
Third Party Provision of Data User Guide



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Introduction

Purpose

The Third Party Provision of Data document describes the process of the provision of data services to third party participants in alignment with Metering Code 2012 Clause 5.17A. This document will describe:

- How to register as a third party participant
- How to submit for provision of data services
- How to submit for standing data
- How to use and request data from the Western Power web portal
- Timings
- Fees/charges
- Support

Registration

To access energy data as a third party participant you must first register your third party business to allow access to both standing and metering data with Western Power.

The registration form must be completed before authorisation is granted. In the event not all details are provided you will receive a rejection notification and details on what attributes on the form are required.

Registration provides the Third Party a preference for the provision of standing data and meter data to be delivered via email or to the web portal. Both options cannot be selected.

Email

Notification email address will be delivery point for third party notifications and also the provision of standing data/metering data if specified

Web portal access

On completion of successful registration you will receive an email notification containing your user name and password to gain access to the Metering Service Centre web portal where standing data and energy data can be requested and received.

Disclaimer

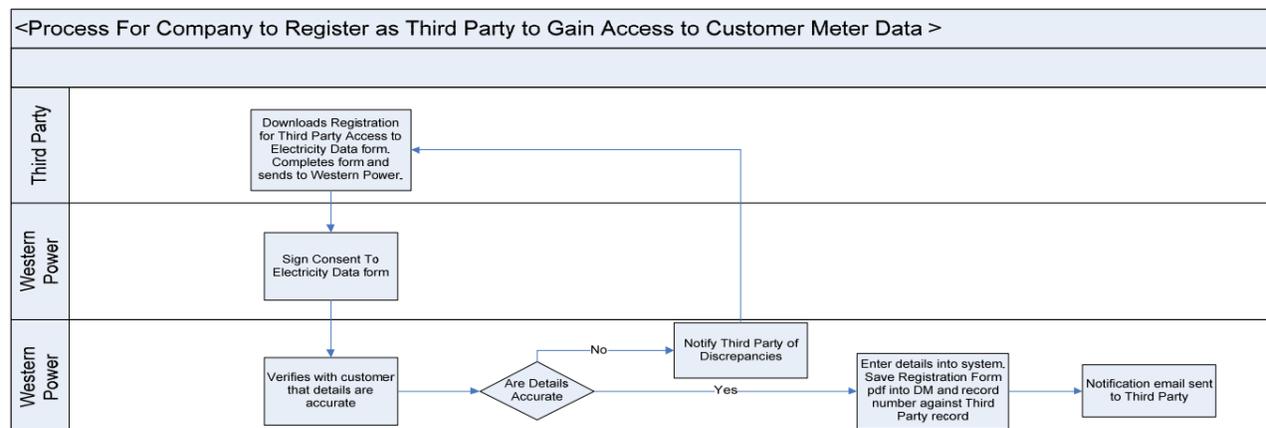
By submitting registration you agree to all fees and charges related to the provision of data for Third party participants.

The registration form can be found at;

http://www.westernpower.com.au/documents/business/registration_for_third_party_access_energy_data.pdf

Once completed, it should be sent to: metering.thirdpartydata@westernpower.com.au

Registration process flow



Example of rejection email

Dear Sir/Madam,

This e-mail is to confirm application **220002** requesting access to metering data for NMI **800******* has been rejected.

The application was rejected due to the following reason:

Customer name mismatch

If you have any further queries please contact Western Power Metering Branch at:
metering.thirdpartydata@westernpower.com.au

Kind Regards
Metering Team
Western Power

Verifiable consent

For a third party participant to access energy data as per Metering Code 5.17a (a) and (b), verifiable consent from the customer must be obtained to access the energy data and only for the period that the customer was associated with the metering point.

To provide verifiable consent a *Verifiable Consent Access to Energy* form must be completed and provided to Western Power.

In the event that not all details are provided or accurate you will receive a rejection notification and details on what attributes on the form are required to be applied or amended for the consent process to proceed.

With each successful verifiable consent form; standing data and 2 years' worth of historical metering data (or for the period that metering point relates to the customer) will be sent for that National Meter Identifier (NMI) to the nominated delivery email or web portal.

Descriptions and details of the consent form are provided in sections below.

Customer details

Customer details provided on the consent form must match Western Power's database. Any discrepancies will result in a rejection of the consent. Meter data will only be provided for the period the customer stated in the consent form was associated with the metering point

In the event the third party participant and the customer indicate a discrepancy between Western Power's databases for the period that the customer was associated with the metering point; evidence such as an email is required, from the customers Retailer stating the period of which the customer was associated with the metering point where access will be given accordingly.

However if no customer details are present within the metering database, the third party will be advised through the rejection process for the customers Retailer to submit a *Customer Details Notification* to Western Power so the customer details can be updated and consent to metering data can proceed.

Access period

It is important to indicate the period of time that the customer allows a third party participant to access the relating customer's energy data as the third party participant will only have access for this nominated period.

Access start date

The access start date is from when the third party participant will state when verifiable consent will begin. Dependant on the access period stated will determine when the consent will expire and remove access to request data for this NMI.

The third party will have access to request historical data, from the web portal, as long as the customer on the verifiable consent is associated with the metering point for that time.

Frequency

The *Verifiable Consent* form also describes the third party participants preferred frequency of delivery for energy data

As published to retailer – For meters where verifiable consent is given a third party participant will receive energy data as it is published to the customers Retailer via the view messages screen of the web portal. This can include scheduled readings, off cycle readings or Western Power operational requirements.

Monthly – On the nominated day of each month for meters where verifiable consent is given a file containing the previous month's data will be provided via the view messages screen of the web portal. Please note that this will be provided from the next month from consent due to the 1 year of data provided from a successful consent.

Web portal manual requests – Third party participants, where verifiable consent is given, will manually request data from the web portal and receive data via the view messages screen by approximately 11:00pm that business day.

Renew access

Third party participants will be required to renew verifiable consent if required to continue receiving data after the expiry date. The renewal consent can be made by submitting a new consent form and checking the renewal box adjacent to the access start date.

The expiration of consent forms is a systemic process where if a renewal form is not submitted, energy data and standing data provision services will cease for the related NMI.

