

# Customer Transfer and Reconciliation Code

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# Customer Transfer and Reconciliation Code

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## Customer Transfer and Reconciliation Code

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### 1. THIS CODE

#### 1.1 Purpose of this Code

The purpose of this Code is to set out:

- a) the obligations concerning the provision of information relating to delivery points to enable a customer to transfer to a different retailer.
- b) the process by which a customer can be transferred to a different retailer.
- c) the standards for meters and metering installations at customer delivery points; and
- d) the allocation and reconciliation of gas quantities between retailers at receipt points.

#### 1.2 Date of effect

This version of the Code takes effect on 1 July 2016.

#### 1.3 Core principles

The following principles underpin this Code as they are essential to ensure efficient customer transfer, information exchange, allocation and reconciliation processes:

- a) Receipt points are to be shared in a fair and equitable manner.
- b) Transaction costs are to be kept to a minimum.
- c) Consistency in customer transfer and information exchange processes is essential to achieve low cost and efficiency.
- d) All persons involved in customer transfers, provision of data to allocation agents, and provision of allocation and reconciliation services, must co-operate to ensure fairness and equity, and that information is processed in a complete, accurate and timely manner.
- e) Retailers are to specify the Meter Installation Registration Number (MIRN) for a customer's delivery point on invoices issued to customers.
- f) Commercially sensitive information is to be kept confidential.
- g) Any person wishing to share a receipt point must become a party to a contract with the relevant distributor and allocation agent before trading any gas on the downstream distribution system.
- h) All persons bound by this Code and who are required to provide data to the allocation agent must do so in a full and complete manner and by the specified deadlines.
- i) Where information is not available in time to perform an allocation, the allocation agent is to use the best available information to complete an allocation on time.

#### 1.4 Application of this Code

This Code applies to and binds:

- a) distributors.
- b) retailers.
- c) metering providers.
- d) metering data providers; and
- e) allocation agents,

in so far as they are involved, whether directly or indirectly, in the gas supply industry within the Tas Gas Distribution Area in Victoria (Distribution Area).

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### 1.5 Definitions

In this Code, words and phrases have the meaning given to them in clause 9.1.

### 1.6 Interpretation

This Code must be interpreted according to the principles of interpretation set out in clause 9.2.

### 1.7 Amendments to this Code

1.7.1 The terms and conditions of this Code may be amended by the Parties if the Parties reasonably determine that the proposed amendment will better give effect to the core principles. In making such a determination, the Parties must consider:

- a) any proposal received from a pipeline operator, distributor, retailer, metering provider, metering data provider or allocation agent; and
- b) any proposal received from an interested party.

1.7.2 Unless the proposed amendment is of a purely administrative nature, the Parties must, prior to making a determination in relation to the proposal, consult pipeline operators, distributors, retailers, metering providers, metering data providers, allocation agents and interested parties. The Parties must allow a reasonable time for the making of representations in relation to a proposal and must consider any representations made.

1.7.3 The Parties will within 20 business days of making a determination to amend or not to amend this Code, notify all pipeline operators, distributors, retailers, metering providers, metering data providers, allocation agents and interested parties of the determination.

### 1.8 Review of the operation of this Code

1.8.1 Any pipeline operator, distributor, retailer, metering provider, metering data provider, allocation agent or interested party may request, in writing, that the Parties review the operation of this Code, or any part of it.

1.8.2 Upon receipt of a request under clause 1.8.1, the Parties will conduct, in a manner and to the extent the Parties considers appropriate, a review of the operation of this Code or the part of it specified in the request.

1.8.3 Upon completion of the review referred to in clause 1.8.2, the Parties will, within 20 business days, notify all pipeline operators, distributors, retailers, metering providers, metering data providers, allocation agents and interested parties of the outcome of the review and of any amendments to the Code flowing from the review.

## 2. METER INSTALLATION REGISTRATION NUMBERS (MIRNS)

### 2.1 Allocation of MIRNs

2.1.1 The distributor must obtain a range of numbers from the Australian Energy Market Operator (AEMO) which are available for use as MIRNs for metering installations installed at delivery points which are supplied by that distributor.

2.1.2 The distributor must assign a MIRN to each metering installation prior to connection to the distributor's distribution system. The assignment referred to in this clause must be effected by the relevant distributor recording that number in its MIRN database as the MIRN for the relevant metering installation.

2.1.3 Each number assigned to a metering installation by a distributor pursuant to clause 2.1.2 must be unique and must not be allocated by that distributor to any other metering installation.

2.1.4 The distributor must notify the MIRN and MIRN checksum to the relevant retailer.

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2.1.5 The retailer must print the MIRN on each customer's bill.

2.1.6 When the distributor un-assigns a MIRN, as referred to in clause 2.2.4, in respect to a metering installation by removing that MIRN from the MIRN database, that MIRN must not be assigned to any metering installation thereafter.

### 2.2 MIRN database

#### 2.2.1 Creation, maintenance and administration of MIRN database by distributors

Each distributor must create, maintain and administer a database in relation to metering installations installed at all of the delivery points supplied by that distributor, such database to include the following information in respect of each MIRN:

- a) the address of the premises (street number, street name, street identifier, suburb and city/town, or their equivalents) to which gas is supplied;
- b) the MIRN and MIRN checksum;
- c) the retailer;
- d) the metering provider;
- e) the metering data provider;
- f) the receipt point;
- g) the distribution system identification;
- h) whether the meter that relates to that MIRN has been locked or disconnected;
- i) the allocation group number;
- j) applicable static deemed profile or sample dynamic deemed profile; and
- k) the next scheduled meter reading (NSRD) or cycle of scheduled meter reading dates.

#### 2.2.2 Updating MIRN database

- a) The distributor must use its best endeavours to ensure that the information required to be included in its MIRN database is included in the MIRN database by midnight on the first business day following the day on which that information is obtained by the distributor.
- b) Where the distributor is not the metering provider for a MIRN, the retailer must advise the distributor as soon as reasonably practicable if:
  - (i) there is a change in the metering provider; or
  - (ii) the meter that relates to the MIRN is locked or disconnected.
- c) Where the distributor is not the metering data provider for a MIRN, the retailer must advise the distributor as soon as reasonably practicable if there is a change in:
  - (i) the metering data provider;
  - (ii) the allocation group number;
  - (iii) the applicable static deemed profile or sample dynamic deemed profile;  
or
  - (iv) the NSRD or the cycle of scheduled meter reading dates.

#### 2.2.3 Storage of data in the MIRN database

A distributor must maintain the information contained in the MIRN database:

- a) in an accessible format for a period of 2 years; and
- b) in archive for an additional period of 5 years.

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### 2.3 MIRN discovery request

Any retailer may deliver to a distributor a MIRN discovery request in relation to a MIRN. A MIRN discovery request must include at least the MIRN and MIRN checksum or the address for the delivery point to which the MIRN discovery request relates.

### 2.4 Response to MIRN discovery request

2.4.1 The distributor must use its best endeavours to provide to the retailer the current information, as set out in clauses 2.2.1 (a) to (k), in respect of the MIRN, by midnight on the second business day following the day on which the retailer delivers the MIRN discovery request to the distributor.

2.4.2 If more than one MIRN is identified in relation to the delivery point to which the address relates, the distributor may return up to 99 MIRNs to the retailer.

2.4.3 If a retailer is notified that the MIRN or the address relating to the delivery point in respect of which a MIRN discovery request has been made cannot be found in the MIRN database of the distributor, the distributor must use its best endeavours to assist the retailer to obtain the MIRN or the address relating to the relevant delivery point, for the purposes of enabling the retailer to make a further MIRN discovery request in relation to that delivery point.

2.4.4 The retailer remains in the distributor's MIRN database. The retailer which is recorded in a distributor's MIRN database in respect to a MIRN will remain recorded in that MIRN database:

- a) until such time as:
  - (i) the MIRN is unassigned; or
  - (ii) a transfer occurs in accordance with clause 3 of the Code; or
- b) unless a transfer has occurred in error.

## 3. CUSTOMER TRANSFER

### 3.1 Principles

The principles underlying this clause 3 are as follows:

- a) All parties must co-operate with each other to ensure that all customer transfer(s) are handled efficiently and in a fair and equitable manner, and in particular to agree the most efficient approach to notification and provision of information which accommodates the transfer of a single customer or multiple customers at the same time.
- b) All parties must use best endeavours to meet the timelines outlined in this clause. If any party is unable to meet the timelines following receipt of a customer transfer notice, it must advise the affected parties accordingly, giving the reason for the same and providing an estimate of the date when it expects to meet the required action(s) and then use best endeavours to meet the estimate.
- c) Once a customer transfer notice is received all affected parties must ensure that the interests of the customer, including the need to maintain a continuous supply, remain paramount.
- d) It is the responsibility of the new retailer to manage the transfer process.
- e) Each party must nominate a person to be the main point of contact for transfers. It is the responsibility of that person to manage the work to be done within their organisation, and in doing so that person must ensure all confidentiality in the information provided is maintained.

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### 3.2 Consent

- 3.2.1 A retailer must not initiate or effect the transfer of a customer without obtaining the explicit informed consent of that customer.
- 3.2.2 Explicit informed consent is the consent provided by a customer where:
- the customer provides express conscious agreement;
  - the relevant retailer has fully and adequately disclosed all matters relevant to that customer, including each specific purpose for which the consent will be used; and
  - all disclosures referred to in clause 3.2.2(b) are truthful and have been provided in plain language appropriate to that customer before the agreement referred to in clause 3.2.2(a).
- 3.2.3 A retailer may obtain the explicit informed consent of a customer:
- in writing signed by the customer; or
  - verbally; or
  - by electronic communication signed by the customer.
- 3.2.4 Specific consent must be obtained from the customer if the retailer requires the consumption history for the previous 12-month period, prior to transfer.
- 3.2.5 A retailer must retain records of any explicit informed consent obtained under this Code for at least 2 years.
- 3.2.6 Records retained under clause 3.2.5 must be retained by the retailer in a format which permits the retailer to answer any enquiries relating to a customer's explicit informed consent by that customer or any other entity permitted by an applicable law to access that information.

### 3.3 Initiation of transfer

#### 3.3.1 Customer transfer notice

- A customer transfer may only be initiated following the expiry of any cooling-off period applicable to the retail contract between the customer and the prospective new retailer.
- To initiate a customer transfer, a prospective new retailer must deliver a customer transfer notice in relation to the relevant MIRN to the current retailer, distributor, current metering provider, current metering data provider and the allocation agent.

A customer transfer notice must include the following information in respect of the MIRN to which that customer transfer notice relates:

- date of notice;
- MIRN and MIRN checksum;
- customer name;
- the address of the premises (street number, street name, street identifier, suburb and city/town or their equivalents) to which gas is supplied;
- new retailer;
- current retailer;
- new distributor;
- current distributor;
- new metering provider;
- current metering provider;



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- (xi) new metering data provider;
  - (xii) current metering data provider;
  - (xiii) allocation agent;
  - (xiv) receipt point;
  - (xv) allocation group number;
  - (xvi) whether or not use of existing metering required;
  - (xvii) on-site transfer or move in;
  - (xviii) whether or not a special meter reading is required for transfer;
  - (xix) proposed transfer date (NSRD or special meter reading date); and
  - (xx) whether or not details of the customer's consumption history for the previous 12 month period are required.
- c) The customer transfer notice must be given and stored electronically and the filename for the customer transfer notice must be in the format prescribed in Schedule 1.

