded generation facility that is a GRF or GSF that provides power directly to consumer  $r$ ; or  
If there is an embedded generation facility that is a GRF or GSF that provides power directly to consumer  $r$ , a site-specific adjustment factor, as a result of connection at busbars of different voltages, that equilibrates the quantities measured at the meter measuring that embedded generation facility's direct supply of electricity to consumer  $r$  and the meter or meters measuring consumer  $r$ 's net withdrawal from the transmission system or the internal electrical system of the building

6.1.3 Where a Market Support Services Licensee has entered into a vesting contract with a Generation Licensee, the Market Support Services Licensee shall determine vesting contract credits or debits in accordance with equation 6.1(c) for each contestable consumer, regardless of the contestable consumer's purchase arrangements. In the case of a non-market participant consumer, the Market Support Services Licensee shall include such credit or debit as a separate line item on the contestable consumer's bill or on the bill to the Retail Electricity Licensee from whom the consumer purchases electricity, and shall settle for this amount. In the case of a market participant consumer, the Market Support Services Licensee shall settle for the amount of such credit or debit with the market participant consumer or the Retail Electricity Licensee from which the market participant consumer purchases electricity.

Equation 6.1(c)

$$VCC_B^r = \left[ \sum_h^B (VCRP_h^k - PRP_Q) \bullet TLF^r \bullet [E_h^{nm,r} \bullet VHP_h] \right]$$

- Where:
- $VCC_B^r$  = Vesting contract credit for consumer  $r$  in billing period  $B$  (\$); or 0, if  $E_h^{nm,r}$  is negative
  - $VCRP_h^k$  = Vesting Contract Reference Price for half-hour  $h$  for the settlement account associated with the MSSSL counterparty calculated in accordance with the applicable provisions of Chapter 7 of the Market Rules
  - $PRP_Q$  = Payment Reference Price (\$/kWh) for quarter  $Q$ , determined quarterly on the basis of such methodology and on such schedule as may be specified by the Authority
  - $VHP_h$  = Vesting contract proportion factor for half-hour  $h$ , determined quarterly on the basis of such methodology and on such schedule as may be specified by the Authority

Equation 6.1(d)

$$E_h^{net,r} = E_h^r - \alpha_h^r \bullet E_h^{c-eg,r} \bullet ADJ^r$$

- Where:
- $\alpha_h^r = \frac{E_h^r}{\sum_r^{r \in A_r} E_h^r}$  =  $A_r$  is the set of all classified associated loads associated with all accounts of a particular consumer  $r$  (i.e.  $A_r = (r, \dots)$ ).
  - $E_h^{c-eg,r}$  = 0, if there is no classified embedded generation that is a GRF or GSF and that provides power directly to consumer  $r$ ; or  
Energy in kWh generated in half-hour  $h$  by all classified embedded generation facilities that provide power directly to consumer  $r$  as recorded by the meters measuring the embedded generation facility's direct supply of electricity to consumer  $r$

#### 6.1.4. Losses and Unaccounted For Energy

A Market Support Services Licensee shall be responsible for calculating the factors,  $TLF^r$ ,  $TLF^p$  and  $TLF^{gf}$  that adjusts for transmission losses and unaccounted for energy for use in equations in the Metering and Market Support Services Codes. The factors shall be calculated in accordance with such methodology and on such schedule as may

be specified by the Authority. *TLF* may vary amongst consumers and metering points based on the voltage at which the consumer or metering point is connected to the transmission system and on such other factors as may be determined by the Authority.

Where:  $TLF^r$  = Transmission loss factor for consumer  $r$  at each voltage level  
 $TLF^p$  = Transmission loss factor for each pool meter  
 $TLF^{gf}$  = Transmission loss factor for GF at each voltage level

- 6.1.5. For the purposes of calculating the net energy value in equation 6.1(d) the Market Support Service Licensee shall only consider the set of classified associated loads associated with consumer  $r$  where the consumer has given the Market Support Service Licensee at least 15 business days notification of such classified associated loads and where, if there is more than one associated load, the loads are supplied through a single Market Participant.

## **6.2. MARKET SUPPORT SERVICE CHARGES**

- 6.2.1. A Market Support Services Licensee shall calculate charges to be billed to a contestable consumer or an electricity licensee for market support services in accordance with rates approved by the Authority or with rates determined by the Market Support Services Licensee on the basis of a methodology approved by the Authority.
- 6.2.2. A Market Support Services Licensee shall develop the capability to calculate charges determined in accordance with the rates or methodology approved by the Authority and shall, unless relieved of the obligation to do so by the Authority, maintain the capability to calculate charges and invoice for various services as described in the remainder of this section 6.2.
- 6.2.3. A Market Support Services Licensee shall maintain the capability to calculate charges and invoice for metering services according to rates or tariffs that include:
- (a) a fixed charge per billing period; and
  - (b) a charge per meter reading.

The Market Support Services Licensee shall calculate metering service charges for contestable consumers and electricity licensees who receive such services from the Market Support Services Licensee. The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for metering services to vary by type of service and type of user of metering services.

- 6.2.4. A Market Support Services Licensee shall maintain the capability to calculate charges and invoice for consumer registration and transfer services according to rates or tariffs that include:
- (a) a monthly fixed charge; and

- (b) a charge per transaction.

The Market Support Services Licensee shall calculate consumer registration and transfer charges associated with contestable consumers and Retail Electricity Licensees. The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for consumer registration and transfer services to vary by type of contestable consumer, type of Retail Electricity Licensee and type of service transaction request.

- 6.2.5. A Market Support Services Licensee shall maintain the capability to calculate charges and to invoice for account settlement and payment collection services according to rates or tariffs that include:

- (a) a monthly fixed charge; and

- (b) a charge per bill issued.

The Market Support Services Licensee shall calculate settlement and payment collection service charges attributable to contestable consumers and shall maintain the capability to allow the amount and structure of charges for settlement and payment collection services to vary by type of consumer.

- 6.2.6. A Market Support Services Licensee shall maintain the capability to calculate charges and to invoice for account settlement and payment collection services provided to Retail Electricity Licensees according to rates or tariffs that include:

- (a) a monthly fixed charge; and

- (b) a charge per bill issued.

The Market Support Services Licensee shall calculate settlement and payment collection service charges attributable to both non-market participant retailers and market participant retailers. The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for settlement and payment collection services to vary by type of Retail Electricity Licensee.

- 6.2.7. A Market Support Services Licensee shall maintain the capability to calculate charges and invoice for consumer services according to tariffs that include a monthly fixed charge.

The Market Support Services Licensee shall calculate consumer service charges attributable to applicable contestable consumers and electricity licensees. The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for consumer services to vary by type of user of those services.

- 6.2.8. A Market Support Services Licensee shall maintain the capability to calculate charges and invoice for miscellaneous market support services according to rates or tariffs that include:

- (a) a fixed charge per billing period;
- (b) a non-recurring charge; and
- (c) a charge per transaction.

The Market Support Services Licensee shall, where applicable, calculate miscellaneous market support services charges attributable to applicable contestable consumers and electricity licensees. The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for miscellaneous market support services to vary by type of user of those services.

### **6.3. TRANSMISSION CHARGES**

6.3.1. A Market Support Services Licensee shall, unless relieved of the obligation to do so by the Authority, maintain the capability to calculate charges and invoice for transmission services in accordance with rates approved by the Authority or with rates determined by the Transmission Licensee on the basis of a methodology approved by the Authority. The Market Support Services Licensee shall maintain, at a minimum, the capability to calculate charges and invoice for transmission services according to rates or tariffs that include:

- (a) a fixed charge based on capacity reservation (kW) per billing period;
- (b) peak/off peak usage charges based on the unadjusted amount of energy (kWh) used in the billing period;
- (c) a usage charge based on maximum half-hour demand (kW); and
- (d) a usage charge based on reactive power usage (kVARh).

The Market Support Services Licensee shall maintain the capability to allow the amount and structure of charges for transmission services to vary by type of user of those services.

### **6.4. SETTLEMENT SCHEDULE**

6.4.1. A Market Support Services Licensee shall, subject to section 6.5.1, invoice non-market participant consumers and non-market participant retailers in accordance with the schedule described in sections 6.4.2 to 6.4.8 unless an alternative schedule is agreed by the Market Support Services Licensee and the relevant party. If an alternative schedule is requested by a non-market participant consumer or a non-market participant retailer, the Market Support Services Licensee shall offer to accommodate any such request as may be reasonable at a reasonable cost which shall, at a minimum, cover the full incremental cost of accommodating the alternative schedule.

- 6.4.2. A Market Support Services Licensee shall issue invoices to non-market participant consumers and non-market participant retailers monthly, in accordance with a billing cycle established by the Market Support Services Licensee.
- 6.4.3. Settlement calculations shall be based on actual meter readings, not estimates, except where estimates are allowed as part of the validation and estimation rules contained in the Metering Code. Settlement calculations may not be based on predetermined, planned usage estimates.
- 6.4.4. Where invoices issued by a Market Support Services Licensee for non-market participant consumers or non-market participant retailers rely on price or cost information from the Market Company, the Market Support Services Licensee shall obtain such information from final settlement statements and not from preliminary settlement statements.
- 6.4.5. Where section 6.4.4 applies, a Market Support Services Licensee shall issue invoices for non-market participant consumers and non-market participant retailers for a given billing period no later than three business days following the later of the day on which all necessary information has been made available by the Market Company for the last trading day in the billing period or the day on which valid meter data, as defined in the Metering Code, are available for that trading day.
- 6.4.6. Where invoices issued by a Market Support Services Licensee for non-market participant consumers or non-market participant retailers do not rely on information from the Market Company, the Market Support Services Licensee shall issue invoices for a given billing period no later than three business days following the day on which valid meter data, as defined in the Metering Code, are available for the last trading day in the billing period.
- 6.4.7. A Market Support Services Licensee shall determine a payment due date for non-market participant consumers and shall include the payment due date on the invoice to which the payment due date relates.
- 6.4.8. The payment due dates for a non-market participant retailer shall be the same as the payment due dates for the contestable consumers served by the non-market participant retailer, that those consumers had prior to their commencing to purchase electricity from the non-market participant retailer, and such dates shall be included on the invoice to which the payment due date relates.
- 6.4.9. A Market Support Services Licensee shall, subject to section 6.5.2, issue invoices to market participant retailers and market participant consumers for market support services in accordance with the terms agreed to by the parties. Where the Market Support Services Licensee is invoicing a market participant retailer or market participant consumer for transmission charges, the Market Support Services Licensee shall not agree to terms in respect of such invoicing that are inconsistent with the terms agreed between the Market Support Services Licensee and the Transmission Licensee.