It is the responsibility of the third party participant to track and maintain expiry on consent forms.

Notification email will be provided upon successful renewal of a verifiable consent form.

Renewals must be provided at least 5 days prior to expiry date.

Meter details

NMI and meter details must be accurate to ensure that verifiable consent is related to the correct point of supply.

Western Power will accept either NMI or Meter Number details or both if available

Consent

Signatures and names must be provided of the customer associated to the metering point.

Failure to provide required details will result in a rejection notification to the third party participant. Registration forms can be found at;

http://westernpower.com.au/documents/business/verifiable_consent_to_access_energy_data.pdf

Once completed, forms should be sent to metering.thirdpartydata@westernpower.com.au.

Please note: Once consent notification is received approximately one hour is required before a request can be made from the metering web portal.

Disclaimer

By submitting registration you agree to all fees and charges related to the provision of data for third party participants.

Consent notification

Notification emails will be sent to the nominated customer email address and registered third party participant provided on the *Third Party Registration* form.

This notification will provide the expiry date of the verifiable consent.

This notification will also be provided on the renewal of verifiable consent.

Example of consent notification below

Dear Sir/Madam,

This e-mail is to confirm your application for access to metering data for NMI **800******* has been accepted for a period of twelve months.

Your application number is **220008**.

Please note, access to metering data for this NMI will expire upon the date of 22/05/2014 if a new customer consent form is not submitted at a minimum of five business days prior to the expiry date.

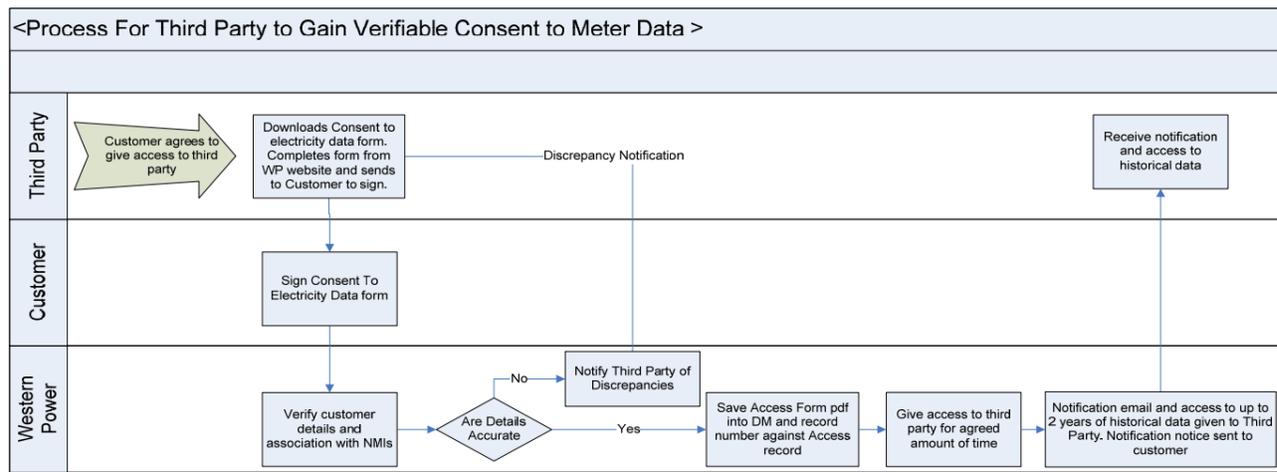
Please note, access to the metering data for this NMI will expire prior to the anniversary date if:

- a) the customer associated with the NMI changes
- b) the customer withdraws consent for third party access

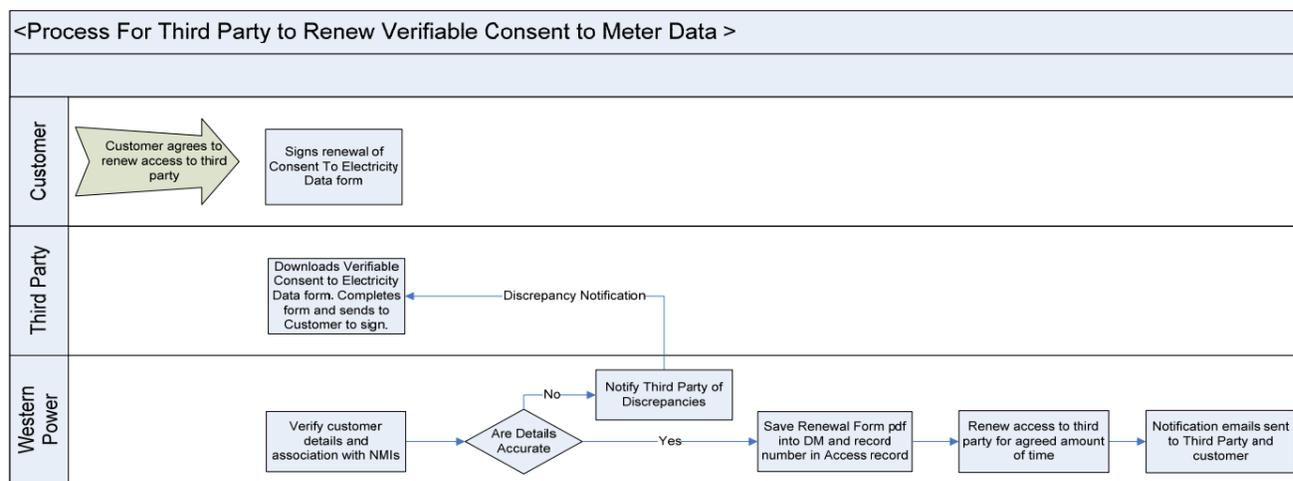
If you have any further queries please contact Western Power Metering Branch at: metering.thirdpartydata@westernpower.com.au

Kind Regards
The Metering Team
Western Power

Customer consent process flow



Renew verifiable consent process flow



Cancellation of consent

As access to energy data is driven by a customer's verifiable consent the customer has the capability to cancel a third party participant accessing energy data.

For cancellation to take place a *Cancellation of Consent to Access Energy Data* Form must be completed and provided to Western Power.

In the event that not all details are provided or accurate you will receive a rejection notification and details on what attributes on the form are required.