### 3.3.2 Proposed transfer date

- a) Where a customer transfer notice nominates a prospective date as the proposed transfer date, that proposed transfer date must be:
- (i) a business day which is no later than 65 business days after the date of the customer transfer notice; or
  - (ii) where the annual gas consumption level for a MIRN is, or is estimated to be, greater than 1 terajoule per annum, a business day which is no earlier than 20 business days after the date of the customer transfer notice.
- b) Where a customer transfer notice nominates a retrospective date as the proposed transfer date, that proposed transfer date must be a business day which is no earlier than 130 business days prior to the date of the customer transfer notice, and to which a validated meter reading (either scheduled or special) pertains.

### 3.3.3 Retrospective transfers

A new retailer must not deliver a customer transfer notice in relation to a MIRN where the proposed transfer date in relation to that customer transfer notice is a retrospective date unless it is required to correct an erroneous transfer.

## 3.4 Objections to transfer

### 3.4.1 Objection notice

- a) A notice objecting to the customer transfer notice (an objection notice) may be lodged with the new retailer at any time before (but not after) midnight on the fifth business day after the day on which the customer transfer notice is delivered by the new retailer to the current retailer, distributor, current metering provider, current metering data provider or the allocation agent.
- b) An objection notice in relation to a customer transfer notice must include the following information:
- (i) the MIRN and MIRN checksum to which the customer transfer notice relates;
  - (ii) the name of the party who delivered the objection notice to the new retailer; and
  - (iii) the basis for the objection notice.
- c) If the proposed transfer date nominated in a customer transfer notice is a prospective transfer date, a party may only deliver an objection notice in relation to that customer transfer notice to the new retailer where:

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- (i) the customer is not supplied by the retailer who is nominated as the current retailer on the customer transfer notice – nominated retailer must object;
- (ii) the customer transfer notice is incomplete – any affected party may object;
- (iii) more than one customer transfer notice has been received for the same customer and they conflict – any affected party may object;
- (iv) the new retailer has advised that it wishes to use the distribution system (or existing metering) but has not entered into the relevant agreement to use the distribution system (or metering) – distributor (or metering provider) may object; or
- (v) the customer is liable for a debt owed to the current retailer – current retailer may object.

### 3.4.2 Withdrawal of objection notice

- a) A party who delivers to the new retailer an objection notice in relation to a customer transfer notice may withdraw that objection notice by delivering a notice of withdrawal (an objection withdrawal notice) at any time before midnight on the 20th business day after the day on which the party delivered that objection notice to the new retailer.
- b) A party who delivers to the new retailer an objection notice in relation to a customer transfer notice must use best endeavours to resolve the objection and must, where the basis for lodging the objection has been resolved, withdraw that objection notice, within 3 business days of the resolution of the basis for lodging the objection or by midnight on the 20th business day after the day on which the party delivered that objection notice to the new retailer, whichever is the earlier.
- c) An objection withdrawal notice in relation to a customer transfer notice must include the following information:
  - (i) the MIRN and MIRN checksum to which the customer transfer notice relates;
  - (ii) the name of the party delivering the objection withdrawal notice; and
  - (iii) the basis for lodging the objection withdrawal notice.

### 3.4.3 Notification by the new retailer

- a) The new retailer must, by midnight on the first business day after the day on which an objection notice, or an objection withdrawal notice, in relation to a customer transfer notice is delivered to it, deliver notice of the objection (an objection notification) or notice of withdrawal of the objection (an objection withdrawal notification), as the case may be, to:
  - (i) the current retailer;
  - (ii) the applicable distributor;
  - (iii) the current metering provider;
  - (iv) the current metering data provider; and
  - (v) the allocation agent.
- b) An objection notification, or an objection withdrawal notification, in relation to an objection notice must include the following information:
  - (i) the MIRN and MIRN checksum to which the customer transfer notice relates;
  - (ii) the name of the party who delivered the objection notice to the new retailer; and
  - (iii) the basis for lodging the objection notice or the objection withdrawal notice.

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- c) The new retailer must also advise the customer where an objection notice, or an objection withdrawal notification, is lodged.

### 3.4.4 Termination of transfer process

If an objection notice in relation to a customer transfer notice has been delivered to the new retailer, and by midnight on the 20th business day after the day on which that objection notice was delivered to the new retailer, an objection withdrawal notice in relation to that customer transfer notice has not been delivered pursuant to clause 3.4.2, then the new retailer must:

- a) ensure all parties cease processing that customer transfer notice; and
- b) by midnight on the 21st business day after the day on which that objection notice was delivered to the new retailer, deliver a notice that it will not further process that customer transfer notice to:
  - (i) the customer;
  - (ii) the current retailer;
  - (iii) the applicable distributor;
  - (iv) the current metering provider;
  - (v) the current metering data provider; and
  - (vi) the allocation agent.

### 3.5 Withdrawal of customer transfer notice

3.5.1 A new retailer may deliver a notice withdrawing a customer transfer notice (a transfer withdrawal notice) to the affected parties at any time before the prospective transfer date.

3.5.2 A transfer withdrawal notice in relation to a customer transfer notice must include the MIRN and MIRN checksum to which the customer transfer notice relates.

### 3.6 Customer Transfer Response

#### 3.6.1 Provision of information by affected parties

Where:

- a) an objection notice has not been delivered; or
- b) an objection withdrawal notice has been delivered in relation to every objection notice; and
- c) a transfer withdrawal notice has not been delivered, in relation to a customer transfer notice, then by midnight on the tenth business day after the customer transfer notice is delivered, if an objection notice has not been delivered, or the fifth business day after an objection withdrawal has been delivered, if an objection notice has been delivered:
- d) the distributor for the MIRN must deliver a Distributor Customer Transfer Response;
- e) the current metering provider must deliver the Metering Provider Customer Transfer Response;
- f) the current metering data provider must deliver the Metering Data Provider Customer Transfer Response; and
- g) where the proposed transfer date is the NSRD the current metering data provider must advise the new retailer, the current retailer, the distributor and the current metering provider the NSRD.

#### 3.6.2 Distributor Customer Transfer Response

- a) The distributor must provide to the new retailer the following information which relates to the customer transfer notice:

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- (i) details of any non-standard issues with regard to the transfer;
- (ii) distribution system pressure regime applicable to the delivery point;
- (iii) network charge or charge category;
- (iv) existing nominated annual quantity (if known – specify units);
- (v) existing maximum hourly quantity (if known – in scmh); and
- (vi) existing Load Shedding Category (A-G).

- b) The Distributor Customer Transfer Response must be given and stored electronically and the filename for the Distributor Customer Transfer Response must be in the format prescribed in Schedule 1.

### 3.6.3 Metering Provider Customer Transfer Response

- a) The current metering provider must provide to the new retailer the following information which relates to the customer transfer notice:

- (i) details of any non-standard issues with regard to the transfer;
- (ii) metering provider charge or charge category;
- (iii) correction factor (instead of meter and corrector details where previously agreed);
- (iv) meter number;
- (v) meter make/model;
- (vi) number of digits to be read;
- (vii) read multiplier to m<sup>3</sup> (i.e. 0.1, 1, 10, 100, 1000 etc.);
- (viii) whether or not the meter is temperature compensated;
- (ix) meter pressure (kPa – also specify if other than gauge pressure, i.e. absolute);
- (x) deleted;
- (xi) meter location details (to assist the metering data provider); and
- (xii) corrector and/or data logger details where either or both of the devices are installed.

- b) The Metering Provider Customer Transfer Response must be given and stored electronically and the filename for the Metering Provider Customer Transfer Response must be in the format prescribed in Schedule 1.

### 3.6.4 Metering Data Provider Customer Transfer Response

- a) The metering data provider must provide to the new retailer the following information which relates to the customer transfer notice:

- (i) details of any non-standard issues with regard to the transfer; and
- (ii) last 12 months' total energy consumption (GJ); or
- (iii) where requested, last 12 months' meter reading dates and associated energy consumption details. This is to include interval metering data where historical interval metering data exists.

- b) The Metering Data Provider Customer Transfer Response must be given and stored electronically and the filename for the Metering Data Provider Customer Transfer Response must be in the format prescribed in Schedule 1.

## 3.7 New retailer to notify allocation agent

After receipt of the Customer Transfer Response forms from the affected parties, the new retailer must send the confirmed transfer details to the allocation agent prior to the transfer date, being either:

- a) the Customer Transfer Form fully populated with confirmed details in both the notice and response sections and, if a static deemed profile (SDP) is proposed, the SDP and supporting details; or

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- b) the following details:
  - (i) the name of the new retailer;
  - (ii) MIRN and MIRN checksum;
  - (iii) customer name;
  - (iv) the address of the premises (street number, street name, street identifier, suburb and city/town or their equivalents) to which gas is supplied;
  - (v) receipt point;
  - (vi) allocation group number;
  - (vii) transfer date; and
  - (viii) SDP and supporting details (if a SDP is proposed).

### 3.8 Transfer meter reading

Where:

- a) a new retailer has delivered a customer transfer notice and:
  - (i) an objection notice relating to that customer transfer notice has not been delivered to the new retailer by midnight on the fifth business day after the day the new retailer delivered the customer transfer notice; or
  - (ii) an objection withdrawal notice has been delivered to the new retailer in relation to every objection notice; and
  - (iii) a transfer withdrawal notice has not been delivered; and
- b) the existing metering installation is to be retained, then:
  - (i) where the proposed transfer date is the NSRD then, unless otherwise agreed, the current metering data provider must use best endeavours to carry out a scheduled meter reading in accordance with clause 6; or
  - (ii) where the proposed transfer date specifies a special read date (i.e. does not specify NSRD) then, unless otherwise agreed, the new retailer is to arrange for a special meter reading in accordance with clause 6; or
- c) the existing metering installation is not to be retained, then the new retailer must arrange with all affected parties for:
  - (i) the current meter to be removed on the proposed transfer date and for the final meter reading in accordance with clause 6; and
  - (ii) the new meter to be installed when the current meter has been removed and for the opening meter reading in accordance with clause 6.

## 4. PROVISION OF METERING INSTALLATIONS

### 4.1 Metering Provider

- 4.1.1 There must be a metering provider for each metering installation.
- 4.1.2 The retailer or customer may elect to request an offer from the distributor to be the metering provider for a metering installation.
- 4.1.3 No later than 15 business days after a distributor receives from a retailer or customer a request in writing that the distributor be the metering provider for a metering installation, the distributor must offer to provide, install and maintain the metering installation and inform the retailer or customer who made the request of the terms and conditions on which the offer is made.
- 4.1.4 The terms and conditions of the offer made by the distributor under clause 4.1.3 must be fair and reasonable.

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4.1.5 If the retailer or customer accepts the offer made under clause 4.1.3, the distributor will be the metering provider for that metering installation.

4.1.6 If:

- a) the retailer elects not to request an offer from the distributor or does not accept an offer from the distributor, and
- b) subject to clause 4.1.7, the distributor consents to the retailer being the metering provider for a metering installation,

the retailer will be the metering provider for that metering installation.

4.1.7 In deciding to withhold its consent to the retailer being the metering provider for a metering installation, the distributor must act reasonably and must only have regard to the following factors:

- a) the efficient and safe development and operation of the distribution system, and
- b) if the distributor is the metering data provider for the metering installation, the distributor's ability to comply with its obligations under clause 6 and any other relevant standards and procedures in respect of metering data provision.

4.1.8 If the distributor withholds its consent in accordance with clause 4.1.7, the distributor will be the metering provider for that metering installation.