**6.5. INVOICE CONTENT**

**MARKET SUPPORT SERVICES CODE**

6.5.1. A Market Support Services Licensee shall not issue an invoice to a non-market participant consumer that purchases electricity from a Retail Electricity Licensee who has chosen retailer consolidated billing for that consumer. For other non-market participant consumers, an invoice sent by the Market Support Services Licensee to such non-market participant consumer shall, at a minimum, list the charges and supporting information described in the following table as separate line items:

<b>Invoice Entry for Non-market Participant Consumers</b>	<b>Indirect Access</b>	<b>Retailer with Split Billing</b>
(a) The electricity charge calculated in accordance with equation 6.1(a)	√	
(b) Credits/debits associated with vesting contracts calculated in accordance with equation 6.1(c)	√	
(c) Transmission charges, if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee	√	√
(d) Metering service charges as described in section 6.2.3	√	
(e) All other recurring market support service charges, including those described in sections 6.2.4, 6.2.5, 6.2.7 and 6.2.8	√	
(f) Non-recurring market support service charges, including those described in sections 6.2.4 and 6.2.8	√	
(g) Taxes or other government related charges	√	√ (for transmission charges, if applicable)
(h) Cumulative electricity usage (kWh) during the billing period	√	√ (if used for transmission charges, if applicable)
(i) An estimate of losses and unaccounted for energy attributable to item (h)	√	√ (if used for transmission charges, if applicable)
(j) The measure of peak electricity usage used to calculate transmission charges for the consumer, if applicable and if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee	√	√
(k) The usage weighted average price for the billing period upon which the charges referred to in (a) are determined	√	
(l) A description of any non-recurring charges referred to in (f)	√	
(m) Payment due date	√	√

**MARKET SUPPORT SERVICES CODE**

<b>Invoice Entry for Non-market Participant Consumers</b>	<b>Indirect Access</b>	<b>Retailer with Split Billing</b>
(n) A contact telephone number for the Market Support Services Licensee	√	√
(o) A contact telephone number for the retailer from whom the consumer is purchasing electricity		√

6.5.2. A Market Support Services Licensee shall not issue an invoice to a market participant consumer that purchases electricity from a Retail Electricity Licensee who has chosen retailer consolidated billing for that consumer. For other market participant consumers, an invoice sent by the Market Support Services Licensee to such market participant consumer shall, at a minimum, list the charges and supporting information described in the following table as separate line items:

<b>Invoice Entry for Market Participant Consumers</b>	<b>Direct Access</b>	<b>Retailer with Split Billing</b>
(a) The electricity charge calculated in accordance with equation 6.1(a)		
(b) Credits/debits associated with vesting contracts calculated in accordance with equation 6.1(c)	√	
(c) Transmission charges, if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee	√	√
(d) Metering service charges as described in section 6.2.3	√	
(e) All other recurring market support service charges, including those described in sections 6.2.4, 6.2.5, 6.2.7 and 6.2.8	√	
(f) Non-recurring market support service charges, including those described in sections 6.2.4 and 6.2.8	√	
(g) Taxes or other government related charges	√	√ (for transmission charges, if applicable)
(h) Cumulative electricity usage (kWh) during the billing period	√ (for transmission charges)	√ (if used for transmission charges, if applicable)
(i) An estimate of losses and unaccounted for energy attributable to item (h)	√	√ (if used for transmission charges, if applicable)

**MARKET SUPPORT SERVICES CODE**

<b>Invoice Entry for Market Participant Consumers</b>	<b>Direct Access</b>	<b>Retailer with Split Billing</b>
(j) The measure of peak electricity usage used to calculate transmission charges for the consumer, if applicable and if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee	√	√
(k) The usage weighted average price for the billing period upon which the charges referred to in (a) are determined		
(l) A description of any non-recurring charges referred to in (f)	√	
(m) Payment due date	√	√
(n) A contact telephone number for the Market Support Services Licensee	√	√
(o) A contact telephone number for the retailer from whom the consumer is purchasing electricity		√

6.5.3. An invoice sent by a Market Support Services Licensee to a non-market participant retailer shall, at a minimum, list the charges and supporting information indicated in the following table:

<b>Invoice Entry for Non-market Participant Retailers</b>	<b>Split Billing</b>	<b>Retailer Consolidated Billing</b>
<b>Information per Consumer of the Retail Electricity Licensee</b>		
(a) The electricity charge calculated in accordance with equation 6.1(a)	√	√
(b) Credits/debits associated with vesting contracts calculated in accordance with equation 6.1(c)	√	√
(c) Transmission charges, if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee		√
(d) Metering service charges as described in section 6.2.3	√	√
(e) All other recurring market support service charges, including those described in sections 6.2.4, 6.2.5, 6.2.7 and 6.2.8	√	√
(f) Non-recurring market support service charges, including those described in sections 6.2.4 and 6.2.8	√	√
(g) Taxes or other government related charges	√	√
(h) Cumulative electricity usage (kWh) during the billing period	√	√
(i) An estimate of losses and unaccounted for energy attributable to item (h)	√	√

**MARKET SUPPORT SERVICES CODE**

<b>Invoice Entry for Non-market Participant Retailers</b>	<b>Split Billing</b>	<b>Retailer Consolidated Billing</b>
(j) The measure of peak electricity usage used to calculate transmission charges for the consumer, if applicable and if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee		√
(k) The usage weighted average price for the billing period upon which the charges referred to in (a) are determined	√	√
(l) A description of any non-recurring charges referred to in (f)	√	√
<b>Aggregated Information per Retail Electricity Licensee</b>		
(m) Totals for all of the Retail Electricity Licensee's consumers billed on the invoice for items referred to in (a) through (g)	√	√
(n) Totals for all of the Retail Electricity Licensee's consumers billed on the invoice for items delineated in (h) and (i)	√	√
(o) The Retail Electricity Licensee's settlement service charges as described in section 6.2.6	√	√
(p) The Retail Electricity Licensee's consumer services charges as described in section 6.2.7	√	√
(q) Recurring miscellaneous service charges attributable to the Retail Electricity Licensee as described in section 6.2.8	√	√
(r) Any non-recurring miscellaneous service charges attributable to the Retail Electricity Licensee as described in section 6.2.8	√	√
(s) Payment due date	√	√
(t) A contact telephone number for the Market Support Services Licensee	√	√

6.5.4. An invoice sent by a Market Support Services Licensee to a market participant retailer shall, at a minimum, list the charges and supporting information indicated in the following table:

<b>Invoice Entry for Market Participant Retailers</b>	<b>Split Billing</b>	<b>Consolidated Billing</b>
<b>Information per Consumer of the Retail Electricity Licensee</b>		
(a) The electricity charge calculated in accordance with equation 6.1(a)		
(b) Credits/debits associated with vesting contracts calculated in accordance with equation 6.1(c)	√	√
(c) Transmission charges, if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee		√
(d) Metering service charges as described in section 6.2.3	√	√

**MARKET SUPPORT SERVICES CODE**

<b>Invoice Entry for Market Participant Retailers</b>	<b>Split Billing</b>	<b>Consolidated Billing</b>
(e) All other recurring market support service charges, including those described in sections 6.2.4, 6.2.5, 6.2.7 and 6.2.8	√	√
(f) Non-recurring market support service charges, including those described in sections 6.2.4 and 6.2.8	√	√
(g) Taxes or other government related charges	√	√
(h) Cumulative electricity usage (kWh) during the billing period		√ (if used for transmission charges, if applicable)
(i) An estimate of losses and unaccounted for energy attributable to item (h)		√ (if used for transmission charges, if applicable)
(j) The measure of peak electricity usage used to calculate transmission charges for the consumer, if applicable and if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee		√ (if used for transmission charges, if applicable)
(k) The usage weighted average price for the billing period upon which the charges referred to in (a) are determined		
(l) A description of any non-recurring charges referred to in (f)	√	√
<b>Aggregated Information per Retailer</b>		
(m) Totals for all of the Retail Electricity Licensee's consumers billed on the invoice for items referred to in (a) through (g)	√	√
(n) Totals for all of the Retail Electricity Licensee's consumers billed on the invoice for items delineated in (h) and (i)	√	√
(o) The Retail Electricity Licensee's settlement service charges as described in section 6.2.6	√	√
(p) The Retail Electricity Licensee's consumer services charges as described in section 6.2.7	√	√
(q) Recurring miscellaneous service charges attributable to the Retail Electricity Licensee as described in section 6.2.8	√	√
(r) Any non-recurring miscellaneous service charges attributable to the Retail Electricity Licensee as described in section 6.2.8	√	√
(s) Payment due date	√	√
(t) A contact telephone number for the Market Support Services Licensee	√	√

- 6.5.5. An invoice sent by a Market Support Services Licensee to an electricity licensee, other than a contestable consumer or Retail Electricity Licensee, for metering services shall contain the following information:
- (a) Transmission charges, if applicable and if invoiced and collected by the Market Support Services Licensee on behalf of the Transmission Licensee;
  - (b) The number of meters read by the Market Support Services Licensee for the account of the person if used to calculate charges for metering services;
  - (c) Metering service charges as described in section 6.2.3;
  - (d) Taxes or other government related charges;
  - (e) Payment due date; and
  - (f) A contact telephone number for the Market Support Services Licensee.
- 6.5.6. A Market Support Services Licensee shall list the item “cumulative electricity usage (kWh) during the billing period” as described in sections 6.5.1-6.5.4, on both a gross and a net load basis for those accounts that contain embedded generation facilities.

**6.6. INVOICE TRANSMISSION**

- 6.6.1 A Market Support Services Licensee shall send invoices:
- (a) Via the retail electronic business transaction system, if sent to a party that is an EBT system participant, unless that party is the Market Company;
  - (b) By such means as may be specified in the Market Support Services Licensee's Conditions of Service, if sent to a contestable consumer that is not an EBT system participant and to whom such Conditions of Service apply; and
  - (c) By such means as may be agreed between the Market Support Services Licensee and the person, if sent to any other person.