Once a cancellation form is actioned, this will prevent all provision of energy data and standing data services for that NMI to the nominated third party participant.

Cancellation forms can be found at the following link:

http://westernpower.com.au/documents/business/cancellation_of_consent_to_access_energy_data.pdf

Cancellation notification

A notification email will be sent to the nominated customer email address and registered third party participant provided on the *Third Party Registration* form which will indicate the cancellation of the verifiable consent form.

An example of notification email is below:

Dear Sir/Madam,

This e-mail is to confirm your application for (*third party name*) to have access to your metering data for NMI **800******* has been successfully cancelled.

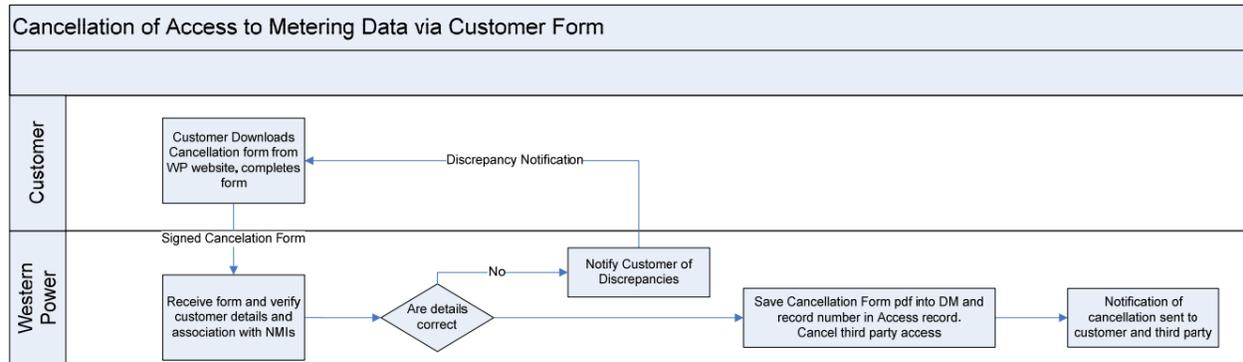
If you have any further queries please contact Western Power Metering Branch at: metering.thirdpartydata@westernpower.com.au

Kind Regards
The Metering Team
Western Power

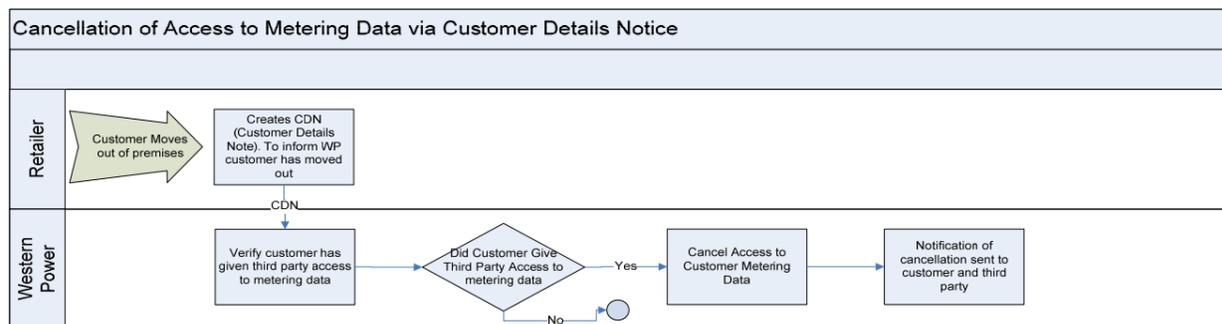
Cancellation of consent via change of customer

In the event a change of customer occurs; unless a new *Verifiable Consent to Access to Energy Data* form is submitted alongside the processing of customer details notification from the customers Retailer a cancellation will occur.

Customer cancellation process flow



Customer cancellation change of customer process flow



Metering services

All registration and consent forms will be processed by Western Power within the Energy Data Access Authorisation System; which, based on the criteria provided on the forms will validate customer details, provide data per frequency and ensure expiration dates are adhered to.

All registration, consent and any other enquiries can be sent to the following email address:
metering.thirdpartydata@westernpower.com.au

Prices

The pricing model will consist of the following:

Registration - \$9.85 as a one off fee which will provide access to the Metering Service Centre Web portal

Verifiable consent - \$12.50 per consent per NMI

This fee will allow the third party participant to unlimited access to energy and standing data for the approved period of the consent, with the maximum being 12 months.

Available consent periods

- 6 months
- 12 month
- One off data request. This will still incur a \$12.50 fee

Once the verifiable consent has expired, a fee (\$12.50) is incurred to continue once a renewal consent form is submitted.

All fees will be charged monthly based on submissions of registration and verifiable consent forms per NMI. Western Power will send each third party participant an invoice for the fee's incurred.

Invoices will be sent once amount reaches \$150 .However pending invoices will sent by end of a financial year or where amounts are outstanding greater than a 12 month period.

Web portal

The web portal functional specification describes the operation of the web portal provided by Western Power. Although commonly referred to in use as 'the Metering Service Centre', this document will continue to refer to it as 'the web portal' in accordance with the Customer Transfer Code and Metering Code Communication Rules.

The web portal is provided to enable a cost effective means for code participants and third parties to transact with Western Power. It is intended that the smaller market participants will use the web portal.

Commencement

This document comes into operation in accordance with the Electricity Industry Metering Code 2012 5.17A.

Overview

Terminology

Throughout this section, the following terminology will be used:

Web Portal Term	Build Pack Term
Standing Data	NMI Standing Data
Metering History	Historical Consumption Data

Web portal overview

Western Power has provided a web portal for third parties to support their process relating to customer interaction as per Metering Code 2012 Clause 5.17A. The portal is located on Western Powers' website. The web portal is a web-enabled application, meaning that there is no additional software required (except a web browser) for a third party to use the web portal.

Log in page

For a third party participant to submit requests via the web portal, the third party must submit a registration form to obtain a username and password from Western Power. The process for access as follows:

- Third party will apply for registration
- User name and password sent to third party participant as a result of successful registration
- Third party participant will log onto web portal and change password
- Second notification will be sent to third party participant with new password
- Third participant will login to web portal and will be prompted to enter own selected password
- Notification will be sent to indicate successful change of password
- Third party participant will have access to metering gateway.