### 4.2 Obligation to install meters

4.2.1 A metering installation must be installed at each delivery point.

4.2.2 The metering provider must ensure that an interval metering installation is installed where:

- a) the consumption of gas at the delivery point has exceeded 10 TJ in the last 12-month period; and
- b) the consumption of gas at the delivery point is not expected to be less than 10 TJ in the following 12-month period; or
- c) in respect of a new delivery point, the consumption of gas at the delivery point is likely to be more than 10 TJ in the following 12-month period.

4.2.3 Where the retailer estimates that the consumption of gas at the new delivery point is likely to exceed 10 TJ in the following 12-month period, the retailer must advise the metering provider within one business day or as soon as practicable.

### 4.3 Provision of metering installations

4.3.1 From a date notified by the Parties, where an interval metering installation is provided under clause 4.2.2, the interval meter must contain telemetry.

4.3.2 A metering installation must contain an index register that:

- a) has a visible and accessible display of metering data; or
- b) allows the metering data to be accessed and read at the same time by portable computer or other equipment of a type or specification reasonably acceptable to all persons who are entitled to have access to that metering data.

### 4.4 Installation

4.4.1 The metering provider must install metering installations as near as practicable to the delivery point.

4.4.2 The metering provider must use best endeavours to install metering installations in a position which allows safe and unimpeded access to any person whose obligation it is to

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test, adjust, maintain, repair or replace the metering installation or collect metering data from it.

### 4.5 Installation database

4.5.1 A metering provider must maintain an installation database in respect of each metering installation for which it is responsible.

4.5.2 The installation database must contain at least the following information:

- a) the MIRN and MIRN checksum;
- b) the location of each installed meter, corrector and data logger;
- c) the make, model and year of manufacture for each meter, corrector and data logger;
- d) for each meter, corrector and data logger that is installed, the name and address of the customer and date of installation;
- e) the next scheduled date for test or replacement of each meter and corrector;
- f) data on performance of each meter, corrector and data logger (where relevant);
- g) calibration records of all devices used to measure the quantity of gas;
- h) testing records of all devices used to measure the quantity of gas;
- i) date and details of all seals and labels applied to meters and correctors;
- j) the date of, and details of, the most recent maintenance of all devices used to measure the quantity of gas;
- k) the next scheduled date for maintenance of all devices used to measure the quantity of gas, and
- l) distribution system pressure applicable to the delivery point.

4.5.3 A metering provider must maintain the information contained in the installation database:

- a) in an accessible format for a minimum period of 2 years from the date of inclusion of the information in the database; and
- b) in archive for an additional period of 5 years from the date of inclusion of the information in the database, or for the life of the relevant metering installation, whichever is the longer.

4.5.4 Upon request in writing, the metering provider must provide access to an affected party to information in the installation database relevant to that person:

- a) within 2 business days, where the information is in an accessible format as required by clause 4.5.3(a); and
- b) otherwise within 30 business days,

from the date of receipt of the request.

4.5.5 Where a metering installation is retained when a MIRN transfers to a new retailer, the metering provider must provide the information in the installation database, which pertains to that MIRN, to the new metering provider within 10 business days of the transfer date.

### 4.6 Minimum standards of accuracy

4.6.1 The minimum standards of accuracy for metering installations are a margin of accuracy of plus or minus 2% of the net volume of gas delivered to that delivery point.

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- 4.6.2 The metering provider must ensure that the operation of the metering installation does not show systematic bias within the allowable margin of accuracy.
- 4.6.3 The metering provider must ensure that each of its metering installations containing pressure regulators are able to provide sufficient flow at the minimum regulator inlet pressure, and where a fixed pressure factor is applied, are able to meet the pressure requirements of the distribution system.
- 4.6.4 A person bound by this Code must not tamper with or calibrate a meter with the purpose of introducing bias in the meter.

### 4.7 Security

- 4.7.1 The metering provider must use best endeavours to protect the metering installation from unauthorised interference or damage.
- 4.7.2 The metering provider must in respect of new metering installations provide seals or other appropriate devices to detect any interference.
- 4.7.3 Following notification that a seal has been broken, the metering provider must replace a broken seal within 20 business days.
- 4.7.4 The costs of replacing seals which are broken are borne:
  - a) by the customer, if the seal was broken by the customer;
  - b) by the retailer, if the seal was broken by the retailer;
  - c) by the distributor, if the seal was broken by the distributor; or
  - d) otherwise by the metering provider.
- 4.7.5 If as a result of or in connection with the breaking of a seal, the relevant metering installation may no longer meet the relevant minimum standards of accuracy, the metering provider must:
  - a) within 15 business days, test the metering installation in accordance with clause 5.2.2; or
  - b) replace the metering installation in accordance with clause 5.3.

## 5. METERING INSTALLATION TESTING

### 5.1 Accreditation and certification

- 5.1.1 The distributor must ensure that meters and correctors purchased have National Standards Commission pattern approval from an accredited laboratory recognised under the International Certification Scheme in accordance with specifications or guidelines specified by the National Standards Commission under the National Measurement Act 1960.
- 5.1.2 Where National Standards Commission pattern approval is not required to be provided by the National Standards Commission, the metering provider must conduct tests, cause tests to be conducted, or provide evidence of past testing, in respect of the setting, scaling or certifying the accuracy of meters and correctors, by persons or in a facility, accredited by the National Association of Testing Authorities (NATA), or by an organisation with whom NATA has entered into a formal recognition agreement, to conduct such tests.
- 5.1.3 The metering provider must ensure that calibrating equipment used in connection with the calibration of its metering installations is certified by a verifying authority empowered to issue certificates under regulation 13 of the National Measurement Regulations 1999 (Cth).



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### 5.2 Meter testing

#### 5.2.1 Acceptance testing and type testing of metering installations

- a) A metering provider must conduct, or cause to be conducted, acceptance tests on meters, correctors and data loggers that are components of metering installations in the following circumstances:
  - (i) before a new meter, corrector or data logger is placed in service;
  - (ii) before a meter, corrector or data logger that has been removed from service is placed back into service; and
  - (iii) after any repairs, maintenance or recalibration performed on a meter, corrector or data logger have been completed.
- b) A metering provider must only adopt a new type of metering installation if that metering installation has been type tested.
- c) On request by a retailer or distributor, a metering provider must provide that retailer or distributor with copies of any relevant type test certificates in its possession in relation to a meter.
- d) A metering provider must keep records of type testing under clause 5.2.1(b) for twelve months after meters of that type remain in service, or for 7 years, whichever is the longer.
- e) A metering provider must ensure that any metering installations that have been modified are assessed to determine whether the modified design continues to meet the minimum standards prescribed by this Code.
- f) If reasonable grounds exist for concluding that modifications to a metering installation affect its measuring capability, then the metering provider must ensure that the metering installation is submitted for type testing.

#### 5.2.2 Obligation to test metering installations

- a) A metering provider may at any time, and within 15 business days of a request from the distributor, a retailer, a customer, or an allocation agent must, test a metering installation to ascertain whether or not that metering installation is defective.
- b) A metering provider must give the person who requests a test, at least 5 business days' notice (or agree such other mutually convenient time) of when the requested test is proposed to be performed.
- c) If, as a result of the test requested under clause 5.2.2(a), the metering installation is found to be:
  - (i) defective, the metering provider must bear the cost incurred in conducting the test; or
  - (ii) not defective, the metering provider may seek to recover the cost incurred in conducting the test.
- d) A metering provider must upon request by the distributor, a retailer, a customer or an allocation agent provide the results of the test conducted under clause 5.2.2(a) within 5 business days.
- e) A metering provider must keep records of tests under clause 5.2.2 for a minimum period of 7 years.
- f) If a test carried out under clause 5.2.2(a) requires the flow of gas, then the metering provider must inspect the records stored in the meter and forward the details to the metering data provider for the purpose of ensuring that the subsequent bill issued to the customer is adjusted so that no material amount is payable by the customer in respect of gas consumed during the test. If a test carried out under clause 5.2.2(a) is based on actual customer loads, then no adjustment is required under this clause.

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### 5.2.3 Meter classes

- a) The initial period of a meter class is a period approved by the Parties commencing on the day a meter in that meter class was first used in the supply of gas to a customer.
- b) If a metering provider intends to retain the meters in a meter class after the end of the initial period for that meter class the metering provider must, in addition to the other meter testing provisions in this Code, establish and maintain a sampling plan approved by the Parties.
- c) Where the meter class includes diaphragm meters, the sampling plan must comply with the requirements of Australian Standard 4647-2005 Domestic Diaphragm Gas Meters.
- d) Where the meter class includes rotary meters, the sampling plan must ensure that the meter class is tested at least once a year.
- e) If the test results do not:
  - (i) comply with the requirements of Australian Standard 4647-2005 Domestic Diaphragm Gas Meters, where 5.2.3(c) applies; or
  - (ii) satisfy such other requirements of the sampling plan approved by the Parties,

then the metering provider must replace or recalibrate all metering installations in that meter class.

### 5.2.4 Provision of test results

The metering provider must, upon request by the Parties, provide the Parties with the results of any test conducted in accordance with this Code.

## 5.3 Non-compliant meters

5.3.1 If the accuracy of a metering installation does not comply with the requirements of this Code, or if a metering provider becomes aware of any matter which could affect the integrity of the metering data, the metering provider must:

- a) notify the affected parties as soon as practicable within:
  - (i) 10 business days where the consumption at the delivery point is less than 10 terajoules per annum; or
  - (ii) 5 business days where the consumption at the delivery point is 10 terajoules per annum or more; or
  - (iii) such longer period as may be approved by the Parties;
- b) arrange for the accuracy of the metering installation to be restored so that it meets the minimum standards of accuracy, or for the metering installation to be replaced; and
- c) until the restoration or replacement of the metering installation in accordance with clause 5.3.1(b), use substitute readings.

5.3.2 Where a measurement error exists and the distributor proposes to substitute previous meter readings, the distributor must limit the substitution of meter readings to:

- a) the period where the measurement error was greater than 1.5 times the minimum standards of accuracy; and
- b) the period where the measurement error exists, but no earlier than:
  - (i) 12 months prior to when the measurement error was known if the measurement error resulted in the customer being undercharged; or
  - (ii) 3 years prior to when the measurement error was known if the measurement error resulted in the customer being overcharged.

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### 5.4 Correction

- 5.4.1 In undertaking a meter reading at a metering installation the metering provider must adjust the meter reading for pressure, temperature or super-compressibility, or a combination of these factors, through applying correction factors or using a corrector when:
- the error arising from these effects results in the metering installation not meeting the requirements of the minimum standards; or
  - the operating condition varies during the course of the day affecting the pressure, temperature or super-compressibility; or
  - the Parties so require.
- 5.4.2 A metering data provider can only make adjustment for meter error using a corrector or a correction factor when:
- the specified correction is uniquely identified for the corrector and meter;
  - the accuracy of the metering installation is within the minimum standards;
  - the method of adjustment by the corrector can be varied; and
  - the affected parties are advised of the compensation device and the settings used.

### 5.5 Sealing and labelling

- 5.5.1 A metering provider must place a label on any meter and corrector that has been subject to an acceptance test and found to pass the test. The label must include a distinguishing mark and the year of test to indicate that it has passed the test.
- 5.5.2 If a meter or corrector has not been tested or has been found not to pass an acceptance test, the metering provider must ensure that it is not labelled.