**6.7. LATE PAYMENT CHARGES**

- 6.7.1. A Market Support Services Licensee may impose a late payment charge (LPC) at such rate as prescribed in the Conditions of Service in respect of payments for market support services made by a contestable consumer or any Electricity Licensee after the payment due date noted in the invoice. If, by the payment due date of any invoice, the entire outstanding balance stated therein is not paid in full, LPC will be imposed at the rate prescribed on the outstanding balance. The LPC will be compounded monthly until the entire outstanding amount (including the LPC) is paid.

## **7. UNAUTHORISED ENERGY USE AND BILLING ERRORS**

- 7.1.1. If a Market Support Services Licensee suspects unauthorised energy use, the Market Support Services Licensee shall furnish the Authority with a written report to that effect, together with any relevant information and evidence in the possession or control of the Market Support Services Licensee and requested by the Authority. If a contestable consumer that is suspected of unauthorised energy use is purchasing electricity from a Retail Electricity Licensee, the Market Support Services Licensee shall also report the same information to that Retail Electricity Licensee.
- 7.1.2. A Market Support Services Licensee shall advise any contestable consumer or other user of market support services to whom it issues an invoice of the existence and magnitude of any error in the calculation of amounts included on such invoice of which it has become aware, regardless of the cause of the error (e.g., theft, faulty meter, erroneous meter reading, calculation error, etc.), and regardless of whether the error was caused by the Market Support Services Licensee, the Transmission Licensee or the Market Company.
- 7.1.3. In the event of a billing error referred to in section 7.1.2, the Market Support Services Licensee shall settle the difference with the person to whom the invoice was issued.
- 7.1.4. Where a billing error referred to in section 7.1.2 has resulted in the invoiced person being overcharged, the Market Support Services Licensee shall credit the next available invoice scheduled to be issued to the person with the amount erroneously charged.
- 7.1.5. Where a billing error referred to in section 7.1.2 has resulted in the invoiced person being billed for less than they should have been billed, the Market Support Services Licensee shall debit the next available invoice scheduled to be issued to the person with the amount undercharged.
- 7.1.6. Where no further invoice is scheduled to be issued to a person to whom a credit is owed or from whom a debit is owing as a result of a billing error referred to in section 7.1.2, the Market Support Services Licensee shall issue a separate invoice to that person reflecting the credit or debit.

## **8. SERVICE TRANSACTION REQUESTS**

### **8.1. TRANSACTION TYPES**

- 8.1.1. A Market Support Services Licensee shall maintain the databases, internal systems and business processes required to give effect to service transaction requests for the following types of transaction:
- (a) A change in purchase arrangements from indirect access to:
    - (i) purchasing from a non-market participant retailer;
    - (ii) purchasing from a market participant retailer; or
    - (iii) purchasing directly from the wholesale electricity market.
  - (b) A change in purchase arrangements from purchasing from a non-market participant retailer to:
    - (i) indirect access;
    - (ii) purchasing from another non-market participant retailer;
    - (iii) purchasing from a market participant retailer; or
    - (iv) purchasing directly from the wholesale electricity market.
  - (c) A change in purchase arrangements from purchasing from a market participant retailer to:
    - (i) indirect access;
    - (ii) purchasing from a non-market participant retailer;
    - (iii) purchasing from another market participant retailer; or
    - (iv) purchasing directly from the wholesale electricity market.
  - (d) A change in purchase arrangements from purchasing directly from the wholesale electricity market to:
    - (i) indirect access;
    - (ii) purchasing from a non-market participant retailer; or
    - (iii) purchasing from a market participant retailer.
  - (e) Temporary disconnection or account closure under section 4.2 for a consumer.

- (i) receiving indirect access.
  - (ii) purchasing from a non-market participant retailer.
  - (iii) purchasing from a market participant retailer.
  - (iv) purchasing directly from the wholesale electricity market.
- (f) A change in billing option for a consumer serviced by a Retail Electricity Licensee, for as long as the Market Support Services Licensee bills and collects transmission charges on behalf of the Transmission Licensee.
- (g) A request for a consumer's historical information for a specific installation, as described in section 11 of this Code, to be sent to:
- (i) the consumer;
  - (ii) a market participant retailer;
  - (iii) a non-market participant retailer; or
  - (iv) the Market Company
- (h) Termination of any of the transactions referred to in sections 8.1.1(a) through 8.1.1(f) prior to the nominated transaction date.

8.1.2 A Market Support Services Licensee may unilaterally cease to give effect to a transaction referred to in any of sections 8.1.1(a) through 8.1.1(e) where required to enable the Market Support Services Licensee to comply with its obligations under this Code or to avoid violating this Code.

## **8.2. SERVICE TRANSACTION REQUEST CONTENT**

8.2.1. A service transaction request described in section 8.1.1 shall be submitted to a Market Support Services Licensee by the appropriate requesting party referred to in section 8.3.3 in accordance with this section 8.2 and with sections 8.3 to 8.7 via the retail electronic business transaction system and shall be processed by the Market Support Services Licensee in accordance with those sections except as follows:

- (a) A contestable consumer who is not an EBT system participant may submit a service transaction request in writing for the following transaction types:
  - (i) A change in purchase arrangements from purchasing from a non-market participant retailer to indirect access (section 8.1.1(b)(i) );
  - (ii) A change in purchase arrangements from purchasing from a market participant retailer to indirect access (section 8.1.1(c)(i) );

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- (iii) Temporary disconnection or account closure for the consumer if receiving indirect access or purchasing from a Retail Electricity Licensee (sections 8.1.1(e)(i) through 8.1.1(e)(iii));
    - (iv) A request for the consumer's historical information, as described in section 11, to be sent to the consumer, a market participant retailer, a non-market participant retailer or the Market Company (sections 8.1.1(g)(i) through 8.1.1(g)(iv)); and
    - (v) A request to terminate any transaction initiated by the consumer except a request referred to in section 8.2.1(a)(iv);
  - (b) Any submission made by the Transmission Licensee or a Market Support Services Licensee, including any decision by the Market Support Services Licensee to cease to give effect to a service transaction request as described in section 8.1.2.
- 8.2.2. Each service transaction request shall contain the following information:
- (a) The name of the consumer to whom the transaction relates.
  - (b) The account number of the consumer referred to in section 8.2.2(a) with the Market Support Services Licensee for the installation affected by the transaction.
  - (c) The requesting party's identification number.
    - (i) For a Retail Electricity Licensee, the identification number shall be assigned by the Market Support Services Licensee upon completion of the Market Support Services Agreement.
    - (ii) For service transaction requests submitted by a consumer, the identification number shall be the consumer's account number with the Market Support Services Licensee for the installation affected by the transaction.
    - (iii) For service transaction requests submitted by the Market Company, the identification number shall be assigned by the Market Support Services Licensee.
    - (iv) For service transaction requests submitted by the Market Support Services Licensee on behalf on themselves or on behalf of the Transmission Licensee, the identification number shall be determined by the Market Support Services Licensee.
- 8.2.3. A service transaction request to change a contestable consumer's purchase arrangements shall, in addition to the information listed in section 8.2.2, contain the following information:

- (a) The postal code of the address of the consumer's installation affected by the transaction.
  - (b) The nominated transaction date on which the change is to take effect.
  - (c) The billing option that will be used following completion of the change, if applicable.
- 8.2.4. A service transaction request to temporarily disconnect a consumer or to close a consumer's account shall, in addition to the information contained in section 8.2.2, contain the following information:
- (a) The postal code of the address of the consumer's installation affected by the transaction.
  - (b) The nominated transaction date for disconnection or account closure.
  - (c) Whether the transaction is for a temporary disconnection or for account closure.
- 8.2.5. A service transaction request to change the billing option applicable to a consumer shall, in addition to the information contained in section 8.2.2, contain the following information:
- (a) The desired billing option.
  - (b) The nominated transaction date upon which the change in billing option shall occur.
- 8.2.6. A service transaction request to terminate a previous service transaction request prior to completion shall, in addition to the information contained in section 8.2.2, contain the Parent Transaction Number associated with the service transaction request that is being terminated.

**8.3. DATA VALIDATION AND CONSUMER IDENTIFICATION**

- 8.3.1. No later than two business days following receipt of a service transaction request, a Market Support Services Licensee shall validate the request in accordance with the rules contained in section 8.3.2. If a request fails any validation step, the Market Support Services Licensee shall:
- (a) terminate the service transaction request and treat any subsequent submission by the requesting party as a new service transaction request.
  - (b) notify the requesting party in accordance with the notification method delineated in section 8.8 that the service transaction request has been terminated and the reasons for such termination.
- 8.3.2. A service transaction request shall be valid if:

- (a) It has been submitted by the appropriate requesting party as delineated in section 8.3.3.
- (b) All mandatory information, as delineated in section 8.2, is present and conforms to the form and content of the variables as specified in the System User's Manual.
- (c) The nominated transaction date, if required to be specified, is acceptable according to the rules delineated in section 8.3.4.
- (d) The consumer to which the transaction applies can be identified from the data provided in the service transaction request in accordance with the rules delineated in section 8.3.5.
- (e) The request is not deemed invalid under the multiple transaction rules delineated in section 8.3.6.
- (f) The request conforms with any other validation rules delineated in the System User's Manual.

8.3.3. A Market Support Services Licensee shall accept service transaction requests from selected parties according to the following rules:

- (a) Service transaction requests referred to in sections 8.1.1(a), 8.1.1(b)(ii) through 8.1.1(b)(iv), 8.1.1(c)(ii) through 8.1.1(c)(iv), 8.1.1(d)(ii) and 8.1.1(d)(iii) shall be submitted by the electricity licensee from whom the consumer is to purchase electricity.
- (b) Service transaction requests referred to in sections 8.1.1(b)(i) and 8.1.1(c)(i) may be submitted either by the electricity licensee from or through whom the consumer currently purchases electricity, by the consumer or by the Market Support Services Licensee in accordance with section 13.1.11.
- (c) Service transaction requests referred to in section 8.1.1(d)(i), shall be submitted by the Market Company on behalf of the consumer who takes supply directly from the wholesale market.
- (d) Service transaction requests referred to in section 8.1.1(e) may be:
  - (i) submitted by the consumer or by the Electricity Licensee from or through whom the consumer currently purchases electricity; or
  - (ii) submitted by the Market Support Services Licensee on behalf of themselves or on behalf of the Transmission Licensee subject to the rules in section 4.2.
- (e) Service transaction requests referred to in section 8.1.1(f) shall be submitted by the Retail Electricity Licensee from whom the consumer is then purchasing electricity.