Email notification containing password

The third party will be provided with a notification containing a user name and password from metering.thirdpartydata@westernpower.com.au as well as a hyperlink to the Metering Portal.

An example of email notification is below:

Dear Sir/Madam,

This e-mail is to confirm successful creation of a new user.

Your user id is **DGBTL1**.

Your password is **sIOTmQ77**.

This will need to be changed on your first login via the [metering portal](#)

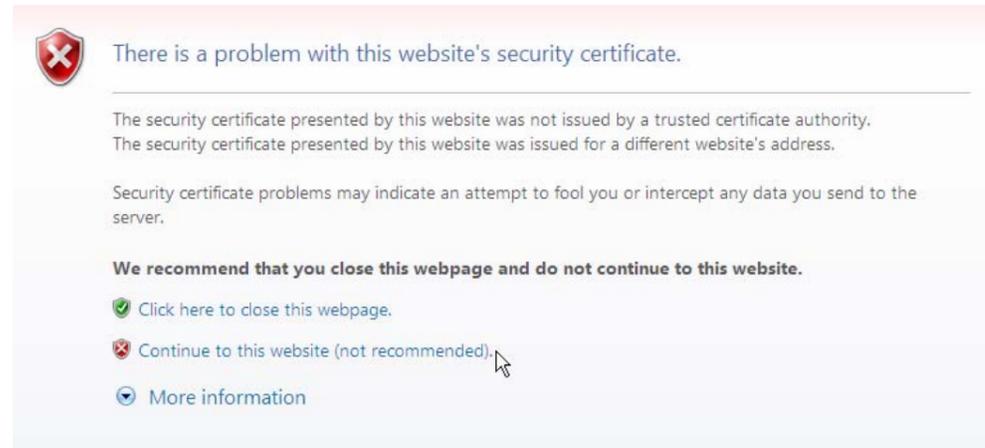
If you have any further queries please contact Western Power Metering Branch at: metering.thirdpartydata@westernpower.com.au

Kind Regards
The Metering Team
Western Power

Access to Web Portal

The web portal can also be accessed via this link, and by selecting the prompt "Continue to this website":

<https://services.westernpower.com.au/online/nbu/do/restricted/Home>



Once a third party has been provided with a username and password, the **Log In** page can be accessed where the third party user will be prompted to enter in the details.

Login	Contact Us	Register/De-register	Password Reset
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Log In

For security reasons, your session will automatically expire after it has been idle for 60 minutes. In the event of such a time-out, you will be asked to login again.

→ **Registration**
Want to sign up? Click [here to register](#).

→ **Contact Us**
You can [contact us](#) regarding any queries you may have with the Networks Online Portal.

User ID :

Password :

[Forgot my password](#)

The user should select the *Password Reset* option: [Password Reset](#)

Password Reset

To obtain a new password, enter your user ID below.

User ID :

Should you have any queries, please feel free to contact us on 13 10 87.

Following the prompts, the user will enter user id and select *Send Request for New Password* button.

The user will then receive confirmation of successful password change on the following screen

Password Reset

Your request for resetting your password has been received. You will shortly receive an email containing the new password.

And will receive email notification of new password. An example of the email is below:

Dear User Name,

Your password has been reset for the Western Power Online Portal. Your details are as follows:

User ID: DGBTL1

Password: thfvhh

Name: User Name

Company:
Email Address:thirdParty.com.au
Contact Phone Number:

Your new password is active immediately. When you log in you will be asked to reset your password to something of your own choice.

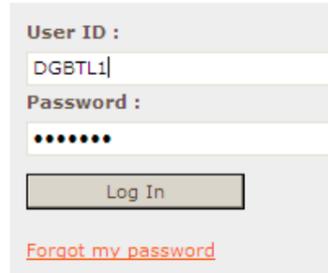
If you have any difficulties then please contact us on 13 10 87 or through the website:

<https://nsectest/online/nbu/do/restricted/Home>

Regards,

The third party user can then proceed to home page of web portal and select login: 

Enter user name and new password and select Log In.

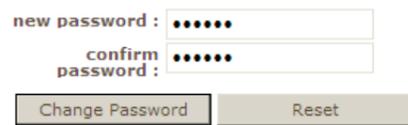


A login form with two input fields. The first is labeled 'User ID :' and contains the text 'DGBTL1'. The second is labeled 'Password :' and contains six dots. Below the fields is a 'Log In' button and a red link labeled 'Forgot my password'.

Enter new password and select change password.

Change Password

Your password has expired or been reset. Please enter a new password.



A form for changing a password. It has two input fields: 'new password :' with six dots and 'confirm password :' with six dots. Below the fields are two buttons: 'Change Password' and 'Reset'.

The third party will now have access to the Metering Gateway to access meter standing and energy data by clicking the gateway link.

Services

Welcome _____

The following online services are available:

Metering Service Centre - Retailer Gateway

Gateway to retailer services provided by Western Power Metering Services

To begin accessing data, the third party will be required to enter their new user name and password.

Third party user will receive an email notification of the change of password. An example of email is below:

Dear Third Party User,

You have changed the password for
User ID: DGBTL1

Name: Third Party User
Company:
Email Address: Third Party.com.au
Contact Phone Number:

Your new password is active immediately.

If you have any difficulties then please contact us on 13 10 87 or through the website:

<https://nsectest/online/nbu/do/restricted/Home>

Regards,

If the incorrect username and password are entered, then an error page will appear.

The most common errors and their resolutions are summarised in the table below:

Web Portal Term	Build Pack Term
Username or password is incorrect	Retry and be aware that the username and password are case sensitive.
	Contact Metering Support to verify if or when the account is set-up. If there is no account yet, use the link "register here" to request an account for the Web Portal.
Account is locked	If the Third party has tried 3 unsuccessful attempts, the account will be locked. If this is the case, contact Metering Support to get the account unlocked. Note – the user will be required to provide a new password.