## 6. METER READING AND DATA

### 6.1 Metering data provider

- 6.1.1 There must be a metering data provider for each metering installation.
- 6.1.2 The retailer may elect to request an offer from the distributor to be the metering data provider for a metering installation.
- 6.1.3 No later than 15 business days after a distributor receives from a retailer a request in writing that the distributor be the metering data provider for a metering installation, the distributor must offer to collect and process metering data from the metering installation and inform the retailer of the terms and conditions on which the offer is made.
- 6.1.4 The terms and conditions of the offer made by the distributor under clause 6.1.3 must be fair and reasonable.
- 6.1.5 If the retailer accepts the offer made under clause 6.1.3, the distributor will be the metering data provider for that metering installation.
- 6.1.6 If the retailer elects not to request an offer from the distributor or does not accept an offer from the distributor, the retailer must either:
- be the metering data provider; or
  - engage another person to be the metering data provider.
- 6.1.7 The retailer may only be the metering data provider if the retailer is able to satisfy the Parties that it is appropriate, in all the circumstances, for the retailer to be the metering data provider.

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### 6.2 Obligation to collect metering data

6.2.1 The metering data provider must use best endeavours to collect metering data:

- a) at least daily from interval metering installations with telemetry (allocation group 1);
- b) at least every 2 months from interval metering installations without telemetry (allocation group 2), unless otherwise agreed between the retailer and the meter data provider;
- c) at least every 2 months from basic metering installations (allocation groups 3 and 4), unless otherwise agreed between the retailer and the meter data provider;
- d) at least every 2 months from basic metering installations (allocation groups 5 and 6) unless otherwise agreed between the retailer and meter data provider; or
- e) at a greater frequency as agreed by the metering data provider, the distributor and the retailer.

6.2.2 The metering data provider must ensure that the metering data is collected from each metering installation at least once in each 12-month period.

6.2.3 The metering data provider must ensure that where metering data is not collected from a metering installation:

- a) at the agreed meter reading frequency; or
- b) at the frequency required by the allocation agent,

there is an estimated read.

6.2.4 The metering data provider must perform a special meter reading or a final meter reading at the request of a retailer.

6.2.5 Gas is to be metered by quantity and converted to units of energy for billing purposes in accordance with a methodology approved by the Parties.

### 6.3 Meter reading for customer transfer

6.3.1 On request by a retailer, the metering data provider must use best endeavours to carry out an actual meter reading to enable the transfer of a customer to that retailer within 2 business days of the request.

6.3.2 In accordance with clause 6.8.4 or clause 6.8.5, where a basic metering installation is installed the final meter reading prior to a customer transferring to a new retailer, whether a scheduled meter reading or a special meter reading, must be forwarded to the current retailer and the new retailer as applicable.

6.3.3 In accordance with clause 6.8.4 or clause 6.8.5, where an interval metering installation is installed, the final meter reading prior to a customer transferring to a new retailer, whether a scheduled meter reading or a special meter reading, must be forwarded to the current retailer as applicable.

### 6.4 Collection of metering data

6.4.1 The metering data provider must collect the metering data stored in a metering installation by reading the meter at the customer's supply address.

6.4.2 Subject to clause 6.4.3, a customer may arrange with the retailer the manner in which the data stored in a metering installation is to be collected by the metering data provider.

6.4.3 A customer may request that the data stored in the metering installations provided to it be collected by the metering data provider:

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- a) by inspecting the metering installation; or
- b) where the metering installation is capable of providing data by electronic means, by electronic means; or
- c) where the metering installation is capable of providing data by any other means, by such means.

6.4.4 Basic metering installations are deemed to be read at the beginning of the gas day.

6.4.5 Where the metering data held in the metering installation is protected from direct or remote access by suitable password and security controls, such passwords and security controls must be used.

6.4.6 Passwords must be treated as confidential information in accordance with clause 6.10.

6.4.7 If there is any discrepancy between:

- a) the data stored in a metering installation; and
- b) metering data in respect of that metering installation,

the data stored in the metering installation is to be prima facie evidence of the quantity of gas or energy, if applicable, supplied to the relevant customer.

### 6.5 Validation and substitution of metering data

6.5.1 The metering data provider must ensure that metering data collected from an interval metering installation under clause 6.1:

- a) is validated in accordance with schedule 2, clause 1, of this Code; and
- b) where necessary, is substituted in accordance with schedule 2, clauses 2 and 4 of this Code.

6.5.2 The metering data provider must ensure that metering data collected from a basic metering installation under clause 6.1:

- a) is validated in accordance with schedule 3, clause 1, of this Code; and
- b) where necessary, is substituted in accordance with schedule 3, clauses 2 and 4 of this Code.

6.5.3 Where tests under clause 6.5.1(a) or 6.5.2(a) demonstrate that there has been a failure of the metering installation or that a measurement error exists, the metering data must be substituted in accordance with clause 6.5.1(b) or 6.5.2(b) and the metering data provider must provide the substituted metering data to the allocation agent, the distributor and the retailer.

6.5.4 If a substitution is made to metering data, the metering data provider must inform the retailer accordingly to ensure that a bill issued to the relevant customer informs that customer that a substitution has been made.

6.5.5 The metering data provider must maintain a separate record of the substitution made under clauses 6.5.1(b) and 6.5.2(b) for 7 years and provide access to the record at reasonable times to the allocation agent, distributor, retailer or customer.

### 6.6 Estimation of metering data

Where metering data cannot be obtained in the time frame required for the allocation agent, the metering data provider must estimate the metering data in accordance with schedule 2, clauses 3 and 4 of this Code for an interval metering installation and schedule 3, clauses 3 and 4 of this Code for a basic metering installation.

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### 6.7 Storage of metering data

The metering data provider must store metering data in respect of separate metering installations, in the form in which it was collected under clause 6.4:

- a) in an accessible format for a period of 2 years from the date of the meter reading; and
- b) in archive for an additional period of 5 years from the date of the meter reading.

### 6.8 Access to metering data

6.8.1 A metering data provider must give a customer access to data stored in a metering installation used to measure and record the amount of gas supplied to its delivery point, either by inspecting the metering installation or, where available, by electronic access to the metering installation.

6.8.2 The metering data provider must, on written request from a customer, provide facilities to enable the customer to access by remote electronic means data stored in a metering installation provided by the metering provider.

6.8.3 Where the metering data provider has provided facilities to enable the customer to access by remote electronic means data stored in a metering installation, if remote electronic access to the metering installation is unavailable for a period of 5 consecutive business days due to actions within the control of the metering data provider, the metering data provider must, if requested by the customer, obtain data locally from the metering installation and provide that data to the customer at the metering data provider's cost.

6.8.4 The metering data provider must ensure that access is provided for the distributor and the retailer to metering data (whether actual, substituted under clause 6.4 or estimated under clause 6.5), at the frequency agreed under clause 6.2.1, by 5.00 pm on the first business day after that metering data has been collected.

6.8.5 The metering data provider must ensure that access is provided for the distributor and the retailer to metering data from special meter readings and final meter readings, by 5.00 pm on the first business day after that metering data has been collected.

6.8.6 Where access is provided for the distributor and the retailer to metering data under clauses 6.8.4 and 6.8.5, the metering data provider must ensure that any additional data required by the distributor, the retailer or both of them for billing purposes is also provided.

### 6.9 Transfer of metering data to the allocation agent

6.9.1 The metering data provider must enable the transfer to the allocation agent of metering data (whether actual, substituted under clause 6.5 or estimated under clause 6.6) and other data reasonably required by the allocation agent for settlement of the market.

6.9.2 The metering data from interval metering installations which are read daily, must be provided to the allocation agent by 2:00 pm on the first business day following each gas day.

6.9.3 The metering data from interval metering installations which are read monthly, must be provided to the allocation agent by 8:00 pm on the third business day following the last day of each month.

6.9.4 The metering data from basic metering installations which are read monthly, must be provided to the allocation agent by 8:00 pm on the third business day following the last day of each month.

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6.9.5 The metering data from basic metering installations which are not read monthly, must be provided to the allocation agent by 8:00 pm on the third business day following the last day of each month.

- a) Where the basic metering installation has been read during the previous month, the metering data will be the actual meter reading and the estimated metering data for the period between the meter reading and the end of the month.
- b) Where the basic metering installation has not been read during the previous month, the metering data will be the estimated metering data for the month.

### 6.10 Confidentiality

6.10.1 The metering data provider, allocation agent, distributor and retailer must keep metering data confidential and use best endeavours to protect and preserve the confidential nature of the metering data.

6.10.2 The metering data provider, allocation agent, distributor and retailer:

- a) must not disclose metering data to any person except as permitted by this Code and any other applicable regulatory instruments;
- b) must only use or reproduce metering data for the purposes for which it was collected under this Code or another purpose contemplated by any other applicable regulatory instrument;
- c) must not permit unauthorised persons to have access to metering data;
- d) must not disclose to any person metering data for a particular customer without the explicit informed consent of that customer; and
- e) must ensure that the metering data and other information obtained from a customer are treated in accordance with the explicit informed consent of the customer and in accordance with any applicable regulatory instrument.

6.10.3 This clause 6.10 does not prevent:

- a) the disclosure, use or reproduction of metering data if the metering data is at the time generally and publicly available otherwise than as a result of breach of confidence by the metering data provider, allocation agent, distributor or a retailer or its disclosees;
- b) the disclosure of metering data by the metering data provider, allocation agent, distributor or a retailer or its disclosees to:
  - (i) its employees or the employees of its related bodies corporate subject to any applicable regulatory instrument; or
  - (ii) its legal or other professional advisor, auditor or other consultant, requiring the metering data for the purposes of this Code or any other applicable regulatory instrument or for the purpose of advising the metering data provider, allocation agent, distributor or the retailer or disclosee in relation to those purposes;
- c) the disclosure, use or reproduction of metering data with the explicit informed consent of the relevant customer;
- d) the disclosure, use or reproduction of metering data to the extent required by law or by lawful requirement of:
  - (i) any government or governmental body, authority or agency having jurisdiction over the metering data provider, allocation agent, distributor or a retailer or its related bodies corporate;
  - (ii) any stock exchange having jurisdiction over the metering data provider, allocation agent, distributor or a retailer or its related bodies corporate; or
  - (iii) the Parties;

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- e) the disclosure, use or reproduction of metering data required in connection with legal proceedings, arbitration, expert determination or other dispute resolution mechanism under this Code or any other applicable regulatory instrument;
- f) the disclosure use or reproduction of metering data which is trivial in nature;
- g) the disclosure, use or reproduction of metering data required to protect the safety of personnel or equipment; or
- h) the disclosure, use or reproduction of metering data by or on behalf of the metering data provider, the allocation agent, the distributor or the retailer to the extent it is reasonably required in connection with the metering data provider's, the allocation agent's, the distributor's or the retailer's financing arrangements, investment in the allocation agent, distributor or the retailer or disposal of the metering data provider, the allocation agent, the distributor or the retailer.

6.10.4 In the case of a disclosure under clauses 6.10.3(b) and 6.10.3(h), the metering data provider, the allocation agent, the distributor or the retailer making the disclosure must inform the relevant disclosee of the confidentiality of the metering data and use best endeavours to ensure that the disclosee keeps the metering data confidential.

### 6.11 Profiling

The daily metering data for a basic metering installation may be determined by applying:

- a) a static deemed profile (SDP) (allocation group 3);
- b) a sample dynamic deemed profile (DDP) (allocation group 5); or
- c) a net system load profile (NSLP) (allocation groups 4 and 6).