- (f) Service transaction requests referred to in section 8.1.1(g)(i) shall be submitted by the consumer.
- (g) Service transaction requests referred to in sections 8.1.1(g) (ii) through 8.1.1(g)(iv) may be submitted either by the consumer or by the electricity licensee from or through whom the consumer is then purchasing electricity.
- (h) Service transaction requests referred to in section 8.1.1(h) may be submitted by the consumer, by the initiating party of the service transaction request, or by the existing Retail Electricity Licensee in the case of a change in purchasing arrangements subject to section 8.4.3(b), without prejudice to the right of a Market Support Services Licensee to unilaterally cease to give effect to a service transaction request pursuant to section 8.1.2.

8.3.4. If a service transaction request complies with section 8.3.2(b), a Market Support Services Licensee shall examine the nominated transaction date, if required to be specified. A service transaction request that is required to specify a nominated transaction date will be valid if the nominated transaction date is less than 90 calendar days from the submission date and:

- (a) For service transaction requests referred to in sections 8.1.1(a) through 8.1.1(d), the nominated transaction date is not earlier than the next business day after the submission date;
- (b) For service transaction requests referred to in section 8.1.1(e) which have been submitted by the consumer by the Retail Electricity Licensee on behalf of the consumer, or by the Market Company, the nominated transaction date is not earlier than 12 business days from the submission date;
- (c) For service transaction requests referred to in section 8.1.1(f), the nominated transaction date is not earlier than the next business day after the submission date;
- (d) For service transaction requests referred to in section 8.1.1(h), the action date of the transaction to be terminated cannot be less than two business days from the date the termination request was received by the Market Support Services Licensee; and
- (e) For a service transaction request referred to in section 8.1.1(a) through 8.1.1(d) for an account of a set of classified associated loads, immediately prior to the nominated transaction date there exists a service transaction request for each account associated with the set of classified associated loads nominating the same Market Participant settlement account and transaction date for each of the classified associated loads.

8.3.5. For each service transaction request that is determined to be valid in accordance with sections 8.3.2, 8.3.3 and 8.3.4, a Market Support Services Licensee shall attempt to identify the consumer to whom the request applies by matching the relevant information provided in the service transaction request with data contained in the

Market Support Services Licensee's consumer information system. The conditions for a match vary with the transaction type according to the rules delineated in sections 8.3.5(a) through 8.3.5(c).

If a match is obtained between the information provided by the requesting party and the Market Support Services Licensee's records for all of the required variables, the Market Support Services Licensee shall label the service transaction request as "pending" and shall notify the requesting party of this status within one business day of achieving the match.

If a match is not obtained for any one of the mandatory data elements, the Market Support Services Licensee shall notify the requesting party that a match was not achieved and shall indicate which data elements did not match. Such notification shall be sent no later than one business day following the date on which the determination is made that a match was not obtained. In this event, the service transaction request shall be invalid and the Market Support Services Licensee shall treat any subsequent submission by the requesting party as a new service transaction request.

- (a) For service transaction requests referred to in sections 8.1.1(a) through 8.1.1(e), a match must be obtained for the consumer's:
  - (i) account number for the location of the installation to which the service transaction request applies; and
  - (ii) postal code at the address of the consumer's installation to which the service transaction request applies.
- (b) For service transaction requests referred to in sections 8.1.1(f) and 8.1.1(g) and for service transaction requests referred to in section 8.1.1(h) submitted by contestable consumers other than those who purchase directly from the wholesale electricity market:
  - (i) a match must be obtained for the consumer's account number for the location of the installation to which the service transaction request applies; and
  - (ii) the requesting party's identification number must be the same as that of the person through or from whom the consumer is currently purchasing electricity (i.e., a Market Support Services Licensee, the Market Company or the current Retail Electricity Licensee) or, if submitted by a consumer, the consumer's account number.
- (c) For service transaction requests referred to in section 8.1.1(h) submitted by a Market Support Services Licensee, a Retail Electricity Licensee, the Market Company or by a contestable consumer who purchases electricity directly from the wholesale electricity market:

- (i) a match must be obtained for the consumer's account number for the location of the installation to which the service transaction request applies; and
- (ii) the requesting party's identification number must be the same as that of the initiating party of the original request (i.e. the Market Company, a Market Support Services Licensee or a Retail Electricity Licensee), the existing Retail Electricity Licensee (in the case of a change in purchasing arrangements subject to section 8.4.3(b)), the consumer's account number (if submitted by the consumer) or the Market Support Services Licensee's identification number if submitted by a Market Support Services Licensee.

8.3.6. If a service transaction request is received and another service transaction request relating to the same consumer is pending, the following validation rules apply:

- (a) If the first service transaction request involves a change in the consumer's purchase arrangements referred to in section 8.1.1(b)(i), 8.1.1(c)(i) or 8.1.1(d)(i) and:
  - (i) the second service transaction request is to change the consumer's purchase arrangements in some other fashion, the second service transaction request shall be deemed invalid;
  - (ii) the second service transaction request is to temporarily disconnect the consumer or to close the consumer's account, and the nominated transaction date is on the same or a later date than the nominated transaction date of the first service transaction request, the second service transaction request shall be deemed invalid;
  - (iii) the second service transaction request is for an account closure and the transaction date precedes the transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (iv) the second service transaction request is for a temporary disconnection that has been initiated by the consumer, by the Retail Electricity Licensee on behalf of the consumer, or by the Market Company on behalf of the consumer, and the nominated transaction date of the second service transaction precedes the nominated transaction date of the first service transaction request, both the first and second service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (v) the second service transaction request is for a temporary disconnection that has been initiated by the Market Support Services Licensee or the Transmission Licensee subject to section 4.2, and the nominated

transaction date of the second service transaction precedes the nominated transaction date of the first service transaction request, both the first and second service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;

- (vi) the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and
  - (vii) the second service transaction request is for a change in billing option, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid.
- (b) If the first service transaction request involves a change in the consumer's purchase arrangements referred to in sections 8.1.1(a), 8.1.1(b)(ii) through 8.1.1(b)(iv), 8.1.1(c)(ii) through 8.1.1(c)(iv), 8.1.1(d)(ii) or 8.1.1(d)(iii) and:
- (i) the second service transaction request is to change the consumer's purchase arrangements to indirect access and the nominated transaction date of the second service transaction request is on the same or a later date than the nominated transaction date of the first service transaction request, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;
  - (ii) the second service transaction request is to change the consumer's purchase arrangement to indirect access and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (iii) the second service transaction request is to change the consumer's purchase arrangements to purchasing from a Retail Electricity Licensee or directly from the wholesale electricity market, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;
  - (iv) the second service transaction request is to temporarily disconnect the consumer or to close the consumer's account, and the nominated transaction date of the second service transaction request is the same or a later date than the nominated transaction date of the first service transaction request, the second service transaction request shall be deemed

invalid and the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid;

- (v) the second service transaction request is for a temporary disconnection that has been initiated by the consumer, by the Retail Electricity Licensee on behalf of the consumer, or by the Market Company on behalf of the consumer, and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, both service transactions requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (vi) the second service transaction request is for a temporary disconnection that has been initiated by the Market Support Services Licensee or the Transmission Licensee subject to section 4.2, and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (vii) the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (viii) the second service transaction request is for delivery of a consumer's historical information, both service transactions requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and
  - (ix) the second service transaction request is for a change in billing option, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid.
- (c) If the first service transaction request is for an account closure and:
- (i) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the second service transaction request is the same or a later date than the nominated transaction date of the first service transaction request, the first service transaction request shall, if it otherwise complies with the requirements of

section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;

- (ii) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the second service transaction precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
- (iii) the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request is the same or later than the nominated transaction date of the first service transaction request, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;
- (iv) the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the first service transaction request shall be deemed invalid and the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid;
- (v) the second service transaction request is for a temporary disconnection and the nominated transaction date of the second service transaction request is the same as or later than the nominated transaction date of the first service transaction request, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;
- (vi) if the second service transaction request is for a temporary disconnection and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
- (vii) the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and

- (viii) the second request is for a change in billing option, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid.
- (d) If the first service transaction request is for a temporary disconnection that has been initiated by the consumer, by the Retail Electricity Licensee on behalf of the consumer, or by the Market Company behalf of the consumer and:
  - (i) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the second service transaction request is the same as or later than the nominated transaction date of the first service transaction request, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (ii) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the first service transaction request shall be deemed invalid and the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid;
  - (iii) the second service transaction request is for another temporary disconnection that has been initiated by the consumer, by the Retail Electricity Licensee or by the Market Company, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid.
  - (iv) the second service transaction request is for a temporary disconnection that has been initiated by the Market Support Services Licensee or the Transmission Licensee subject to section 4.2, and the nominated transaction date of the second service transaction request is the same as or later than the nominated transaction date of the first service transaction request, the first service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the second service transaction request shall be deemed invalid;
  - (v) the second service transaction request is for a temporary disconnection that has been initiated by the Market Support Services Licensee or the Transmission Licensee subject to section 4.2, and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the

- requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
- (vi) the second request is for an account closure and the nominated transaction date of the second service transaction request is the same as or later than the nominated transaction date of the first service transaction request, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (vii) the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (viii) the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and
  - (ix) the second service transaction request is for a change in billing option, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid.
- (e) If the first service transaction request is for a temporary disconnection that has been initiated by the Market Support Services Licensee or the Transmission Licensee subject to section 4.2, all transaction requests other than those in sections 8.3.6(e)(i) to 8.3.6(e)(v) shall be deemed invalid until the consumer has been reconnected:
- (i) If the second service transaction request is to change the consumer's purchase arrangement to indirect access both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (ii) if the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request is the same as or later than the nominated transaction date of the first service transaction request, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (iii) if the second service transaction request is for an account closure and the nominated transaction date of the second service transaction request precedes the nominated transaction date of the first service transaction request, the first service transaction request shall be deemed invalid and

- the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid;
- (iv) if the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and
  - (v) if the second service transaction request is for a change in billing option, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid.
- (f) If the first service transaction request is for delivery of a consumer's historical information and:
- (i) the second service transaction request is to change the consumer's purchase arrangements, to temporarily disconnect the consumer, to close the consumer's account or to change a billing option, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3 be deemed valid; and
  - (ii) the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid.
- (g) If the first service transaction request is to change a consumer's billing option and:
- (i) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the first service transaction precedes the nominated transaction date of the second service transaction request, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
  - (ii) the second service transaction request is to change the consumer's purchase arrangements and the nominated transaction date of the first service transaction request is the same as or later than the nominated transaction date of the second service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
  - (iii) the second service transaction request is for an account closure and the nominated transaction date of the first service transaction request precedes the nominated transaction date of the second service transaction request,

both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;

- (iv) the second service transaction request is for an account closure and the nominated transaction date of the first service transaction request is the same as or later than the nominated transaction date of the second service transaction request, the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid;
- (v) the second service transaction request is for a temporary disconnection, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid;
- (vi) the second service transaction request is for delivery of a consumer's historical information, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid; and
- (vii) the second service transaction request is for a change in billing option, both service transaction requests shall, if they otherwise comply with the requirements of section 8.2 and of this section 8.3, be valid unless the nominated transaction dates for the service transaction requests are the same, in which case the second service transaction request shall, if it otherwise complies with the requirements of section 8.2 and of this section 8.3, be valid and the first service transaction request shall be deemed invalid.

