



Department of Primary Industries

---

# **ADVANCED METERING INFRASTRUCTURE**

Minimum AMI Service Levels Specification  
(Victoria)

September 2008

Release 1.1

# Contents

1	DOCUMENT CONTROL .....	2
1.1	Version Control .....	2
1.2	Citation .....	2
1.3	Related documents .....	2
1.4	Approval .....	2
2	INTRODUCTION.....	3
2.1	Background.....	3
2.2	Purpose of Document .....	3
2.3	Scope of application.....	3
3	DEFINITIONS AND INTERPRETATION .....	4
4	SERVICES AND MINIMUM SERVICE LEVELS .....	5
4.1	General Requirements .....	5
4.2	Service Requirements.....	5
4.2.1	De-energisation.....	5
4.2.2	Re-energisation.....	5
4.3	Service Levels .....	6

# 1 DOCUMENT CONTROL

## 1.1 Version Control

Version	Date	Description
Release 1.0	October 2007	Based upon the Minimum AMI Service Levels, Version 1.0, dated 26 September 2007, endorsed by the Victorian AMI Industry Steering Committee on 10 October 2007.
Release 1.1	September 2008	As recommended by the Victorian AMI Industry Steering Committee on 8 September 2008.

## 1.2 Citation

An appropriate citation for this specification is:

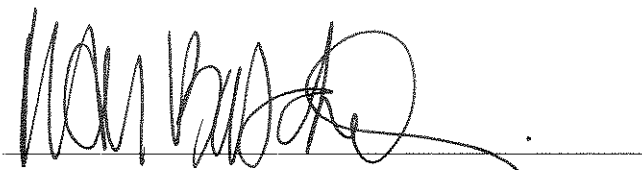
“Minimum AMI Service Levels Specification (Victoria)”

## 1.3 Related documents

Document	Version	Date
Minimum AMI Functionality Specification (Victoria)	Release 1.1	September 2008

## 1.4 Approval

This specification has been approved by



Hon. Peter Batchelor, Minister for Energy and Resources

Date

11/9/08

## 2 INTRODUCTION

### 2.1 Background

In early 2006, the Victorian Government formally endorsed the deployment of Advanced Metering Infrastructure (AMI) to all Victorian electricity customers consuming less than 160MWh per annum. An amendment to the *Electricity Industry Act 2000* was passed by the Victorian Parliament in August 2006, providing the Government with legislative heads of power to make Orders in Council (OIC) establishing a range of requirements for the deployment of AMI, including the setting of minimum AMI functionality, performance levels and service levels.

The rollout of AMI in Victoria will proceed on the basis of adopting, to the maximum extent practicable, existing market rules, procedures and, consequentially, service levels.

AMI will conform to the National Electricity Rules and Metrology Procedure as they relate to Type 5 metering (manually and remotely read) although AMI meters may be installed, on a transitional basis only, as Type 6 metering.

During the period of the rollout, the focus of the AMI Program will be on deployment of AMI systems and implementation of the following capabilities:

- half-hourly interval data;
- remote reading of AMI meters;
- remote de-energisation; and
- remote energisation.

### 2.2 Purpose of Document

This specification defines requirements and the minimum service levels for AMI systems deployed in Victoria.

### 2.3 Scope of application

This Specification applies to a remotely read interval meter installed for a customer with annual electricity consumption of 160MWh or less and which is commissioned as part of an AMI system.

The requirements in this specification apply to Distribution Network Service Providers (DNSPs) and retailers, as detailed for each defined service. These requirements are minimum requirements only and do not limit the agreement of service levels that exceed the requirements of this specification.

### 3 DEFINITIONS AND INTERPRETATION

In the following section, the following definitions apply:

- AMI system – means the AMI metering installation, communications, infrastructure and all other systems required to comply with the Specifications.
- AMI meter – means an interval meter which complies with the AMI Minimum Functionality Specification.
- Customer – means a person who buys electricity from a retailer.
- DNSP – means Distribution Network Service Provider.
- FRMP – means Financially Responsible Market Participant, as registered in MSATS.
- Interval meter – means a meter that records interval energy data.
- LR – Local Retailer, as registered in MSATS.
- MSATS – Market Settlement and Transfer Solution.
- Metering data – means the data obtained from a metering installation, the processed data or substituted data.
- Remotely read interval meter - means an interval meter that meets the functionality requirements set out in a further Order in Council made under section 46D of the Act and:
  - (a) is designed to transmit metering data to a remote location for data collection; and
  - (b) does not, at any time, require the presence of a person at, or near, the meter for the purposes of data collection or data verification (whether this occurs manually as a walk-by reading or through the use of a vehicle as a close proximity drive-by reading), including, but not limited to, an interval meter that transmits metering data via direct dial-up, satellite, the internet, general packet radio service, power line carrier, or any other equivalent technology.

Annual electricity consumption of a customer will be determined in accordance with the Order in Council made under section 15A and section 46D of the Electricity Industry Act published in Government Gazette No. S200 on 28 August 2007 (as amended).

## 4 SERVICES AND MINIMUM SERVICE LEVELS

### 4.1 General Requirements

The following general requirements apply to the delivery of the services detailed in this Specification

- unless otherwise noted, the service levels are measured from the receipt of a valid request to the dispatch of the completion advice;
- all requests require a confirmation to the initiator of completion of the request or advice as to why the request could not be completed;
- performance against the service levels (and associated compliance and reporting) are to be measured over a calendar year;
- unless otherwise noted, all references to days are calendar days;
- unless otherwise noted, all times are in Australian Eastern Standard Time (EST);
- hardware and software systems of DNSPs are to be designed to have no less than 99% availability over a calendar year; and
- the actions of retailers and DNSPs pursuant to this Specification remain subject to the Victorian energy regulatory framework.

### 4.2 Service Requirements

#### 4.2.1 De-energisation

Where the metering installation has the capability to perform a remote de-energisation and subject to safety considerations, the DNSP must use best endeavours to perform the de-energisation remotely, except where a FRMP requests an alternate de-energisation method.

#### 4.2.2 Re-energisation

Where the metering installation has the capability to perform a remote re-energisation and subject to safety considerations, the DNSP must use best endeavours to perform the re-energisation remotely.

### 4.3 Service Levels

The following service levels are in addition to those that are enforceable under other instruments at the time the service is provided.

Service	Definition	Minimum Service Level	Output	Initiator
1 Routine Read – Remote	From 1 January 2012 and for all meters.  Availability to market participants of the interval metering data for a day for each collected channel.  Availability to market participants of the total accumulated energy for each collected channel.	<ul style="list-style-type: none"> <li>no less than 95% being actual data from meters, (with the remainder substituted), to be available by 6am the following day;</li> <li>no less than 99% of actual data within 24 hours of the time in previous point; and</li> <li>no less than 99.9% of actual data within ten business days from day the consumption occurred.</li> </ul>	Metering data file to MSATS, FRMP, LR, DNSP	DNSP or FRMP
2 De-energisation	Manual or remote de-energisation of individual connection points as required per section 4.2.1 of this specification.	Existing service obligations for de-energisations are to apply.	De-energisation of customer's electrical installation	DNSP or FRMP
3 Re-energisation	Manual or remote re-energisation of individual connection points as required per section 4.2.2 of this specification.	Existing service obligations for re-energisations are to apply.	Re-energisation of customer's electrical installation	DNSP, FRMP or Prospective FRMP