### 6.12 Static deemed profile

#### 6.12.1 Preparation of a static deemed profile

- a) A static deemed profile may be used to produce daily metering data where approved by the allocation agent. The following data must be provided to the allocation agent when approval is sought:
  - (i) any site specific interval metering data from the last 12 months;
  - (ii) a minimum of 12 months' meter reading data (meter reading dates, service days and energy usage each period);
  - (iii) actual daily gas usage profile through a typical week, collected by manual meter readings if necessary (provided that if such information is not available the allocation agent may (at the allocation agent's discretion) be prepared to accept good information derived from the business operation profile);
  - (iv) the customer's 4 digit Standard Industry Category code;
  - (v) details of any projected load growth or contraction; and
  - (vi) any external factors that may affect the predictability of the load.
- b) Subject to clause 6.12.1(a), a static deemed profile must be prepared by:
  - (i) the allocation agent; or
  - (ii) the metering data provider, subject to approval by the allocation agent.
- c) The static deemed profile must be prepared as the estimated gas quantity for each day of a 12-month period based on, in order of preference:
  - (i) full year of historical interval metering data and estimated future variations;
  - (ii) sample historical interval metering data, site operating information, 12 months' historical actual monthly usage data and estimated future variations;



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- (iii) estimated usage profile based on daily usage profile for a similar type of customer and historical actual monthly usage data; and
- (iv) estimated usage profile based on site operating or daily usage profile for a similar type of customer.

### 6.12.2 Application of a static deemed profile

- a) The basic metering installations to which a SDP is to be applied must be read monthly.
- b) The allocation agent must apply the SDP to the monthly metering data to obtain daily metering data (allocation group 3). The SDP must be applied as follows:

*Daily metering data*

$$= \text{Monthly metering data} \times \sum_{i=m}^n \text{SDP}_i$$

where

- i = gas day i
- m = start date, determined in accordance with clause 6.15
- n = end date, determined in accordance with clause 6.15

## 6.13 Sample dynamic deemed profile

### 6.13.1 Preparation of a sample dynamic deemed profile

- a) A sample dynamic deemed profile may be used to produce daily metering data if it is representative of the consumption at the delivery point and has been approved by the allocation agent.
- b) Sample interval metering installations must be installed at delivery points that are representative of the dynamic deemed profile.
- c) The metering data provider must ensure that sample interval metering installations are installed:
  - (i) at no less than 200 MIRNs; or
  - (ii) at no less than 20% of the MIRNs which are to be represented by the dynamic deemed profile;

whichever is the lesser.

- d) Subject to this clause 6.13.1, a sample dynamic deemed profile must be prepared by the allocation agent, as follows:

$$\text{Sample DDP}_i = \sum_{n=1}^N (\text{metering data from sample meter for gas day } i) \times (\text{weighting factor})_n$$

where

- i = gas day i
- n represents the set of sample meter(s)

- e) To contest a sample dynamic deemed profile that has been approved by an allocation agent, a party must request the allocation agent to reconsider the matter.

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- f) Upon receipt of such a request, the allocation agent must review the information used to establish the sample dynamic deemed profile and determine whether the sample dynamic deemed profile is acceptable or is to be amended.
- g) The allocation agent must endeavour to make its determination and provide a report on the same to the affected parties within 20 business days of receipt of the request.
- h) If any affected party remains unsatisfied after the allocation agent has concluded its review and made its determination, that party may request that the allocation agent appoint an independent auditor to review the matter.
- i) Upon receipt of such request the allocation agent will appoint an independent auditor (unless the allocation agent reasonably considers the request to be vexatious or trivial). The allocation agent will consult with the affected parties regarding the identity of the auditor, but the allocation agent's decision as to the identity of the auditor will be final.
- j) The allocation agent will instruct the auditor to review the information used to establish the sample dynamic deemed profile and determine whether the sample dynamic deemed profile is acceptable or is to be amended. The auditor's report will be delivered as soon as reasonably possible and its determination will be final and binding on the parties.
- k) If it is determined that the sample dynamic deemed profile is to be amended, the amended sample dynamic deemed profile is to be applied from the following allocation. There will be no retrospective application of an amended sample dynamic deemed profile.

### 6.13.2 Application of a sample dynamic deemed profile

The allocation agent must apply the sample DDP to the metering data to obtain daily metering data. The sample DDP must be applied as follows:

$$\text{Daily metering data}_i = \text{Metering data} \times \frac{\text{Sample DDP}_i}{n} \times (1 + \text{Residual UFG})$$

$$i = m$$

where  
*i* = gas day *i*  
*m* = start date, determined in accordance with clause 6.15  
*n* = end date, determined in accordance with clause 6.15

## 6.14 Net System Load Profile

### 6.14.1 Preparation of a Net System Load Profile

- a) The Net System Load Profile (NSLP) must be used to produce daily metering data for all basic metering installations that have not had a SDP or a sample DDP applied.
- b) A NSLP must be prepared by the allocation agent for each receipt point, as follows:

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$$NSLP_j = \sum_{j=i}^J \text{Daily metering data } j \times (1 + \text{lossfactor})$$

where  $j = i$   
 $i = \text{gas day } i$   
 $j = \text{daily metering data, including from:}$

- interval metering installations with telemetry;
- interval metering installations without telemetry;
- basic metering installations which have had a SDP applied;
- basic metering installations which have had a sample DDP applied

### 6.14.2 Application of a Net System Load Profile

- a) Where the basic metering installation is read monthly (allocation group 4), the allocation agent must apply the NSLP to the monthly metering data that has not had a SDP applied, to obtain daily metering data. The NSLP must be applied as follows:

$$\text{Daily metering data}_i = \text{Monthly metering data} \times \frac{NSLP_i}{n}$$

where  $i = \text{gas day } i$   
 $m = \text{start date, determined in accordance with clause 6.15}$   
 $n = \text{end date, determined in accordance with clause 6.15}$

- b) Where the basic metering installation is not read monthly (allocation group 6), the allocation agent must apply the NSLP to metering data that has not had a sample DDP applied, to obtain daily metering data. The NSLP must be applied as follows:

$$\text{Daily metering data}_i = \text{Metering data} \times \frac{NSLP_i}{n} \times (1 + \text{Residual UFG})$$

where  $i = \text{gas day } i$   
 $m = \text{start date, determined in accordance with clause 6.15}$   
 $n = \text{end date, determined in accordance with clause 6.15}$

## 6.15 Start dates and end dates for application of profiles

### 6.15.1 If the metering data is an actual meter reading:

- a) the start date is the start of the gas day of the previous meter reading; and
- b) the end date is the end of the gas day prior to the current meter reading date.

### 6.15.2 If the metering data is an estimate:

- a) the start date is the later of:
  - (i) the start of the first gas day of the month;

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- (ii) the start of the gas day of the previous meter reading (whether actual or estimate); and
  - (iii) the start of the first gas day on which the delivery point is transferred to a new retailer;
- b) the end date is the earlier of:
- (i) the end of the last gas day of the month; and
  - (ii) the end of the gas day of the estimate meter reading date.

### 6.16 Adjustment to monthly metering data to correct for estimated quantities

6.16.1 If the metering data for a metering installation has been estimated in a month, then in the month when the actual meter reading occurs, the metering data for that month must be adjusted by the metering data provider by the difference between the actual metering data and the estimated metering data in the previous month(s).

6.16.2 The metering data provider must provide to the allocation agent, for each allocation group, the adjustments for prior months as a proportion of the metering data for that month. This data must be provided by 8:00 pm on the third business day of the month.

## 7. ALLOCATION

### 7.1 Rights of an allocation agent

An allocation agent may:

- a) when requested to approve a static deemed profile, accept or, subject to clause 6.12.1, reject it;
- b) review an existing static deemed profile, whereupon the party which originally submitted the static deemed profile is, subject to clause 6.12.1, bound by the outcome of the review;
- c) in exceptional circumstances, where adequate data is not otherwise available, require a retailer to have installed an interval metering installation, to check the validity of any static deemed profile whereupon that retailer must comply with such requirement;
- d) request a party to provide whatever information is reasonably required to conduct an allocation and that party must comply promptly with the request, to the extent it is able to do so;
- e) impose on parties any reasonable procedures which may be necessary to conduct an allocation and which are not inconsistent with the terms of this Code. Parties affected must follow any such procedures;
- f) make reasonable assumptions which will allow an allocation to be completed if insufficient information is available when required or the information is of suspect accuracy;
- g) correct any previous allocation if information comes to hand which proves it to be materially in error;
- h) levy charges on any party who, through late provision of information, causes additional work in calculating and notifying allocated quantities, whereupon that party must pay the same; and
- i) contract to provide other services to parties (such as preparation of a static deemed profile, calculating corrections for metering errors, or preparation of data normally provided by parties to the allocation agent at month end).

### 7.2 Obligations of an allocation agent:

An allocation agent must:

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- a) use the allocation methodology and process provided for in, and otherwise comply with, this Code;
- b) act in an impartial manner in its dealings with all parties;
- c) except as otherwise required by law or for the proper purposes of carrying out its role as allocation agent in accordance with this Code, not disclose to any third party information relating to any party without that party's consent;
- d) provide each party to an allocation agreement with that allocation agent, or persons nominated by such a party ("entitled parties"), with the quantities of gas allocated to that party in respect of the receipt points covered by the allocation agreement;
- e) on request, provide an auditor with whatever information is necessary to enable that auditor to determine whether an allocation has been performed correctly;
- f) reconcile over time previously allocated quantities based on estimates, and actual meter readings, ensuring an appropriate estimating methodology is used;
- g) when requested to approve a static deemed profile, accept or, subject to clause 6.12.1, reject it;
- h) ensure that any employees or agents of the allocation agent are bound by the same confidentiality obligations as the allocation agent;
- i) maintain records of all data relating to every allocation in a tidy and accessible format; and
- j) transfer a full set of allocation files to any new allocation agent appointed to take over allocation at any receipt points for which the allocation agent had responsibility.

### 7.3 Allocation agreement and allocation agent's charges

- 7.3.1 A person must become a party to an allocation agreement before trading any gas on the downstream distribution system. If there is an existing allocation agreement for the relevant receipt point that person shall become a party to that allocation agreement.
- 7.3.2 If there is no existing allocation agreement for a receipt point, all persons wishing to share that receipt point shall use best endeavours to agree upon an allocation agent. If the persons are unable to reach agreement within 20 business days of commencing discussions with each other, any of those persons may request the Parties to nominate an allocation agent.
- 7.3.3 A retailer who shares in a receipt point and any other person who is fiscally affected by the allocation of quantities at a receipt point may not be the allocation agent for that receipt point.
- 7.3.4 An allocation agreement will set out the terms on which the allocation agent will provide allocation services to the parties to a shared receipt point. An allocation agreement must not contain provisions which conflict with, or are inconsistent with, the provisions of this Code. To the extent that an allocation agreement does contain provisions which conflict with or are inconsistent with the provisions of this Code, the provisions in this Code will prevail and the provisions of the allocation agreement will have no effect.
- 7.3.5 An allocation agent may only recover its costs for providing allocation services by way of charges to be payable under the allocation agreement.
- 7.3.6 As a guideline, the charges payable under an allocation agreement will generally cover the following:
  - a) setting up allocation files for a new party to an allocation agreement;
  - b) adding a new site;
  - c) approving a static deemed profile;

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- d) day end information service;
  - e) month end allocation service; and
  - f) hourly rate to cover any irregular or non-standard services (e.g. correction of errors, reconciliation, participation in audit).
- 7.3.7 The schedule of charges must provide for which party or parties are to be charged for the service provided, and the basis of apportionment where applicable.
- 7.3.8 Separate charges may be specified for any other services provided by the allocation agent to any particular party.
- 7.3.9 The allocation agent's charges payable under the allocation agreement must be reasonable, transparent, and reflective of the cost of providing the services and separately specified.