8.3.7. Where, as a result of the application of the rules set forth in section 8.3.6, there are two service transaction requests that are valid in respect of a consumer:

- (a) Where section 8.3.6(f)(ii) applies, the service transaction requests shall be implemented by the Market Support Services Licensee in the order in which the service transaction requests were received; and
- (b) In all other cases, the service transaction requests shall be implemented in accordance with their respective nominated transaction dates.

8.3.8 Where, as a result of the application of the rules set forth in section 8.3.6, a service transaction request is deemed invalid, the Market Support Services Licensee shall, subject to sections 8.2 and 8.3, cease to give effect to the invalid service transaction request and shall treat any subsequent submission by the requesting party as a new service transaction request.

#### **8.4. IMPLEMENT A CHANGE IN PURCHASE ARRANGEMENTS**

## MARKET SUPPORT SERVICES CODE

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- 8.4.1. For service transaction requests referred to in sections 8.1.1(a) through 8.1.1(d) that have been determined valid, a Market Support Services Licensee shall continue processing the service transaction requests in accordance with this section 8.4 unless the service transaction request has been terminated by a subsequent valid service transaction request or under section 8.1.2 prior to completion.
- 8.4.2. Subject to section 8.4.3, all changes in a consumer's purchase arrangements shall occur on the nominated transaction date set forth in the service transaction request and shall be deemed to take effect at 00:00:01 on the date on which the change is effected.
- 8.4.3. Prior to giving effect to a service transaction request to change a consumer's purchase arrangements other than one received pursuant to section 13.1.11, a Market Support Services Licensee shall examine the then existing arrangements and apply the following rules:
- (a) If the consumer is then receiving indirect access or is purchasing directly from the wholesale electricity market, the change shall be completed on the nominated date and shall be deemed to take effect in accordance with section 8.4.2.
  - (b) If the consumer is then purchasing from a Retail Electricity Licensee, the Market Support Services Licensee shall notify the existing Retail Electricity Licensee of the service transaction request and shall wait three business days from the date on which such notice is given (the "initial waiting period") before continuing to process the service transaction request and:
    - (i) If, during the initial waiting period, the existing Retail Electricity Licensee notifies the Market Support Services Licensee that it objects to the service transaction request, the Market Support Services Licensee shall wait a further ten business days (the "second waiting period") from the date that the Market Support Services Licensee receives the objection notice from the Retail Electricity Licensee.

If a service transaction request terminating the service transaction request to change the consumer's purchase arrangements is received from the existing Retail Electricity Licensee prior to the end of the second waiting period, the Market Support Services Licensee shall, subject to section 8.3.4(d) and 8.4.3(c), cease to give effect to the change in purchase arrangement service transaction. The Market Support Services Licensee shall notify all parties who had been notified of such service transaction request that it has been terminated.

If a service transaction request terminating the service transaction request changing the consumer's purchase arrangements is not received prior to the end of the second waiting period, the Market Support Services Licensee shall give effect to the change in purchase arrangement service transaction request on the nominated date unless it is the same as or before the current date. In such case, the Market Support Services Licensee shall

notify the requesting party that a new nominated transaction date is required and shall continue processing the service transaction request when a valid nominated transaction date is received.

- (ii) If no objection has been received from the then existing Retail Electricity Licensee prior to the end of the initial waiting period, the Market Support Services Licensee shall give effect to the service transaction request on the nominated date unless it is the same as or before the current date. In such case, the Market Support Services Licensee shall notify the requesting party that a new nominated transaction date is required and shall continue processing the service transaction request when a valid nominated transaction date is received.
- (c) If a Market Support Services Licensee has reason to believe that a service transaction request from a Retail Electricity Licensee terminating a service transaction request changing a consumer's purchase arrangements has not been submitted by the Retail Electricity Licensee:
  - (i) with the authorisation of the consumer; or
  - (ii) for the reasons permitted by the Code of Conduct for Retail Electricity Licensees,

the Market Support Services Licensee shall request that the Retail Electricity Licensee provide proof that the service transaction request has been authorised by the consumer or has been submitted in accordance with the Code of Conduct for Retail Electricity Licensees.

8.4.4. Upon completion of a change in a consumer's purchase arrangements, a Market Support Services Licensee shall send a final bill to the consumer's former Retail Electricity Licensee and/or to the consumer, as the case may be depending on the prior billing arrangements. In case of a change in a market participant consumer's purchase arrangements due to which it is not required to receive bills via an EBT system, the final bill may be sent using a method deemed appropriate. The final bill shall be sent in accordance with the settlement schedule delineated in section 6.4. The Market Support Services Licensee shall update all relevant databases to reflect the new purchase arrangements.

8.4.5. A Market Support Services Licensee shall charge the requesting party a fee for giving effect to a change in purchase arrangement service transaction request in accordance with the rates referred to in section 6.2.8.

## **8.5. IMPLEMENT A TEMPORARY DISCONNECTION OR ACCOUNT CLOSURE**

8.5.1. If a temporary disconnection or account closure service transaction request is received for a consumer that either purchases directly from the wholesale electricity market or purchases from a Retail Electricity Licensee, a Market Support Services Licensee shall notify the Market Company or the Retail Electricity Licensee regarding the

Transmission Licensee's scheduled transaction date on which the disconnection or account closure will occur.

- 8.5.2. If a temporary disconnection service transaction request is received in respect of a consumer from the Transmission Licensee and the consumer is not receiving indirect access, a Market Support Services Licensee shall notify the electricity licensee from whom the consumer is then purchasing electricity.
- 8.5.3. If either a Retail Electricity Licensee or the Market Company submits a service transaction request for the temporary disconnection or account closure of a consumer, a Market Support Services Licensee shall assume that such service transaction request is submitted with the authorisation of the consumer. The Market Support Services Licensee may, at its sole discretion, ask the requesting party to produce evidence of such authorisation, but need not require proof of such authorisation as a condition of giving effect to the service transaction request.
- 8.5.4. A Market Support Services Licensee shall not initiate a temporary disconnection or an account closure of a consumer at the request of a Retail Electricity Licensee if the Market Support Services Licensee has reason to believe that:
  - (a) The consumer has not authorised the request; or
  - (b) The Retail Electricity Licensee is making the request due to non-payment by the consumer to the Retail Electricity Licensee.

If the Market Support Services Licensee has reason to believe that these circumstances exist when a service transaction request is submitted by a Retail Electricity Licensee, the Market Support Services Licensee shall request that the Retail Electricity Licensee provide a copy of the consumer's written authorisation. If no authorisation is made available in circumstances where the Market Support Services Licensee has already commenced processing the service transaction request, the Market Support Services Licensee shall terminate the service transaction request.

- 8.5.5. Subject to section 8.3.6, for a temporary disconnection or account closure service transaction request submitted by the consumer or by the Retail Electricity Licensee on behalf of the consumer, or by the Market Company on behalf of the consumer, a Market Support Services Licensee shall in the case of a contestable consumer whose installation is connected to the transmission system, direct the Transmission Licensee to disconnect the flow of electricity to such installation and, in the case of a consumer whose installation receives a supply of electricity via the internal electrical system of another consumer, direct such other consumer to discontinue the flow of electricity to such installation on the date nominated in the service transaction request.
- 8.5.6. Upon completion of an account closure, a Market Support Services Licensee shall send a final bill to the consumer's former Retail Electricity Licensee and/or to the consumer, as the case may be depending on the prior billing arrangements. In case of a change in a market participant consumer's purchase arrangements due to which it is not required to receive bills via an EBT system, the final bill may be sent using a method deemed

appropriate. The final bill shall be sent in accordance with the settlement schedule delineated in section 6.4. The Market Support Services Licensee shall update all relevant databases to reflect the new status.

- 8.5.7. A Market Support Services Licensee shall charge the requesting party a fee for giving effect to a temporary disconnection or account closure service transaction request in accordance with the rates referred to in section 6.2.8.

**8.6. IMPLEMENT A REQUEST FOR CONSUMER INFORMATION**

- 8.6.1. If either a Retail Electricity Licensee or the Market Company submits a service transaction request for historical consumer information pertaining to a contestable consumer, the Market Support Services Licensee shall assume that the consumer has authorised the requesting party to obtain the information. The Market Support Services Licensee may, at its sole discretion, ask the requesting party to produce evidence of such authorisation, but need not require proof of such authorisation as a condition of giving effect to the service transaction request.

- 8.6.2. A Market Support Services Licensee shall provide the requesting party with the historical consumer information listed in section 11.1.1 no later than ten business days after the service transaction request has received a pending status.

- 8.6.3. Historical consumer information to be delivered to a Retail Electricity Licensee, the Market Company or a market participant consumer that purchases directly from the wholesale electricity market shall be delivered by the Market Support Services Licensee via the retail electronic business transaction system in the format described in the System User's Manual.

- 8.6.4. Historical consumer information to be delivered to a consumer that is not an EBT system participant shall be delivered by the Market Support Services Licensee in an electronic file in the format and manner set forth in the Market Support Services Licensee's Conditions of Service. The format shall be one that can be read using standard, commercially-available database software.

- 8.6.5. A Market Support Services Licensee shall charge the requesting party a fee for giving effect to a consumer information service transaction request in accordance with the rates referred to in section 6.2.8.