Welcome page

After the third party has successfully logged on, a **Welcome Page** is displayed which shows the links to the following functional areas:

- Standing data
- Meter history
- View messages

Main Menu

All the third party participant pages in the web portal follow a similar structure. One aspect of this structure is the inclusion of a **Main Menu**, which provides access to each of the key functional areas. The following menu entries will be shown:

Menu Item	Link To
Meter history	Meter history request pages
Standing data	Standing data request pages
View messages	Area where result of requests can be reviewed or downloaded

Time out

If for some reason the web portal cannot connect with MBS, the following time out message will appear:

“Function Temporarily Unavailable. “This function is temporarily unavailable at the moment. If the problem persists, please contact Metering Systems Support by emailing metering.systems.support@westernpower.com.au. We apologise for any inconvenience.”

Standing data details

What is standing data?

Standing data is a set of data relating to a site and its meters such as site location, meter numbers and NMI status code. This data is updated less regularly than meter readings and customer consumption data, hence the term standing. Standing data does not include meter readings or customer consumption data.

The standing data request page allows a third party to view standing data details for a NMI.

To start

Ensure that internet access is available.

Ensure that a User ID has been obtained. If a User ID has not been obtained, select the *click here to register* link on the Log-In page. A user account can be obtained by emailing Western Power - click on the *Contact Us* link on the same Log In page.

Viewing standing data

1. Log into the Metering Service Centre web portal as shown previously
2. Click on the standing data navigation tab at the top of the page
3. The standing data NMI selection page is then displayed
4. Click into the NMI field and type in the NMI and NMI Checksum. There should be 11 numbers in this field



The screenshot shows the Western Power Metering Service Centre third party application interface. At the top left is the Western Power logo. To the right, it says "metering service centre third party" and "application version 2.2.11". Below this is a navigation bar with tabs for "Standing Data", "Meter History", and "View Messages". The "Standing Data" tab is selected. Below the navigation bar, it says "Logged in as: Drew Daily Demand" and "Logout". The main content area is titled "standing data nmi selection". Underneath, there is a section for "NMI Selection" with a text input field labeled "NMI" and a "Next" button. Below the input field, there is a "Guidelines" section with a "Tip 1" that states: "It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum should be entered as one continuous number i.e. 800100999999." At the bottom left, it says "Networks Customer Services : 13 10 87" and at the bottom right, it says "© 2013 Western Power".

5. Click on the **Next** button located on the right of the page
6. The standing data detail for the NMI will appear

The screenshot displays the 'standing data details' page in the Western Power Metering Service Centre Third Party application. The page is titled 'standing data details' and is logged in as 'Drew Daily Demand'. It features a main menu with 'Standing Data', 'Meter History', and 'View Messages'. The page is divided into three main sections: 'NMI Overview', 'Site Location', and 'Meter Standing Data'. The 'NMI Overview' section shows details such as NMI and Checksum (800), NMI Class Code (>5.7KW - (>50MWh pa)), NMI Status Code (A - Active), Voltage (LV - Low Voltage), Substation (WBSN - Busselton), and DLF Code (QRT4 - QRT4). The 'Site Location' section shows Address (U A RD, WA 6280), Jurisdiction (WA - Western Australia), and Distance to Substation (.02 km). The 'Meter Standing Data' section is a table with columns for Meter Number, Meter Install Code, Next Scheduled Read Date, Read Frequency, Meter Status, and Network Tariff. The table contains one row with the following data: Meter Number 0214, Meter Install Code COMMS3 - Type 3 Meter Installation with Communications, Next Scheduled Read Date Not available, Read Frequency Monthly, Meter Status C - Current, and Network Tariff TOUL - Time of Use Energy (Large). At the bottom of the page, there are buttons for 'Export File', 'Back', 'Print', and a 'Request Action...' dropdown menu. The footer includes 'Networks Customer Services : 13 10 87' and '© 2013 Western Power'.

Standing data – NMI selection

The standing data – NMI selection page allows a third party participant to enter a NMI in order to view the standing data. This will then take the retailer to the standing data detail page.

The page consists of several elements ('tiles'):

- Main menu
- Input details
- Guidelines

Input fields

The following input fields are supported:

Tile	Field	Type	Description/Function
NMI Selection	NMI (inc. checksum)	Integer (11)	Requires the unique customer identifier

Output fields

Output fields display to the third party participant the main information about the NMI. If the retailer requires more information, then the export file button should be selected to download the csv file to view in Excel. The following read-only data items are supported:

Title	Field	Type	Description/Function
NMI overview	NMI and checksum	Integer (11)	Denotes the unique identifier of the customer
	NMI class code	Text	Denotes whether the exit point is contestable and the customer tranche to which it belongs
	NMI status code	Text (code & description)	Denotes the status of the NMI
	Voltage	Text (code & description)	Denotes if high voltage or low voltage
	Substation	Text (code & description)	Denotes the name of the nearest zone substation
	Distribution loss factor	Text (code & description)	Denotes the calculated DLF for this location
	Site location	Formatted address	Text (3 lines * 80 chars)
Jurisdiction code	Distance from sub-station	Text	Denotes what state the NMI is in (i.e. WA)
		Number	Denotes how far the NMI is from the nearest sub-station
Meter standing data	Meter number	Alphanumeric (12)	Uniquely identifies a meter for a given NMI.
	Meter install code	Text (code & description)	Denotes the type of meter.
	Next scheduled read date	Date	Indicates the scheduled next read date for the meter.
	Read frequency	Integer	Indicates how often the meter is read
	Meter status	(code & description)	Denotes the status of the meter.
	Network tariff	Text (code & description)	Denotes what tariff is used to calculate network charges
Service orders	Request ID	Integer	Denotes the unique identifier of the request (assigned by MBS)
	Service order type	Text	The type of service order (eg. special read)
	Submitted	Date	Date the service order was submitted

Other controls

The following additional controls are supported:

Title	Control	Type	Description/Function
NMI Details	Export File	Button	Provides the retailer with a CSV extract of all the standing data details. This will be displayed in the retailers default CSV file viewer, which is usually Microsoft Excel.
	Back	Button	Returns the retailer to the previous page
	Print	Button	Offers the retailer the option to print the content of the page.

Standing data timings

The following timings are averages expected for responses for a standing data request:

- Standing data will be available to be requested from web portal approximately an hour from receiving notification of a successful verifiable consent form
- Each time standing data is updated in the Western Power's metering database a standing data file will be sent to the relating third party for that NMI to the view messages page on the web portal at 11:00 pm that business day.
- All web portal timings are consistent with the current standard provided to market participant retailers and generators.