### 7.4 Allocation services

7.4.1 The allocation agent may provide the following services:

- a) Day End Estimated Energy Information Service (“Day End Information Service”): Information provided under this service is to assist fulfilling obligations to gas suppliers (good faith nominations) and to manage capacity rights and obligations in respect of the transmission system. The day end information is not necessarily of “billing quality”.
- b) Month End Daily Energy Allocation Service (“Month End Allocation Service”): Month end daily allocation information is provided for billing customers and reconciling bills for transmission services. This information is of “billing quality”.
- c) Month End Monthly Energy Allocation Service: Monthly information may be provided where daily information is not required.

7.4.2 The specific services provided by an allocation agent to any party will be specified in the allocation agreement between the allocation agent and that party.

### 7.5 Day End Information Service

7.5.1 The allocation agent must provide a Day End Information Service for each gas day.

7.5.2 If the metering data required to provide the Day End Information Service has not been provided to the allocation agent as required under clause 6.9, the allocation agent must estimate the metering data in accordance with clause 6.6 of this Code.

7.5.3 The allocation agent must calculate the estimated residual daily quantity of gas for each receipt point, as follows:

$$\text{Residual receipt point quantity } i = \text{Energy inflow to receipt point } i - (\sum IM_i) + SDP_i \times (1 + \text{loss factor})$$

where  $i$  = gas day  $i$

IM = metering data from interval metering installations with telemetry (allocation group 1)

SDP = estimated daily quantity for the static deemed profile (allocation group 3)

7.5.4 The allocation agent must allocate the estimated residual daily quantity of gas for each receipt point to each retailer as follows:

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*Residual receipt point quantity for retailer  $r_i = \square_n$  Residual receipt point quantity  $i$*

where  $\square_m = (\text{Receipt point load}_{m-1} - \square_{\text{IM } m-1} - \text{SDP}_{m-1})_r$   
 $(\text{Receipt point load}_{m-1} - \square_{\text{IM } m-1} - \text{SDP}_{m-1})$

$i =$  gas day  $i$

$r =$  retailer  $r$

$m =$  month  $m$

IM = metering data from interval metering installations with telemetry (allocation group 1)

SDP = estimated daily quantity for the static deemed profile (allocation group 3)

- 7.5.5 The allocation agent must allocate the daily receipt point quantity to each retailer as follows:

*Daily quantity of gas for retailer  $r_i = \square_{\text{IM}i}r + \text{SDP}i + \text{Residual receipt point quantity for retailer } r_i$*

where  $i =$  gas day  $i$

$r =$  retailer  $r$

IM = metering data from interval metering installations with telemetry (allocation group 1)

SDP = estimated daily quantity for the static deemed profile (allocation group 3)

- 7.5.6 The allocation agent must provide the Day End Information to the parties that have contracted for that service by 5:00 pm on the first business day following the end of the gas day.

### 7.6 Month End Allocation Service

- 7.6.1 The allocation agent must provide a Month End Allocation Service at the end of each month.

- 7.6.2 If the metering data required to provide the Month End Allocation Service has not been provided to the allocation agent as required under clause 6.9, the allocation agent must estimate the metering data in clause 6.6 of this Code.

- 7.6.3 The allocation agent must calculate the residual unaccounted for gas (UFG) for the month, as follows:

*Residual UFG $_m = \frac{(\square_{\text{IM}m} + \square_{\text{MRBM}m} + \square_{\text{EBM}m}) \times (1 + \text{loss factor})}{\square_{\text{Energy inflows to all receipt points}m}} - 1$*

where  $m =$  month

IM = metering data from interval metering installations (allocation groups 1 and 2)

MRBM = metering data from monthly read basic metering installations (allocation groups 3 and 4)

EBM = metering data (estimated) from basic metering installations not read on a monthly basis (allocation groups 5 and 6)

- 7.6.4 The allocation agent must provide the residual unaccounted for gas for each month to the Parties, by the fifth business day following the end of the month.

- 7.6.5 The allocation agent must allocate the monthly receipt point quantity for each receipt point to each retailer, as follows:

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$$\text{Monthly quantity of gas for retailer } r_m = (\square IM_r + \square MRBM_r + \square EBM_r \times (1 + \text{Residual UFG}_m)) \times (1 + \text{loss factor})$$

where m = month

IM = metering data from interval metering installations (allocation groups 1 and 2)

MRBM = metering data from monthly read basic metering installations (allocation groups 3 and 4)

EBM = metering data (estimated) from basic metering installations not read on a monthly basis (allocation groups 5 and 6)

7.6.6 The allocation agent must allocate the receipt point quantity for each gas day in the month for each receipt point to each retailer, as follows:

$$\text{Daily quantity of gas for retailer } i = (\square IM_i + \square \text{Daily metering data calculated in accordance with clause 6.12.2 (allocation group 3)} + \square \text{Daily metering data calculated in accordance with clause 6.13.2 (allocation group 5)} + \square \text{Daily metering data calculated in accordance with clause 6.14.2(a) (allocation group 4)} + \square \text{Daily metering data calculated in accordance with clause 6.14.2(a) (allocation group 4)} + \square \text{Daily metering data calculated in accordance with clause 6.14.2(b) (allocation group 6)}) \times (1 + \text{loss factor})$$

where i = gas day

IM = metering data from interval metering installations (allocation groups 1 and 2)

7.6.7 The allocation agent must provide the Month End Monthly Information Service and Month End Daily Information Service to the parties that have contracted for the service by 8:00 am on the fourth business day following the end of the month.

### 7.7 Adjustment to allocations to correct for estimated quantities

If the adjustments to the metering data for prior months, as a proportion of the metering data for that month, as advised to the allocation agent under clause 6.16.2, are material, then the allocation agent must, in consultation with the affected parties:

- re-calculate the monthly metering data for the affected months;
- re-calculate the residual UFG for the affected months;
- re-calculate the daily metering data for the affected months;
- re-calculate the monthly quantity of gas for each retailer for the affected months;
- re-calculate the daily quantity of gas for each retailer for the affected months; and



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- f) provide the updated information service to the affected parties contracted for the relevant service.

### 7.8 Audit

7.8.1 Any party affected by an allocation may, by written notice to the allocation agent, request an audit of the allocation.

7.8.2 Unless the allocation agent reasonably considers an audit request to be vexatious or trivial, the allocation agent must:

- a) upon receiving a notice referred to in paragraph 7.8.1, select an auditor. The auditor is to be a person who is independent of and acceptable to all of the parties affected by the relevant allocation. The allocation agent must consult with the requesting party regarding the identity of the auditor, but the allocation agent's decision as to the identity of the auditor will be final;
- b) appoint the person selected as auditor on terms and conditions whereby the auditor agrees to comply with the provisions of this clause (insofar as they provide for rights and obligations on the part of the auditor);
- c) upon appointment of the auditor, determine, in consultation with the requesting party and the auditor, the terms of reference for the audit;
- d) obtain from the auditor an estimate of its fees and expenses for the conduct of and preparation of reports in relation to, the audit (the "estimated cost of the audit"); and
- e) notify the requesting party and each other party likely to be affected fiscally in the event of an allocation being amended as a result of an audit (an "affected party") of:
  - (i) the name of the auditor;
  - (ii) the names of the requesting party and all affected parties;
  - (iii) the terms of reference; and
  - (iv) the estimated cost of the audit.

7.8.3 An allocation which was performed more than 18 months prior to the requesting party's notice of request for an audit is not to be the subject of an audit unless the auditor determines that, on the information presented to the auditor (prior to conducting an audit of the allocation), there is prima facie evidence of a material breach of this Code or that the result of the allocation was unfair or inequitable.

7.8.4 The auditor is to conduct the audit in accordance with the terms of reference with due and proper diligence in order to determine (unless the terms of reference otherwise provide) whether the allocation agent has performed the allocation in accordance with this Code and whether or not the results of the allocation are fair and equitable as between the affected parties.

7.8.5 The allocation agent, the requesting party and each affected party is to provide to the auditor such information as the auditor may reasonably require for the conduct of the audit.

7.8.6 On completion of the audit, the auditor is to produce and deliver the following reports:

- a) a full report (which may contain confidential information obtained in the conduct of the audit) to the allocation agent; and
- b) a report which summarises the full report (and excludes any confidential information obtained in the conduct of the audit), to the requesting party and the affected parties.

7.8.7 The reports are to:

- a) set out the auditor's findings on the terms of reference; and

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- b) unless the terms of reference provide otherwise, make:
    - (i) findings as to whether or not the allocation agent has performed the allocation in accordance with this Code and the results of the allocation are fair and equitable;
    - (ii) recommendations as to how any identified deficiency should be remedied; and
    - (iii) recommendations as to who should pay the auditor's fees and expenses in respect of the conduct of the audit and production and delivery of the reports.
- 7.8.8 In formulating a recommendation as to which party should bear the cost of the conduct of an audit and the preparation and delivery of the reports, the auditor shall have regard to the following principles:
- a) if the allocation agent has performed the allocation in accordance with this Code and all other parties have performed their respective obligations under this Code, the requesting party is to pay;
  - b) if the allocation agent has not performed the allocation in accordance with this Code and all other parties have performed their respective obligations under this Code, then the allocation agent is to pay;
  - c) if one of the affected parties has not performed its obligations under this Code, then that affected party is to pay; and
  - d) if more than one of the requesting party, the allocation agent and the affected parties has not performed their respective obligations under this Code, then those parties in default must pay in proportions which reflect the relative materiality of their defaults.
- 7.8.9 The allocation agent must consider the auditor's recommendation as to who should pay the auditor's fees and expenses in respect of the conduct of the audit and production and delivery of reports and, unless there are compelling reasons to do otherwise, make a determination in accordance with the auditor's recommendation.
- 7.8.10 If the terms under which the auditor is engaged so require, the requesting party, prior to the commencement of the audit, is to:
- a) provide an undertaking to the auditor to pay the auditor's fees and expenses;
  - b) pay a deposit to the auditor as security for such payment; or
  - c) provide to the auditor a bond in favour of the auditor from a bank registered in Australia (or other person approved by the auditor) in an amount equal to the estimated cost of the audit as security for payment on terms satisfactory to the auditor.
- 7.8.11 For the avoidance of doubt, the auditor may require the requesting party to pay in the first instance, and may use any deposit or exercise rights under any bond accordingly.
- 7.8.12 If the allocation agent determines that some other party must pay, or pay a portion, then that other party must, on the demand of the requesting party, immediately reimburse the requesting party accordingly together with interest on the amount to be reimbursed from the date of payment to the auditor by the requesting party to the date of reimbursement at a rate equal to the 90 day commercial bill rate applying on the date of payment to the auditor.
- 7.8.13 The auditor must keep any confidential information obtained by the auditor in conducting the audit confidential and must not disclose any such information to any person (other than pursuant to clause 7.8.7). Upon the completion of the audit, the auditor must return all copies of confidential information to the person from whom it was obtained.

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7.8.14 If the auditor's reports recommend that an allocation should be amended in any way, the allocation agent is to implement the amendment as soon as is reasonably possible. Prior to doing so, the allocation agent will notify the affected parties of its intention to amend and must seek comment from those parties as to the best means of implementation. The allocation agent shall consider any such comments made within 10 business days of the date it gave notice to the requesting party and the affected parties. The allocation agent's decision on how best to implement the amendment will be final.