**8.7. IMPLEMENT A REQUEST TO CHANGE BILLING OPTIONS**

- 8.7.1. Upon completion of a change in billing option service transaction request, a Market Support Services Licensee shall send a final bill or bills under the prior billing option either to the existing Retail Electricity Licensee and/or the consumer, as the case may be, depending on the prior billing arrangements. The Market Support Services Licensee shall update all relevant databases to reflect the new billing option.

8.7.2. A Market Support Services Licensee shall charge the requesting party a fee for giving effect to a change in billing option service transaction request in accordance with the rates referred to in section 6.2.8.

**8.8. COMMUNICATION MODE**

8.8.1. All communications associated with service transaction requests between a Market Support Services Licensee, on the one hand, and a Retail Electricity Licensee, the Market Company, or a market participant consumer that purchases directly from the wholesale electricity market, on the other, shall be conducted via the retail electronic business transaction system.

8.8.2. All communications associated with service transaction requests between a Market Support Services Licensee and a contestable consumer that is not an EBT system participant shall be conducted in accordance with the Market Support Services Licensee's Conditions of Service.

## **9. RETAIL ELECTRONIC BUSINESS TRANSACTION SYSTEM**

### **9.1. PURPOSE**

- 9.1.1. The retail electronic business transaction system shall have the functionality required to:
- (a) Transmit, record and manage communications between a Market Support Services Licensee and a requesting party, other than a consumer that is not an EBT system participant, pertaining to service transaction requests.
  - (b) Transmit all invoices delivered by a Market Support Services Licensee to Retail Electricity Licensees and market participant consumers who purchase directly from the wholesale electricity market.
  - (c) Transmit all current usage data delivered by a Market Support Services Licensee to Retail Electricity Licensees and market participant consumers who purchase directly from the wholesale electricity market.
  - (d) Transmit all historical consumer information, as described in section 11, to Retail Electricity Licensees, and market participant consumers who purchase directly from the wholesale electricity market, and the Market Company.

### **9.2. MINIMUM REQUIREMENTS**

- 9.2.1. The retail electronic business transaction system and associated business procedures shall:
- (a) Acknowledge receipt of all messages, other than successfully validated acknowledgement messages, received from EBT system participants according to the rules and procedures delineated in the System User's Manual.
  - (b) Ensure that all messages, other than acknowledgement messages, that are sent to EBT system participants by a Market Support Services Licensee receive an acknowledgement from the EBT system participant.
  - (c) Maintain an audit database that contains a record of the time, date, purpose, recipient, initiator and status of every message communicated via the retail electronic business transaction system.
  - (d) Maintain information sufficient to create an audit trail of any status change that is associated with each transaction, for all transaction types identified in section 9.1.1, from initiation through to the transaction's current state.
  - (e) Maintain records associated with the items described in sections 9.2.1 (c) and 9.2.1(d) "on line" for a period of one year and maintain archive records "off line" for an additional six years.

- (f) Generate error reports that indicate the timing and nature of all errors detected by the retail electronic business transaction system.
- (g) Allow the administrator of the retail electronic business transaction system access to system functions where required.
- (h) Provide access to technical support for all EBT system participants from 0900 to 1700 hours on business days.
- (i) Maintain accurate system documentation and operating procedures.
- (j) Be developed and operated in such a manner as to be available, at a minimum, from 0600 until 2200 hours on business days, except under exceptional circumstances. Even under exceptional circumstances, the non-availability of the retail electronic business transaction system shall not exceed three consecutive business days.

**9.3. PARTICIPANT TRAINING, TESTING AND CERTIFICATION**

- 9.3.1. A Market Support Services Licensee shall develop and operate a training course to be offered to new and existing EBT system participants that covers the rules and procedures associated with the retail electronic business transaction system.
- 9.3.2. A Market Support Services Licensee shall develop and operate a process to be used to test an EBT system participant's user-interface and other related systems to ensure that they contain the functionality necessary to communicate effectively for all transaction types managed via the retail electronic business transaction system.
- 9.3.3. A Market Support Services Licensee shall develop and operate a certification procedure, to include the training and testing described in sections 9.3.1 and 9.3.2, and shall certify each EBT system participant.
- 9.3.4. A Market Support Services Licensee shall, in either a separate document or as part of the System User's Manual, document the training, testing and certification procedures described in this section 9.3, and shall provide this documentation upon request to any existing or prospective EBT system participant.
- 9.3.5. A Market Support Services Licensee shall charge a party that undergoes the training, testing or certification procedures referred to in this section 9.3 fees in accordance with the rates referred to in section 6.2.8.
- 9.3.6. All Retail Electricity Licensees and all market participant consumers purchasing directly from the wholesale electricity market shall be required to be EBT system participants. Notwithstanding any other provision of this Code, a Market Support Services Licensee shall not commence to provide market support services to any such person until such person has been certified as an EBT system participant under section 9.3.3.

**9.4. SYSTEM USER'S MANUAL**

- 9.4.1. A Market Support Services Licensee shall develop and maintain a System User's Manual that contains, at a minimum, the following information:
- (a) An overview of the general purpose of and functionality of the retail electronic business transaction system.
  - (b) An overview of the functionality that all EBT system participants must have in order to utilise the retail electronic business transaction system.
  - (c) A detailed description of the transaction types supported by the retail electronic business transaction system and the business rules that apply to each transaction.
  - (d) A detailed description of all data that must be provided in conjunction with each transaction type and the data formats that are to be used for conveying the required information.
  - (e) Data formats for all messages that must be communicated between the Market Support Services Licensee and an EBT system participant for all transaction types.
  - (f) A detailed description of response times required for each message and response.
  - (g) A description of the training, testing and certification procedures referred to in section 9.3, if not provided in a separate document.
  - (h) A listing of all fees that will be charged for the training, testing and certification procedures referred to in section 9.3.
  - (i) A phone number or phone numbers that can be called to obtain technical support pertaining to the retail electronic business transaction system and/or further information regarding any of the topics contained in the System User's Manual.
- 9.4.2. A Market Support Services Licensee shall provide a copy of the System User's Manual upon request to any existing or prospective EBT system participant.

## **10. BILLING OPTIONS**

### **10.1. GENERAL RULES AND OBLIGATIONS**

- 10.1.1. A Market Support Services Licensee shall maintain the capability to accommodate the following two billing options for Retail Electricity Licensees, for as long as the Market Support Services Licensee bills and collects transmission charges on behalf of the Transmission Licensee:
- (a) Retailer consolidated billing; and
  - (b) Split billing.
- 10.1.2. The selection of a billing option to be used for each consumer shall be at the sole discretion of the Retail Electricity Licensee that sells electricity to the consumer.
- 10.1.3. A Market Support Services Licensee shall pursue payment from a Retail Electricity Licensee for amounts invoiced to that licensee in accordance with the settlement schedule described in section 6.4 regardless of whether the Retail Electricity Licensee receives payment from the consumer.
- 10.1.4. A Market Support Services Licensee may respond to a consumer's inquiry about metered usage by the consumer or, alternatively, may refer the inquiry to the Retail Electricity Licensee if the Market Support Services Licensee considers that the Retail Electricity Licensee has or is likely to have the information necessary to respond to the consumer's inquiry.
- 10.1.5. A Market Support Services Licensee may respond to consumer inquiries concerning emergency situations and safety issues, safety inspections, connections, disconnections and related matters. Such responses shall, where applicable, be in accordance with the terms of the Market Support Services Licensee's contract with the Transmission Licensee or with any obligations imposed on the Market Support Services Licensee by the Authority.

### **10.2. RETAILER CONSOLIDATED BILLING**

- 10.2.1. If a Retail Electricity Licensee chooses retailer consolidated billing for a consumer, a Market Support Services Licensee shall not bill that consumer directly for any charges attributable to that consumer. The remainder of this section 10.2 applies only to a retailer that has chosen retailer consolidated billing for a consumer and to a consumer in respect of whom a Retail Electricity Licensee has chosen retailer consolidated billing.
- 10.2.2. A Market Support Services Licensee shall calculate all consumer-related charges in accordance with the settlement procedures delineated in section 6, but shall bill the consumer's Retail Electricity Licensee for these charges rather than the consumer.

- 10.2.3. A Market Support Services Licensee shall include on the Retail Electricity Licensee's invoice the applicable information described in section 6.5.
- 10.2.4. If a Market Support Services Licensee receives an inquiry from a consumer concerning charges, fees or rates, including those for transmission services and market support services, bill calculation procedures or any inquiry other than those described in sections 10.1.4 and 10.1.5, the Market Support Services Licensee shall refer the consumer to its Retail Electricity Licensee.

**10.3. SPLIT BILLING**

- 10.3.1. If a Retail Electricity Licensee chooses split billing in respect of a consumer, a Market Support Services Licensee shall calculate all consumer-related charges in accordance with the settlement procedures delineated in section 6. The remainder of this section 10.3 applies only to a retailer that has chosen split billing for a consumer and to a consumer in respect of whom a Retail Electricity Licensee has chosen split billing.
- 10.3.2. A Market Support Services Licensee shall, while it is the billing and collection agent for the transmission licensee, bill the consumer for transmission service charges and shall include on the invoice sent to the consumer the applicable items delineated in section 6.5.
- 10.3.3. A Market Support Services Licensee shall include on the Retail Electricity Licensee's invoice the applicable information described in section 6.5.
- 10.3.4. If a Market Support Services Licensee receives an inquiry from a consumer concerning electricity charges, the Market Support Services Licensee shall refer that consumer to its Retail Electricity Licensee. If the inquiry concerns transmission service charges, the Market Support Services Licensee shall respond in accordance with the agreement it has with the Transmission Licensee.