Standing data file format

Standing data file format is attached below. Double click the SDN text icon to open.



SDN_8001023149[1].txt

Meter data history

Meter history request

A meter history request is raised by a third party participant who requires historical electricity consumption data for a meter through the Metering Service Centre (web portal) for a given NMI. To request meter history the third party participant must have verifiable customer consent for the data request time period that the customer occupied the premise.

The details are not displayed immediately, but provided to the web portal at approximately 11:00pm on the business day requested. However 2 years of historical meter data will also be delivered, by the method nominated during the third party participant's registration/consent process, by 11:00pm on the business day consent is processed.

The reading file format will be based on whether the meter is in a basic format, for example a NEM13 file (accumulation readings) or interval data related file format NEM12 like file.

If the requested data can't be provided or the data doesn't exactly correlate to the request, a message will be displayed to explain the situation.

Remember: You can also access all of the Metering Service Centre functions from the standing data details page.

To start

- Ensure that verifiable customer consent has been obtained and not expired
- Ensure that Internet access is available
- Ensure that a User ID has been obtained. If a User ID has not been obtained, select the *Click here to register* link on the Log In page. To apply for a User Account email Western Power by clicking on the *Contact Us* link on the Log In page
- Ensure that a NMI has been obtained that relates to the meter history to be retrieved. If the NMI has not been obtained refer to meter history

Log into the Metering Service Centre.

1. Click on the meter history navigation tab. The meter history NMI selection page will appear.



The screenshot shows the Western Power Metering Service Centre third party portal. The page title is "metering service centre third party" with "application version 2.2.11" below it. The navigation menu includes "Standing Data", "Meter History", and "View Messages". The user is logged in as "Drew Daily Demand". The main heading is "meter history nmi selection". Below this is a form titled "NMI Selection" with an input field for "NMI" and a "Next >" button. A "Guidelines" section contains a tip: "Tip 1 It is mandatory to enter a NMI and checksum. All NMI's comprise of 10 digits, plus the checksum. The NMI and checksum should be entered as one continuous number i.e. 80010099999." The footer includes "Networks Customer Services : 13 10 87" and "© 2013 Western Power".

2. Click into the NMI field and type in the NMI and NMI Checksum. A total of 11 digits.

Please note: If you do not apply check sum or the correct NMI that the third party has consent for you will see an error message appear (example below).

meter history nmi selection

The data you have entered contains one or more errors. The fields in error have been highlighted. Additional information may be found by placing your mouse cursor over a highlighted field.

3. Click on the **Next** button to the right
4. The meter history request page will be displayed with the NMI and site address already populated

westernpower metering service centre third party application version 2.2.11

Standing Data Meter History View Messages Home

Logged in as Drew Daily Demand Logout

meter history request

Site Information

NMI 800 [redacted] Site Address U A [redacted] RD [redacted] WA 6280

Date (From) 1 May 2012 Date (To) 1 May 2013

Back Submit Request

Networks Customer Services : 13 10 87 © 2013 Western Power

5. Review the NMI and site address to ensure that you have the correct site. Otherwise click the **Back** button to return to the meter history NMI selection page.
6. Click the calendar icon next to the date (from) field and choose the starting date for the meter data you are requesting.
7. Click the calendar icon next to the date (to) field and choose the ending date for the meter data you are requesting. Please note that the "to" date will provide data to the start of that selected date at 00:00. For example the 1 January 2013 to 31 January 2013 will provide data from the 1 January 2013 to the full day of the 30 January 2013 .
8. Click on the **Submit Request** button
9. A message will be displayed confirming that the request has been submitted.

meter history request submitted

Your Meter History Request has been submitted successfully.

NMI Information

For NMI	800 [REDACTED]
Site Address	U A [REDACTED] RD [REDACTED] WA 6280
Data Date Range	01/05/2012 - 01/05/2013

The requested data will be sent to you shortly via your nominated method of communication. Please note that in some circumstances, manual intervention is required to gather the data, therefore please allow up to the number of days specified in the following table.

Total number of Meter History Requests submitted by the retailer to the network operator on the business day.	Request received by 3.00pm on a business day	Request received after 3.00pm on a business day
Up to 5	2	3
6 to 10	4	5
11 to 20	5	6

Data must be provided as soon as possible, but by no later than 5.00pm on the business day which is the specified number of business day(s) after the business day on which the Meter History Request is submitted.

Back Print

10. If you wish to print a copy of the confirmation page for your records, click on the **Print** button.

11. Once the request has been fulfilled you can view the data by following the steps listed under How to download and view messages. .

Note: The meter history request is known as a *Provide Meter Data* request in the other build pack documents.

Meter data history timings

- Within an hour of receiving notification of successful verifiable consent, you can submit a meter data history request via the web portal.
- 2 years of historical meter data will automatically be sent to the view messages web portal page of the third party at approximately 11:00 pm that business day.
- Via portal request a NEM file will be delivered at approximately 11:00 pm on the business day of submission.
- All web portal timings are consistent with the current standard provided to market participant retailers and generators.