### 8. RECONCILIATION

#### 8.1 Obligation to do reconciliations

The allocation agent must undertake:

- a) a reconciliation for each month:
  - (i) by the tenth business day after the end of the month;
  - (ii) by the tenth business day two months after the end of the month; and
  - (iii) by the tenth business day one year after the end of the month;
- b) an annual reconciliation pursuant to clause 8.2; and
- c) any additional reconciliations that may be required, pursuant to clause 8.3.

#### 8.2 Annual reconciliation

8.2.1 The allocation agent must undertake an annual reconciliation in October each year to:

- a) verify the reasonableness of the estimating methodology and resulting estimates used in any allocation during the previous 12 months;
- b) determine if an alternative estimating methodology needs to be used to provide more accurate estimates;
- c) where there is a need to implement an alternative methodology, determine an implementation timeframe; and
- d) provide any data that may be required by the distributor to determine the loss factors to be used in the following year.

8.2.2 The distributor must calculate the loss factors for each year and provide them to the Parties by the end of November in the preceding year.

#### 8.3 Additional reconciliations

The allocation agent may undertake additional reconciliations from time to time to verify the reasonableness of estimates produced using any new estimating methodology.

### 9. DEFINITIONS AND INTERPRETATION

#### 9.1 Definitions

In this Code, unless the context otherwise requires:

**“acceptance testing”** means the testing and setting by a manufacturer or installer on a meter, corrector, or metering installation to establish the initial calibration of the meter, corrector, or metering installation.

**“actual meter reading”** means the physical collection of metering data by way of a scheduled meter reading, a special meter reading or a final meter reading.

**“affected party”** means a party who may be affected by the possible inaccuracy of a metering installation or metering data from that metering installation, or by the possible inaccuracy of an allocation, as the context requires.

**“allocation”** means the process of attributing quantities of energy to persons with an interest in any gas at a shared receipt point.

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“**allocation agent**” means the person responsible for allocation in respect of a particular receipt point. The allocation agent is the distributor for the distribution area.

“**allocation agreement**” means an agreement between the users of a shared receipt point and the allocation agent for that receipt point.

“**allocation group**” means the group of metering installations for which the daily metering data is determined using the same process.

“**applicable regulatory instrument**” means any Act or regulatory instrument made under an Act, or a regulatory instrument which applies to a distributor, retailer, metering provider or metering data provider.

“**AEMO**” means the Australian Energy Market Operator

“**associate**” means a subordinate member of a party.

“**auditor**” means an auditor appointed under clause 6.13.1 or clause 7.8 of this Code, as the context requires.

“**basic metering installation**” means a metering installation that does not include an interval meter.

“**best endeavours**” means to act in good faith and use all reasonable effort, skills and resources.

“**business day**” means:

- a) in relation to interaction between the distributor or the retailer and a customer a day on which banks are open for general banking business in the region of Victoria in which the customer’s supply address is located, excluding a Saturday or Sunday; and
- b) in all other cases a day on which banks are open for general banking business in Melbourne, excluding a Saturday or Sunday.

“**Distribution Area**” means the Tas Gas Distribution Area in Victoria as set out in Schedule 4

“**Code**” means this Customer Transfer and Reconciliation Code.

“**core principles**” means the principles set out in clause 1.3 of this Code.

“**correction factor**” means a factor that is applied to a meter reading to convert the volume to the volume at standard conditions. Factors may be applied to correct for deviations of temperature, pressure, altitude and compressibility.

“**corrector**” means a device which adjusts uncorrected quantity of gas from actual to standard conditions for billing and other purposes.

“**current retailer**”, in relation to a metering installation, means the retailer who is recorded in the MIRN database in respect of the metering installation.

“**customer**” has the meaning given to that term in the Gas Act.

“**customer transfer**” means the transfer of MIRN from one retailer to another retailer.

“customer transfer notice” means a notice described in clause 3.3.1 of this Code.

“**data logger**” means a device that collects and stores data relating to the quantity, temperature and pressure of gas and is capable of either:

- a) transferring recorded data to a portable reading device; or
- b) being accessed electronically through a data collection system.

“**Day End Information Service**” means the service referred to in clause 7.5 of this Code.

“**deemed profile**” means the estimated daily usage profile of a delivery point.

“**defective**” means, in relation to a metering installation, that it is not meeting the minimum standards.

“**delivery point**” means:

- a) the outlet of a meter used to measure a customer’s gas use; or

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b) if paragraph (a) does not apply, the point of supply of gas between the distributor and the customer.

“**disclose**” means a person to whom a metering data provider, an allocation agent, a distributor or a retailer has disclosed or wishes to disclose metering data.

“**distribution licence**” means a licence to construct and/or operate distribution systems under the Gas Act.

“**distribution system**” has the meaning given to that term under the Gas Act. “distributor” means:

- a) a person who holds a distribution licence; and
- b) is the distributor for the distribution area

“**dynamic deemed profile**” or “**DDP**” means a deemed profile which changes in accordance with information obtained from interval metering at one or several sample sites representative of the demand of one or more delivery points.

“**EST**” means Australian Eastern Standard Time.

“**estimated read**” means an estimate in lieu of a meter reading.

“**explicit informed consent**” means the consent gained from a customer in accordance with clause 3.2 of this Code.

“**final meter reading**” means the last meter reading that is taken for a customer before:

- a) transferring to a new retailer; or
- b) discontinuing its supply of gas.

“Gas Act” means the Gas Industry Act 2001 (Vic)

“**gas**” means natural gas and compressed natural gas

“**gas day**” means a period of 24 consecutive hours, beginning at 6.30 a.m. EST on one day and ending at 6.30 am EST on the next day. When referring to a particular gas day the date of that day will be the date on which that gas day begins.

“**installation database**” means a database of calibration data which a metering provider is required, pursuant to this Code, to keep in respect of its metering installations.

“**interested party**” means a person who, in the opinion of the Parties, has, or who identifies itself to the Parties as having, an interest in changes to the Code.

“**interval meter**” means a meter which has associated data logging facilities to allow meter readings to be recorded at pre-determined intervals.

“**interval metering installation**” means a metering installation with an interval meter.

“**loss factor**” means the long term estimation of the losses applicable to a distribution system or part thereof as determined from time to time by a distributor, expressed as a percentage of the metered quantities of gas entering the distribution system at the receipt point.

“**meter**” means an instrument which measures the quantity of gas passing through it and includes associated equipment attached to the instrument to filter, control or regulate the flow of gas but does not include a meter which is part of a transmission system.

“**meter class**” means a group of meters in which:

- a) all the meters have been made to the same specifications by the same manufacturer;
- b) there are no significant differences in components or materials between the meters; and
- c) all the meters have been sealed with the same date code.

“**metering data**” means the data obtained from a metering installation, the processed data or estimated data.

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“**metering data provider**” means the person responsible for collecting and processing metering data.

“**metering installation**” means the meter and associated equipment and installations, which may include correctors, regulators, filters, data loggers and telemetry relating to a delivery point.

“**meter installation registration number**” or “**MIRN**” means the unique 10 numeric digit identifier assigned to a distributor provided that, until 31 December 2006, all references to:

- a) “**meter installation registration number**” shall include “national metering identifier”; and
- b) “**MIRN**” shall include “**NMI**”.

“**metering provider**” means the person responsible for the provision, installation and maintenance of a metering installation.

“**minimum standards**” means the minimum standards referred to in clause 4.6 of this Code.

“**MIRN checksum**” means the single numeric digit identifier that is calculated as a check sum.

“**month**” means the period beginning at 6.30 a.m. on the first gas day of a calendar month and ending at 6.30 am on the first gas day of the following calendar month.

“**Month End Allocation Service**” means the service referred to in clause 7.6 of this Code.

“**move in**” means the situation where a new person is moving into a residence and wishes to transfer the MIRN to a retailer other than the retailer previously responsible for the MIRN

“**NATA**” means the National Association of Testing Authorities, Australia.

“**Net System Load Profile**” or “**NSLP**” means the net throughput of a receipt point after deducting interval metering data, static deemed profile and dynamic deemed profile quantities from total receipt point quantities.

“**NSRD**” means the date of the next scheduled meter reading.

“**on-site**” means the situation where a customer remaining at the same residence wishes to transfer to another retailer

“**parties**” means the persons who have agreed to abide by this Code.

“**pipeline licence**” means a licence to operate and maintain a pipeline for carrying gas

“**pipeline operator**” means a person who holds a pipeline licence.

“**receipt point**” means a point at which gas passes from a transmission system into a distribution system or from a distribution system into a distribution system.

“**reconciliation**” means the process performed by the allocation agent to compare actual metered quantities with estimated quantities for the same metering installations and, where the error is considered material, correcting previously allocated quantities and/or requiring an alternative estimation methodology to be adopted.

“**related body corporate**” means in relation to a body corporate, a body corporate that is related to the first mentioned body within the meaning of the Corporations Act 2001.

“**Residual UFG**” means the UFG minus the loss factor, expressed as a percentage of the metered quantities of gas entering the distribution system at the receipt point.

“**retailer**” means:

- a) a person who holds an energy retail licence; and
- b) is licensed to operate in the distribution area

“**retail licence**” means a licence to sell gas by retail issued under the Gas Act.

“**scheduled meter reading**” means an actual meter reading on a pre-determined cycle, usually monthly or two monthly.

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“**special meter reading**” means an actual meter reading performed outside of the usual reading cycle for a meter.

“**static deemed profile**” or “**SDP**” means a pre-determined estimate of the quantity of gas a customer will take on each day, and which for the purposes of the Month End Allocation Service defines the daily profile through a particular month.

“**storage facility**” means a facility for the storage of large quantities of gas including liquefied natural gas storage services and underground storage facilities.

“**supply**” means the delivery of gas by means of a distribution system to a customer’s delivery point.

“**transmission system**” means a pipeline or a system of pipelines, for the high pressure transmission of gas and all related facilities, together with:

- a) all structures for protecting or supporting the pipeline or system of pipelines; and
- b) facilities for the compression of gas, the maintenance of the pipeline or system of pipelines and the injection or withdrawal of gas; and
- c) all fittings, appurtenances, appliances, compressor stations, odourisation plants, scraper stations, valves, telemetry systems (including communications towers); and
- d) works and buildings used in connection with the pipeline or system of pipelines, but excluding all storage facilities and distribution systems.

“**type testing**” means testing conducted to establish the fitness for purpose of a new metering installation type.

“**unaccounted for gas**” or “**UFG**” means the difference between the amount of gas entering the distribution system at all receipt points and the amount of gas withdrawn from the distribution system at all delivery points including but not limited to leakage or other losses, discrepancies due to metering inaccuracies and variations of temperature, pressure and other parameters.

“**unassign**”, in relation to a MIRN, means that the MIRN in respect to a metering installation has been removed from the MIRN database in the situation where the supply of gas has been permanently precluded at a delivery point, which can include the removal of the relevant meter.

### 9.2 Interpretation

In this Code, unless the context requires otherwise:

- a) headings are for convenience only and do not affect the interpretation of this Code; and
- b) words importing the singular include the plural and vice versa; and
- c) words importing a gender include any gender; and
- d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency; and
- e) a reference to a condition, clause, schedule or part is to a condition, clause, schedule or part of this Code; and
- f) a reference to terms of an offer or agreement is to all terms, conditions and provisions of the offer or agreement; and
- g) a reference to any statute, regulation, proclamation, order in council, ordinance or by-law includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute; and

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- h) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document; and
- i) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- j) other parts of speech and grammatical forms of a word or phrase defined in this Code have a corresponding meaning; and
- k) a period of time:
  - (i) which dates from a given day or the day of an act or event is to be calculated exclusive of that day; or
  - (ii) which commences on a given day or the day of an act or event is to be calculated inclusive of that day; and
- l) an event which is required under this Code to occur on or by a stipulated day which is not a business day may occur on or by the next business day; and
- m) unless otherwise specified, times are in local Victorian time.