## 11. CONSUMER INFORMATION

### 11.1. MAINTENANCE OF CONSUMER INFORMATION

- 11.1.1. A Market Support Services Licensee shall ensure that the following information is maintained for each contestable consumer and is available for transmittal upon receipt of a valid service transaction request seeking such information:
- (a) Consumer's account number with the Market Support Services Licensee for each of the consumer's installation.
  - (b) Consumer's name and billing address.
  - (c) Consumer's address for service for each of the consumer's installation.
  - (d) The next scheduled invoice date for the consumer.
  - (e) Meter identification numbers for each meter associated with each of the installation of the consumer.
  - (f) Meter reading date for each meter reading period for each meter referred to in section 11.1.1(e).
  - (g) The meter reading frequency (daily/weekly etc.) for each meter referred to in section 11.1.1(e).
  - (h) Usage (kWh/half-hour) for each half-hour period in each meter reading period for each meter that measures net withdrawals from the transmission system by the consumer.
  - (i) The output of any embedded generation facility that is a GRF or GSF and that provides energy directly to the consumer's installation.
  - (j) kVarh/half-hour for each half-hour period in each meter reading period if the data is used to bill for transmission or other services.
  - (k) All relevant loss adjustment factors applicable to the metered values from each meter referred to in section 11.1.1(e).
  - (l) Any information as may be required by the Authority in the discharge of its duties and responsibilities under the Act and regulations made thereunder.
  - (m) Information concerning each consumer's contracted capacity, where applicable.
  - (n) Information concerning each consumer's approved load, where applicable.
  - (o) Where a consumer has presented a valid copy of approval from the Authority stating that their generation facility has been classified as a embedded generation facility, the Market Support Services Licensee shall maintain a record of such an

approval, along with details of the embedded generation facilities covered by the approval and the approval number as issued by the Authority.

- 11.1.2. A Market Support Services Licensee shall ensure that the information listed in section 11.1.1 is retained for a period of no less than one year or for whatever period of time data is available if the contestable consumer has been receiving supply for less than one year.

**11.2. CONFIDENTIALITY OF CONSUMER INFORMATION**

- 11.2.1. Except as otherwise provided in this Code or in its electricity licence, a Market Support Services Licensee shall not disclose consumer information, including the metering information described in section 11.1.1 that pertains to the consumer, to a third party without the consent of the consumer in writing, except when information has been sufficiently aggregated such that the consumer's consumer information cannot be identified or where consumer information is required to be disclosed:
- (a) for billing purposes;
  - (b) for law enforcement purposes;
  - (c) for the purposes of complying with a legal requirement;
  - (d) when past due accounts of the consumer have been passed to a debt collection agency; or
  - (e) for the purposes of complying with the Market Rules.
- 11.2.2. A Market Support Services Licensee shall take all reasonable steps to ensure that a third party that obtains consumer information as the result of the provision of services to the Market Support Services Licensee uses that information only for purposes of performing such services and does not otherwise use or disclose such information.

## 12. METER INFORMATION

### 12.1. MAINTENANCE OF METER INFORMATION

- 12.1.1. A Market Support Services Licensee shall ensure that the following information is maintained and available for each intertie meter, each pool meter, each meter associated with the facilities of a generation licensee and any other meter that is not directly associated with a consumer and in respect of which the Market Support Services Licensee provides meter reading and meter data management services, and shall make such data available upon request of the owner of the applicable meter:
- (a) An account number with the Market Support Services Licensee, if relevant.
  - (b) The location of the meter.
  - (c) The meter's meter identification number.
  - (d) Meter reading date for each meter reading period for the meter.
  - (e) The meter reading frequency (daily/weekly etc.)for the meter.
  - (f) Usage and/or injections (kWh/half-hour) for each half-hour period in each meter reading period for the meter.
  - (g) kVarh/half-hour for each half-hour period in each meter reading period if the data is used to bill for transmission or other services.
  - (h) All relevant loss adjustment factors applicable to the metered values from the meter.
- 12.1.2. A Market Support Services Licensee shall ensure that the information listed in section 12.1.1 is retained for a period of no less than one year or for whatever period of time the data is available if the Market Support Services Licensee has been reading the associated meter for less than one year.

## 13. PAYMENT SECURITY

### 13.1. PAYMENT SECURITY FROM RETAIL ELECTRICITY LICENSEES

- 13.1.1. A Market Support Services Licensee shall be permitted to differentiate between Retail Electricity Licensees as to the amount of security required to be provided under this section 13.1 based on factors such as the applicable billing arrangements, the type of Retail Electricity Licensee, the Retail Electricity Licensee's market share and the Retail Electricity Licensee's creditworthiness.

#### *Maximum Amount of Security*

- 13.1.2. The maximum amount of security that a Market Support Services Licensee can require from a Retail Electricity Licensee shall be determined based on an estimate of the maximum exposure the Market Support Services Licensee faces in respect of that Retail Electricity Licensee, determined in accordance with this section 13.1.
- 13.1.3. The maximum exposure in respect of a Retail Electricity Licensee using retailer consolidated billing shall be estimated by a Market Support Services Licensee as follows:

Step 1: Estimate the total bill for an average consumer served by the Retail Electricity Licensee for an average month based on historical information or the best available estimate, less any amount owing by the consumer on account of transmission services. If the Market Support Services Licensee believes that future market clearing prices may differ significantly from historical market clearing prices, the Market Support Services Licensee may, at its discretion, produce a forecast price to be used in this calculation and may adjust the historical average bill accordingly. However, a Retail Electricity Licensee may challenge the price forecast as unreasonable, in which case the Market Support Services Licensee shall submit the matter to the Authority and the Authority shall, subject to section 98 of the Act, be the final arbiter on this issue. If a Retail Electricity Licensee serves more than one class of consumer, the Market Support Services Licensee may develop bill estimates for each of the consumer classes.

Step 2: Multiply the estimate of the total for an average consumer (or each class of consumer) served by a Retail Electricity Licensee determined in Step 1 by the total number of consumers served by the Retail Electricity Licensee. In the event that class-specific estimates are used, multiply the number of consumers in each class by the estimate for that class and add the class totals.

Step 3: Multiply the amount determined in Step 2 by 1.5. The resulting value is the maximum amount of security that the Market Support Services Licensee may require from a Retail Electricity Licensee using retailer consolidated billing.

- 13.1.4. For a Retail Electricity Licensee using split billing, the Market Support Services Licensee shall use the same three-step process outlined in section 13.1.3 to determine the maximum allowable amount of security, except that the amount in Step 1 shall be determined on the basis of that portion of a consumer's bill to be charged to the Retail Electricity Licensee.

*Updating Security Estimates*

- 13.1.5. A Market Support Services Licensee shall update periodically the estimate of its maximum exposure based on then current estimates of the number and type of consumers served by a Retail Electricity Licensee. The Market Support Services Licensee may update the estimate as frequently as it wishes, but shall update the estimate at least once every three months using the procedures described in section 13.1.3 or 13.1.4, as the case may be, and the most recent values for the number of consumers served by a Retail Electricity Licensee.
- 13.1.6. If, as a result of an update prepared by a Market Support Services Licensee under section 13.1.5, the maximum exposure in respect of a Retail Electricity Licensee increases by more than 10 percent over the estimate then in use and the Market Support Services Licensee wishes to increase the security requirement accordingly, a Retail Electricity Licensee shall provide new or additional security to meet the increased requirement within 7 calendar days of being requested to do so by the Market Support Services Licensee.
- 13.1.7. If, as a result of an update prepared by a Market Support Services Licensee under section 13.1.5, the maximum exposure in respect of a Retail Electricity Licensee falls by more than 10 percent below the estimate then in use, the Market Support Services Licensee shall so notify the Retail Electricity Licensee immediately. The Retail Electricity Licensee may modify its security arrangement in light of the lower requirement. Where the form of security in place between a Retail Electricity Licensee and the Market Support Services Licensee is a cash deposit held by the Market Support Services Licensee, the Market Support Services Licensee shall, if requested by the Retail Electricity Licensee, return the excess amount to the Retail Electricity Licensee within 7 calendar days of the date on which notice of the new estimate was given.

*Type of Security*

- 13.1.8. A Market Support Services Licensee may require a Retail Electricity Licensee to post security for any amount equal to or less than the maximum amount of security calculated in accordance with this section 13.1. Subject to section 13.1.9, the Retail Electricity Licensee shall provide, and the Market Support Services Licensee shall accept, any of the following types of security or any combination thereof as may be selected by the Retail Electricity Licensee:
- (a) An irrevocable letter of credit;
  - (b) A banker's guarantee; or

(c) A cash deposit.

13.1.9. A Market Support Services Licensee may, at its discretion, accept such other legal forms of security as may be determined appropriate by the Market Support Services Licensee from a Retail Electricity Licensee in lieu of the other types of security described in section 13.1.8. In applying this discretion, the Market Support Services Licensee shall not discriminate among Retail Electricity Licensees with comparable risk profiles.

*Default Process*

13.1.10. In the event of settlement payment default by a Retail Electricity Licensee, a Market Support Services Licensee shall not realize on any security provided by the Retail Electricity Licensee under this section 13.1 until a period of 8 calendar days has elapsed from the date the settlement payment was due.

13.1.11. The day after a settlement payment was due, a Market Support Services Licensee shall immediately notify the Retail Electricity Licensee that payment was not received and work with the Retail Electricity Licensee to remedy the situation. If, after a period of 16 calendar days has elapsed since the date of such notice, an amount remains owing from the Retail Electricity Licensee and the parties have not otherwise agreed on a remedy, the Market Support Services Licensee may notify the Retail Electricity Licensee's consumers that they will revert to indirect access through the Market Support Services Licensee according to a schedule determined by the Market Support Services Licensee unless such consumers elect to receive services from another Retail Electricity Licensee or to purchase electricity directly from the wholesale electricity market. If the Market Support Services Licensee receives a valid service transaction request from a consumer seeking to transfer to an alternative Retail Electricity Licensee or to purchase electricity directly from the wholesale electricity market prior to transferring the consumer to indirect access, the Market Support Services Licensee shall process the service transaction request in accordance with its terms.

13.1.12. A Market Support Services Licensee may charge a Retail Electricity Licensee interest on any overdue amounts at such rate as may be approved by the Authority from time to time.

13.1.13. A Market Support Services Licensee may charge a Retail Electricity Licensee for the cost of final meter readings and other allowable transaction costs associated with transferring consumers to indirect access under section 13.1.11 at the rates referred to in section 6.2.2.

13.1.14. The Retail Electricity Licensee shall pay to Market Support Services Licensee forthwith on demand all costs, charges, expenses and fees, including legal fees on a solicitor and client basis, of or incurred by or on behalf of Market Support Services Licensee in:

(i) the enforcement or recovery of payment of any amounts owing to Market Support Services Licensee by the Retail Electricity Licensee; and

- (ii) the realisation of the security provided by the Retail Electricity Licensee.

The costs, charges, expenses and fees referred to in this section shall be secured by the security provided by the Retail Electricity Licensee.

### **13.2. PAYMENT SECURITY FROM CONTESTABLE CONSUMERS**

- 13.2.1. A Market Support Services Licensee shall be permitted to differentiate between consumers as to the amount of security required to be provided under this section 13.2 based on factors such as the applicable billing arrangements, the type of consumer, and the consumer's level of consumption and creditworthiness.