View messages

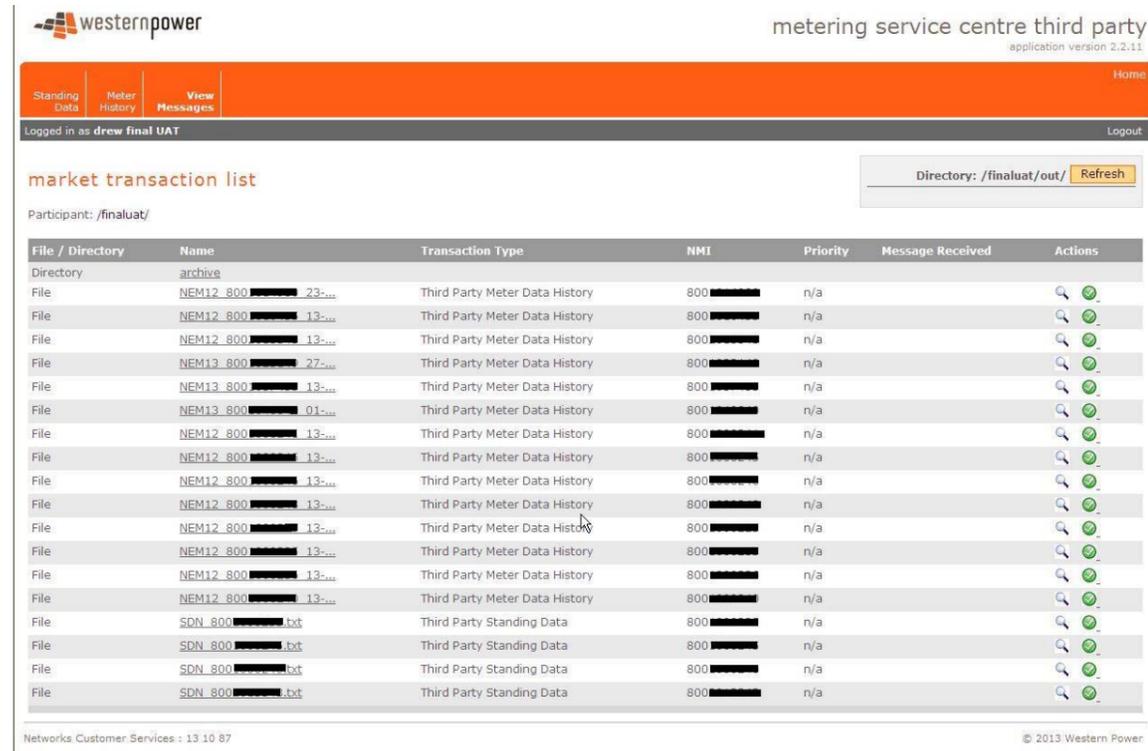
The View Messages page allows the retailer to view all the standing data and meter history responses in a list format.

View messages will include an 'acknowledge' button alongside each un-acknowledged message. Clicking on this will archive either standing or meter data for the file to be deleted.

Important: All files should be archived, downloaded and deleted once used. Western Power will remove/delete files in the archive directory where the third party view messages directory is affecting web portal performance.

How to download and view messages

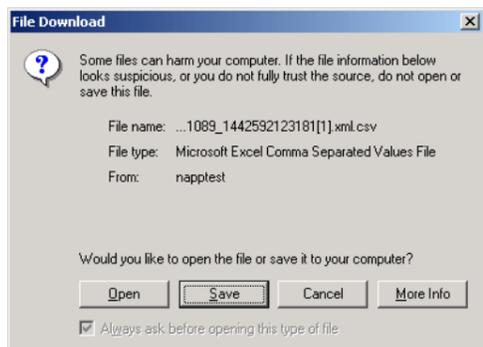
1. Log into the Metering Service Centre if necessary
2. Click on the View Messages navigation tab.



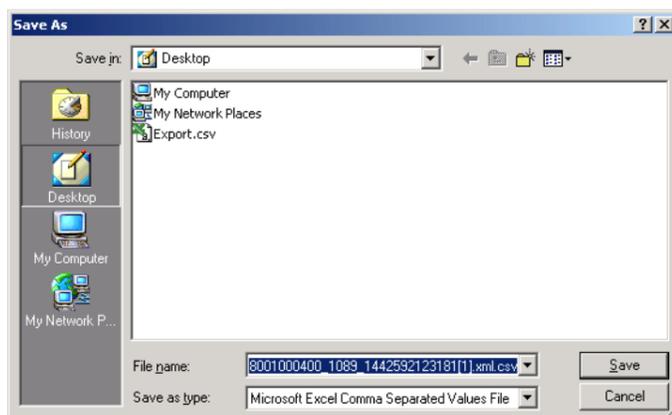
The screenshot shows the 'westernpower' logo and 'metering service centre third party' header. The user is logged in as 'drew final UAT'. The main content area is titled 'market transaction list' and shows a table of transactions. The table has columns for File / Directory, Name, Transaction Type, NMI, Priority, Message Received, and Actions. The Actions column contains magnifying glass icons for each row. A 'Refresh' button is visible in the top right of the table area.

File / Directory	Name	Transaction Type	NMI	Priority	Message Received	Actions
Directory	archive					
File	NEM12_800_..._23-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM13_800_..._27-...	Third Party Meter Data History	800_...	n/a		
File	NEM13_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM13_800_..._01-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	NEM12_800_..._13-...	Third Party Meter Data History	800_...	n/a		
File	SDN_800_..._txt	Third Party Standing Data	800_...	n/a		
File	SDN_800_..._txt	Third Party Standing Data	800_...	n/a		
File	SDN_800_..._txt	Third Party Standing Data	800_...	n/a		

3. In the actions column click on the magnifying glass  icon. This will download the message as a CSV file to your computer
4. A dialog box will appear asking whether to save or open the file



5. Click on the **Save** button and another dialog box will appear asking you for a location to save the file



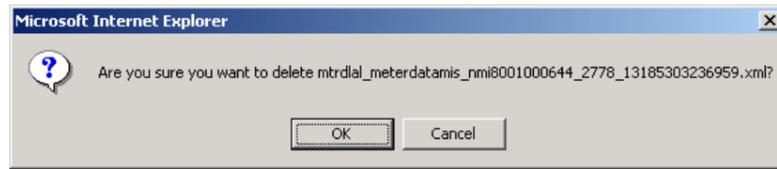
6. Navigate to the drive and folder you wish to save the file in and click the **Save** button
7. Open the saved file from the location specified in Step 7 using Microsoft Excel or an equivalent spread sheet program
8. The file details will be displayed in a columnar format; you may need to widen the columns to see all of the data.

How to delete messages

1. Log into the Metering Service Centre if necessary
2. Click on the View Messages navigation tab

File / Directory	Name	Transaction Type	NMI	Priority	Message Received	Actions
Directory	Parent Directory					
File	NEM12_800[REDACTED]_13-...	Third Party Meter Data History	800[REDACTED]	n/a		[Search] [Delete]
File	NEM12_800[REDACTED]_13-...	Third Party Meter Data History	800[REDACTED]	n/a		[Search] [Delete]
File	NEM12_800[REDACTED]_13-...	Third Party Meter Data History	800[REDACTED]	n/a		[Search] [Delete]
File	SDN_800[REDACTED].txt	Third Party Standing Data	800[REDACTED]	n/a		[Search] [Delete]

3. Click on the archive link at the top of the message list to show archived messages
4. In the Actions column click on the red cross icon next to the message you wish to delete. A dialog box will appear asking whether you are sure you wish to delete the message



5. Click on the button. The system will delete the message permanently.

Data availability

Data availability is based on warehoused data on the below methods of data collection. Data is not read or available in real time and based on delivery of data to Retailer and Generator market participants.