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### SCHEDULE 1 – FILENAME FORMAT FOR CUSTOMER TRANSFER NOTICES

The filename format must be XXXXX RRRR DDDD yymmdd nnn.xls, where:

- a) XXXXX identifies the data contained as follows:
  - (i) “NRCTN” for the new Retailer Customer Transfer Notice;
  - (ii) “DCTR” for the Distributor Customer Transfer Response;
  - (iii) “MPCTR” for the current Metering Provider Customer Transfer Response (separate file name only required where responded to separately from a distributor’s response);
  - (iv) “MDPCTR” for the current Metering Data Provider Customer Transfer Response (separate file name only required where responded to separately from a distributor’s or a metering provider’s response).
- b) RRRR identifies the new retailer (maximum 4 alpha);
- c) DDDD identifies the distributor (maximum 4 alpha);
- d) yymmdd identifies the date of the Customer Transfer Notice established by the new retailer;
- e) nnn identifies the batch number if more than one batch of transfers is issued on the same day (001, 002 etc.); and
- f) XXXXX is the only component of the file name format that is to be amended by each responding party.

## Customer Transfer and Reconciliation Code

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### SCHEDULE 2 – VALIDATION, SUBSTITUTION AND ESTIMATION – INTERVAL METERING INSTALLATION

#### 1. Requirement to validate meter readings

Actual meter readings will be required to be validated in accordance with clause 6.5.1(a) of this Code. The validation rules that may be applied to the metering data from the meter of an interval metering installation are:

- a) Consumption metering data for the meter reading period = sum of interval metering data for the meter reading period;
- b) Accumulated meter reading value is numeric and  $> 0$ ;
- c) Accumulated meter reading value is  $\geq$  previous accumulated meter reading value;
- d) Accumulated meter reading value passes high/low test;
- e) Meter reading date  $>$  previous meter reading date;
- f) Maximum value (to ensure that no spikes are created);
- g) Null checks;
- h) Dial capacity and decimal point check; and
- i) Metering data is consistent with the correct meter type for that delivery point.

#### 2. Requirement to produce substituted metering data

In accordance with clause 6.5.1(b) of this Code, metering data for an interval metering installation will be required to be substituted where:

- a) the actual meter reading fails the validation tests;
- b) there is a failure of the metering installation; or
- c) an inspection or test of the metering installation establishes that a measurement error exists.

#### 3. Requirement to produce estimated metering data

In accordance with clause 6.6 of this Code, metering data for an interval metering installation will be required to be estimated where the metering data cannot be obtained in the timeframe required for settlement of the market.

#### 4. Metering data provider obligations

- a) The metering data provider may use Types 1, 2, 3, 4, 5, 6, 7 or 8 in accordance with clause 5 of this schedule 2, when the metering data is required to be substituted.
- b) The metering data provider may use Types 1, 2, or 3 in accordance with clause 5 of this schedule 2, when the metering data is required to be estimated.
- c) The metering data provider may use Type 2 except where the first actual meter reading has not been undertaken.
- d) The metering data provider may use Type 3, except where:
  - (i) the first actual meter reading has not been undertaken; or
  - (ii) the scheduled meter reading frequency is less frequent than monthly and the data from the same, or similar, meter reading period in the previous year is available.

## Customer Transfer and Reconciliation Code

- e) The metering data provider may use Types 4, 5, 6 and 7 in the circumstances described in clauses 5.4, 5.5, 5.6 and 5.7 of this schedule 1, respectively.
- f) The metering data provider may use Type 7 prior to the first actual meter reading being undertaken.
- g) The metering data provider may use Type 8 where there is an error in the meter pressure and/or gas temperature
- h) The metering data provider must notify the allocation agent, the distributor
- i) and the retailer where substituted or estimated metering data is used.
- j) The metering data provider must ensure that for all Types, except Type 5, substituted or estimated metering data is based on an actual meter reading, and is not based on metering data that has previously been estimated or substituted.

### 5. Substitution and Estimation Types

The techniques for substituting and estimating metering data for interval metering installations are provided in this clause.

#### 5.1 Type 1

Where there is another interval metering installation at the same measurement point for the same interval data periods as that being substituted for, the metering data provider must substitute or estimate the metering data using metering data from that interval metering installation.

#### 5.2 Type 2

The metering data provider may substitute or estimate the metering data using the data from the “Nearest Equivalent Day” or “Like Day” from the same, or similar, meter reading period in the previous year. The “Nearest Equivalent Day” or “Like Day” is determined from the table below.

Day	“Nearest Equivalent Day” or “Like Day” (in order of availability)
Monday	Monday • • Monday •
Tuesday	Tuesday • • Wednesday • • Tuesday • Wednesday •
Wednesday	Wednesday • • Tuesday • • Thursday • • Wednesday •
Thursday	Thursday • • Wednesday • • Tuesday • •
Friday	Thursday • Wednesday • Tuesday •
Saturday	Friday • • Friday •
Sunday	Saturday • • Saturday •
	Sunday • • Sunday •

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Substitution or estimates for 'Like Day' to be as detailed above, unless:

- No readings are available on the first listed day, then the next listed preferred day is to be used.
- The day was a public holiday, in which case the most recent Sunday is to be used.
- The day was not a public holiday and the 'Like Day' is a public holiday, in which case the 'Like Day' to be used must be the most recent day that is not a public holiday, Saturday or Sunday.
- • Occurring in the same week as the day in the previous year.
- Occurring in the week preceding that in which the substitution day occurs in the previous year.

### 5.3 Type 3

The metering data provider may substitute or estimate the metering data using the data from the "Nearest Equivalent Day" or "Like Day" from the previous meter reading period. The "Nearest Equivalent Day" or "Like Day" is determined from the table below.

Day	"Nearest Equivalent Day" or "Like Day" (in order of availability)
Monday	Monday • • Monday •
Tuesday	Tuesday • • Wednesday • • Tuesday • Wednesday •
Wednesday	Wednesday • • Tuesday • • Thursday • • Wednesday • Thursday • Tuesday •
Thursday	Thursday • • Wednesday • • Tuesday • • Thursday • Wednesday • Tuesday •
Friday	Friday • • Friday •
Saturday	Saturday • • Saturday •
Sunday	Sunday • • Sunday •

Substitutions or estimations for 'Like Day' to be as detailed above, unless:

- No readings are available on the first listed day, then the next listed preferred day is to be used.
- The day was a public holiday, in which case the most recent Sunday is to be used.
- The day was not a public holiday and the 'Like Day' is a public holiday, in which case the 'Like Day' to be used must be the most recent day that is not a public holiday, Saturday or Sunday.
- • Occurring in the last whole week of the previous **meter** reading period.
- Occurring in the week preceding the last whole week of the previous **meter** reading period

### 5.4 Type 4

Previously used substituted metering data can be changed, prior to the actual meter reading, where the distributor and the retailer have agreed, on the basis of site or customer-specific information, that the original substituted metering data is in error and a correction is required.

## Customer Transfer and Reconciliation Code

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### 5.5 Type 5

Where substituted metering data is to be created for periods up to, but not exceeding two (2) hours, it can be created using simple linear interpolation.

### 5.6 Type 6

The distributor and the retailer may agree to use another method of substitution (which may be a modification of an existing Type) where none of the existing Types is applicable.

The specifics of this Type may involve a globally applied method or a site-specific method.

### 5.7 Type 7

Prior to the first actual meter reading, the metering data may be substituted using a method agreed between the distributor, the retailer and the metering data provider.

### 5.8 Type 8

Where the measurement error has arisen from errors in the gas temperature and/or meter pressure, the metering data may be substituted using the meter reading and the estimates for the gas temperature and/or meter pressure.

## Customer Transfer and Reconciliation Code

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### SCHEDULE 3 – VALIDATION AND SUBSTITUTION – BASIC METERING INSTALLATION

#### 1. Requirement to validate meter readings

Actual meter readings will be required to be validated in accordance with clause 6.5.2(a) of this Code. The validation rules that may be applied to the metering data from the meter of a basic metering installation are:

- a) Meter reading value is numeric and  $> 0$ ;
- b) Meter reading value is  $\geq$  previous meter reading value;
- c) Meter reading value passes high/low test;
- d) Meter reading date  $>$  previous meter reading date;
- e) Null checks;
- f) Dial capacity and decimal point check; and
- g) Metering data is consistent with the correct meter type for that delivery point.

#### 2. Requirement to produce substituted metering data

In accordance with clause 6.5.2(b) of this Code, metering data for a basic metering installation will be required to be substituted where:

- a) the actual meter reading fails the validation tests;
- b) there is a failure of the metering installation; or
- c) an inspection or test of the metering installation establishes that a measurement error exists.

#### 3. Requirement to produce estimated metering data

In accordance with clause 6.6 of this Code, metering data for a basic metering installation will be required to be estimated where the metering data cannot be obtained in the timeframe required for settlement of the market.

#### 4. Metering data provider obligations

- a) The metering data provider may use Types 1, 2, 3, 4, 5 or 6, in accordance with clause 5 of this schedule 3, when the metering data is required to be substituted.
- b) The metering data provider may use Types 1, 2, or 3 in accordance with clause 5 of this schedule 3, when the metering data is required to be estimated.
- c) The metering data provider may use Type 6 where there is an error in the meter pressure and/or gas temperature.
- d) The metering data provider must notify the distributor and the retailer where substituted or estimated metering data is used.
- e) The metering data provider must ensure that for all Types, substituted or estimated metering data is based on an actual meter reading, and is not based on metering data that has previously been substituted or estimated.

#### 5. Substitution Types

The techniques for substituting and estimating metering data for basic metering installations are provided in this clause.

##### 5.1 Type 1

Substitution or estimation

## Customer Transfer and Reconciliation Code

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= Average daily consumption from same, or similar, meter reading period last year

\*Number of days required to be substituted

### 5.2 Type 2

Substitution

= Average daily consumption from previous meter reading period

\*Number of days required to be substituted or estimated

*Note: Where the scheduled meter reading frequency is less frequent than monthly, Type 2 is to be used only when the consumption from the same, or similar, meter reading period last year is not available.*

### 5.3 Type 3

Substitution or estimation

= Average daily consumption for this same customer class with the same type of usage

\*Number of days required to be substituted or estimated

Note: Type 3 is to be used only when the consumption from the same, or similar, meter reading period last year and the consumption from the previous meter reading period are not available.

### 5.4 Type 4

The distributor, the retailer, and the metering data provider may agree to use another method of substitution (which may be a modification of an existing Type) where none of the existing Types is applicable.

The specifics of this Type may involve a globally applied method or a site-specific method.

### 5.5 Type 5

Previously used substituted metering data can be changed, prior to the next actual meter reading where the distributor, the retailer and metering data provider have agreed, on the basis of site- or customer-specific information, that the original substituted metering data is in error and a correction is required.

### 5.6 Type 6

Where the measurement error has arisen from errors in the gas temperature and/or meter pressure, the metering data may be substituted using the meter reading and the estimates for the gas temperature and/or meter pressure.

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### SCHEDULE 4 – TAS GAS DISTRIBUTION AREA IN VICTORIA

Area	Postcode
Lakes Entrance	3909
Orbost	3888
Terang	3264
Invermay	3352
Heathcote	3523
Marong	3515
Maldon	3463
Kerang	3579
Swan Hill	3585
Robinvale	3549
Nathalia	3638