#### *Maximum Amount of Security*

- 13.2.2. The maximum amount of security that a Market Support Services Licensee may require from a contestable consumer shall be determined based on an estimate of the maximum exposure the Market Support Services Licensee faces in respect of that contestable consumer, determined in accordance with this section 13.2.

- 13.2.3. The maximum exposure in respect of a contestable consumer receiving indirect access shall be estimated by a Market Support Services Licensee as follows:

Step 1: Estimate the total bill for the consumer for an average month based on historical information or the best available estimate, less any amount owing by the consumer on account of transmission services. If the Market Support Services Licensee believes that future market clearing prices may differ significantly from historical market clearing prices, the Market Support Services Licensee may, at its discretion, produce a forecast price to be used in this calculation and may adjust the historical average bill accordingly. The consumer may challenge the price forecast as unreasonable, in which case the Market Support Services Licensee shall submit the matter to the Authority and the Authority shall, subject to section 98 of the Act, be the final arbiter on this issue.

Step 2 Multiply the amount determined in Step 1 by 1.5. The resulting value is the maximum amount of security that the Market Support Services Licensee may require from a contestable consumer that is receiving indirect access.

- 13.2.3A For a consumer with embedded generation, a Market Support Services Licensee shall use the same two-step process outlined in section 13.2.3 to determine the maximum allowable amount of security, except that the amount in Step 1 shall be determined using the sum of the average monthly withdrawal from the network and the average monthly generation.

- 13.2.4. For a consumer that is purchasing electricity directly from the wholesale electricity market or that is purchasing from a Retail Electricity Licensee using split billing, a Market Support Services Licensee shall use the same two-step process outlined in section 13.2.3 to determine the maximum allowable amount of security, except that the amount in Step 1 shall be determined on the basis of that portion of the consumer's bill

relating to services being provided by the Market Support Services Licensee to the consumer.

*Updating Security Estimates*

- 13.2.5. A Market Support Services Licensee shall update periodically the estimate of its exposure based on then current estimates of the amount projected to be owed by a contestable consumer.
- 13.2.6. A Market Support Services Licensee may update the estimate referred to in section 13.2.5 as frequently as it wishes, but shall update the estimate at least once every three months using the procedures described in section 13.2.3 or 13.2.4, as the case may be.
- 13.2.7. If, as a result of an update prepared by a Market Support Services Licensee under section 13.2.5, the maximum exposure in respect of a contestable consumer increases by more than 10 percent over the estimate then in use and the Market Support Services Licensee wishes to increase the security requirement accordingly, a contestable consumer shall provide new or additional security to meet the new requirement within 7 calendar days of being requested to do so by the Market Support Services Licensee.
- 13.2.8. If, as a result of an update prepared by a Market Support Services Licensee under section 13.2.5, the maximum exposure in respect of a contestable consumer falls by more than 10 percent below the estimate then in use, the Market Support Services Licensee shall so notify the contestable consumer immediately. The consumer may modify its security arrangement in light of the lower requirement. Where the form of security in place between a consumer and the Market Support Services Licensee is a cash deposit held by the Market Support Services Licensee, the Market Support Services Licensee shall, if requested by the consumer, return the excess amount to the consumer within 7 calendar days of the date on which notice of the new estimate was given.

*Type of Security*

- 13.2.9. A Market Support Services Licensee may require a contestable consumer to post security for any amount equal to or less than the maximum amount of security calculated in accordance with this section 13.2. Subject to section 13.2.10, a contestable consumer shall provide, and the Market Support Services Licensee shall accept, any of the following types of security or any combination thereof as may be selected by the contestable consumer:
- (d) An irrevocable letter of credit;
  - (e) A banker's guarantee; or
  - (f) A cash deposit.
- 13.2.10. A Market Support Services Licensee may, at its discretion, accept such other legal forms of security as may be determined appropriate by the Market Support Services

Licensee from contestable consumers in lieu of the other types of security described in section 13.2.9. In applying this discretion, the Market Support Services Licensee shall not discriminate among consumers with comparable risk profiles.

*Default Process*

- 13.2.11. In the event of settlement payment default by a contestable consumer, a Market Support Services Licensee shall not realize on any security provided by the contestable consumer under this section 13.2 until a period of 8 calendar days has elapsed from the date the settlement payment was due.
- 13.2.12. The day after a settlement payment is due, a Market Support Services Licensee shall immediately notify the consumer that payment was not received and work with the consumer to remedy the situation. If, after a period of 16 calendar days has elapsed since the date of such notice, an amount remains owing from the contestable consumer and the parties have not otherwise agreed on a remedy, the Market Support Services Licensee may notify the consumer that it will direct the Transmission Licensee to disconnect the consumer.
- 13.2.13. A Market Support Services Licensee may charge a consumer interest on any overdue amounts at such rate as may be approved by the Authority from time to time.
- 13.2.14. A Market Support Services Licensee may charge a consumer for the cost of final meter readings and other allowable transaction costs associated with disconnecting the consumer under section 13.2.13 at the rates referred to in section 6.2.2.
- 13.2.15. The contestable consumer shall pay to Market Support Services Licensee forthwith on demand all costs, charges, expenses and fees, including legal fees on a solicitor and client basis, of or incurred by or on behalf of Market Support Services Licensee in:
- (i) the enforcement or recovery of payment of any amounts owing to Market Support Services Licensee by the contestable consumer; and
  - (ii) the realisation of the security provided by the contestable consumer.

The costs, charges, expenses and fees referred to in this section shall be secured by the security provided by the contestable consumer.

**13.3. PAYMENT SECURITY ON BEHALF OF A TRANSMISSION LICENSEE**

- 13.3.1. Where a Market Support Services Licensee bills for and collects charges for transmission services on behalf and as agent for the Transmission Licensee, the Market Support Services Licensee shall collect security on behalf of the Transmission Licensee for transmission services in accordance with the Transmission Code and the agreement between the Market Support Services Licensee and the Transmission Licensee.
- 13.3.2. If a Retail Electricity Licensee or a contestable consumer provides partial payment of monies owed to a Market Support Services Licensee without specifying how the funds

should be allocated, the Market Support Services Licensee shall allocate the partial payment among the Market Support Services Licensee and the Transmission Licensee and any other party for whom the Market Support Services Licensee is providing billing and collection services in proportion to the charges being billed on behalf of each party.

- 13.3.3. The payment security a Market Support Services Licensee collects on its behalf does not have to be kept separately from the payment security the Market Support Services Licensee collects on behalf of the Transmission Licensee.

## **14. DISPUTE RESOLUTION PROCEDURE**

### **14.1. MARKET SUPPORT SERVICES**

- 14.1.1. A Market Support Services Licensee shall establish a dispute resolution procedure for resolving disputes related to the provision of market support services.
- 14.1.2. A Market Support Services Licensee shall document the dispute resolution process referred to in section 14.1.1 in writing.
- 14.1.3. The dispute resolution process referred to in section 14.1.1 shall include the opportunity for resolution through an independent third party.
- 14.1.4. A Market Support Services Licensee shall provide adequate publicity of the dispute resolution process referred to in section 14.1.1 to contestable consumers, Retail Electricity Licensees and other persons who receive market support services and shall, upon request, provide a written copy of the process to any requesting party.

## **15. CONDITIONS OF SERVICE DOCUMENT**

### **15.1. DOCUMENT DEVELOPMENT**

- 15.1.1. A Market Support Services Licensee shall develop Conditions of Service for contestable consumers that describe the terms and conditions under which market support services, including indirect access to the wholesale electricity market and metering services will be provided to contestable consumers.
- 15.1.2. A Market Support Services Licensee shall file a copy of its Conditions of Service with the Authority, make its Conditions of Service available for public inspection and provide a copy of its Conditions of Service to any person who requests it.
- 15.1.3. The terms and conditions of a Market Support Services Licensee's Conditions of Service shall comply and be consistent with this Code, and such other requirements as notified by the Authority to the Market Support Services Licensee.

### **15.2. CONTENT**

- 15.2.1. A Market Support Services Licensee's Conditions of Service shall include, at a minimum, a description of the following:
  - (a) Terms and conditions under which indirect access to the wholesale electricity market is provided.
  - (b) Identification of vesting contract arrangements.
  - (c) A description of additional market support services available from the Market Support Services Licensee and the terms and conditions under which such market support services are provided.
  - (d) Arrangements to access meter output for energy management and other purposes.
  - (e) How a contestable consumer may obtain additional information, including important contact numbers, such contact numbers not to include those of Retail Electricity Licensees.
  - (f) The right of the consumer and third parties to access current and historical information.
  - (g) The dispute resolution process referred to in section 14.1.1.
- 15.2.2. A Market Support Services Licensee's Conditions of Service shall include, as an attachment, a description of the terms and conditions of any other services that may be required to be obtained by a consumer wishing to receive indirect access to the

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wholesale electricity market in conjunction with those provided by the Market Support Services Licensee, including the requirements for obtaining and maintaining a connection to the transmission system (equipment, installation, meters, etc.).

## **16. METERING SERVICES AGREEMENT**

### **16.1. DOCUMENT DEVELOPMENT**

- 16.1.1. A Market Support Services Licensee shall develop a standard metering services agreement for, or provisions for standard metering services to be included in any agreement with Generation Licensees, Wholesaler Licensees, other market support services licensees and the Market Company that describes the terms and conditions of the provision of metering services by the Market Support Services Licensee.
- 16.1.2. The terms and conditions of the metering services agreement or the provisions to be included in any agreement referred to in section 16.1.1 shall comply and be consistent with this Code and the Metering Code, and such other requirements as notified by the Authority to the Market Support Services Licensee.

### **16.2. CONTENT**

- 16.2.1. The metering services agreement or provisions, if any, referred to in section 16.1.1 shall include, at a minimum, a description of the following:
- (a) The process by which a person may apply for metering services.
  - (b) Terms and conditions under which metering services are provided.
  - (c) Rates for metering services offered by the Market Support Services Licensee.
  - (d) Arrangements to access meter output for energy management and other purposes.
  - (e) Billing cycle period and payment requirements by class for each type of metering service.
  - (f) Access rights to current and historical metering information.
  - (g) Default conditions and consequences.
  - (h) The dispute resolution process referred to in section 14.1.1.

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