Schedule Read – Related to the billing cycle and defined by both Western Power and Retailer pending basic (logistical location for most effective collection) or remotely read interval data

Off Cycle – Generally driven by customers Retailer

Operational – Operational requirements of Western Power generally related to remotely read interval meters

As each meter schedule is defined by a route id the route id is a part of the standing data and can be defined at the following link to cross reference with the meter reading schedule:
<http://www.westernpower.com.au/retailersgenerators/meteringReadingSchedule.html>

Meter data file format

Meter data will be provided in a NEM like file. The file will have no xml headers and will not include all records of the NEM file.

Basic meter data will be provided in NEM13 format like file:

100 record.

250 record.

900 record.

An example of meter data file format is attached below. Double click the Microsoft Excel icon to open.



Microsoft Excel
Worksheet

Interval Data will be provided in NEM12 format like file

100 record.

200 record.

300 record..

400 record.

900 record.

An example of an interval data file format is attached below. Double click the Microsoft Excel icon to open.



Microsoft Excel
Worksheet

Third party web portal support

Third party users on the web portal can select the *Contact Us* link to address technical or support issues for the web portal. The form will be automatically populated once the user has logged in.

The screenshot shows the Western Power Online Portal interface. At the top left is the Western Power logo, and at the top right is the text "Western Power - Online Portal". Below this is a navigation bar with four buttons: "Login", "Contact Us", "Register/De-register", and "Password Reset". The "Contact Us" button is highlighted in orange. Below the navigation bar is the "Contact Us" section header. A note states: "If you are a registered user of this site, this form will be populated automatically with your personal details after you [log on](#)." The form contains the following fields: "Request" with three radio buttons for "Enquiry", "Register as a User", and "De-Register as a User"; "Title" with a dropdown menu showing "<None>"; "First name", "Surname", "Email", "Phone", and "Company" with text input fields; "Online Service" with a dropdown menu showing "<None>"; and "Comment" with a large text area. At the bottom of the form are two buttons: "Send" and "Reset".

Summary communications overview

Notifications

Notifications will be sent to the nominated customer email address provided on the third party registration form.

The following list represents when notification will be sent:

- Successful registration of third party participant
- Successful registration web portal user name and password
- Request to change web portal password
- Successful change of web portal password
- Successful entry of *Verifiable Consent to Energy Data* Form to both customer (where customer email supplied) and registered third party where email will display expiry date. It is the responsibility of the third party to maintain when consents will expire.
- Renewal of *Consent to Energy Data* form to both customer (where customer email supplied) and registered third party where email will display expiry date of consent.
- Customer or third party cancellation (to the customer where email address supplied)

Rejections

Rejections will be sent to the nominated customer email address provided on the third party registration form or via email from metering.thirdpartydata@westernpower.com.au with a rejection reason.

Rejections will be sent to the registered third party and the customer if the customer email address is provided.

The following list represents when rejections will be sent:

- Mismatch customer or business name
- No NMI details
- Illegible or missing criteria provided on the registration and consent forms
- No customer name or signature on energy data consent forms
- Change of customer name e.g. via *Customer Details Notification* update via Retailer

Cancellations

Cancellations will be sent to the nominated customer email address provided on the third party registration form or via email from metering.thirdpartydata@westernpower.com.au.

Cancellations will be sent to registered third party and the customer if the customer email address is correct.

The following list represents when rejections will be sent:

- Direct request from the customer to Western Power

No data being received

No data may be received for a NMI for the following reasons:

- Customer verifiable consent has expired and no renewal form has been submitted
- Customer change via retailer customer details notification update
- Customer was not the customer of the premise for the dates specified in the data request
- Request period is not in alignment with meter reading schedule and readings are not available

Timings Summary

All web portal timings are consistent with the current standard provided to market participant retailers and generators.

Processing forms

- All forms for registration, verifiable data consent, cancellations and general enquires will be made as soon as practicable. Western Power will endeavour to process forms within 5 business days and no later than 10 business days once received.
- Renewal consent forms must be provided by third party to Western Power 5 days prior to expiry date at the latest. Renewal forms are a resend of previous consent form with renewal check box marked (as long as the customer is the same at the Metering point) and can be submitted months prior to expiration

Standing Data

- Standing data will be available for request approximately one hour from receiving notification of a successful verifiable consent form. Standing data will be provided in view messages after 11:00 pm that business day
- Each time standing data is updated in the Western Power's metering database a standing data file will be sent to the relating third party for that NMI to the view messages page on the Metering Portal at 11:00 pm that business day
- The average time for a standing request made direct from the web portal is 10 seconds (dependant on system performance)

Meter Data

- Within an hour of receiving notification of successful verifiable consent, you can submit a meter data history request from the web portal.
- 2 years of historical meter data will be automatically sent to the view messages web portal page of the third party at 11 pm on the business day consent is processed
- NEM file will be delivered at approximately 11 pm on the business day of submission of a meter data history portal request
- All web portal timings are consistent with the current standard provided to Market Participant Retailers and Generators

Enquiries

All enquiries can be made to the following email address
<mailto:metering.thirdpartydata@westernpower.com.au>

Please note that all enquiries that relate to the quality of meter data, and or standing data require be directed to the customers Retailer.

Contacts

All available information in relation to the provision of data to third parties is available on the Western Power website at:

http://www.westernpower.com.au/business/Access_to_metering_data_by_third_parties.html

Registration, Verifiable Consent Forms, Cancellations, and General Enquiries can be sent to
metering.thirdpartydata@westernpower.com.au

For Web Portal enquiries and or technical support please use the Contact Us web link or email
metering.systems.support@westernpower.com.au

This document has been written to support the Metering Code Changes under clause 5.17A.