

Provision of Data to Third Parties

Fact Sheet

How do I obtain data as a third party?

- Register your third party by completing the registration form:
<https://westernpower.com.au/services/registration-for-access-to-energy-data/>
- Registration provides the third party a preference for the provision standing data and meter data to be delivered via email or to the web portal. Both options cannot be selected.
- If portal access has been requested, you will be sent an email with a user name and password to the third party Metering Service Centre web portal:
<https://services.westernpower.com.au/online/nbu/do/restricted/Home>
- Prior to data provision the third party participant must complete the verifiable consent form:
<https://westernpower.com.au/services/verifiable-consent-for-access-to-energy-data/>
- This consent form will allow access to standing data and metering data via the metering gateway web portal in respect of data that relates to the period or periods for which the customer is or was associated with the metering point.

What costs are associated for third parties?

- One-off registration fee - \$9.95
- Verifiable consent - \$12.50 per consent form per National Meter Identifier for unlimited access to energy data for the extent of the consent (maximum of 12 months)
- Third parties will be invoiced monthly to recipient provided on registration form
- Invoices will be sent once amount reaches \$150. However pending invoices will be sent by the end of a financial year or where amounts are outstanding greater than 12 months

How often will reading data be available?

- The consent form provides three different frequency methods that can be applied per NMI.
 - As published to retailers (via email or portal)
 - Complete previous month period based on preferred delivery date (via email or portal) or
 - Manual request via portal (portal only)
- Data is warehoused and is based on the collection from the network operator to retailers which may be related to a schedule read, off cycle reading or readings based operational frequency (weekly) by network operator.
- Daily readings are at the request of retailers through miscellaneous transactions as classed as an extended service that is chargeable or by installing customer signals by again requesting via the customer's retailer.



Why can't I access data?

There are numerous reasons why you may not be able to access data including;

- The Customer Verifiable Consent form has not been submitted or has expired with no renewal
- Customer name is a mismatch between submitted consent form and metering database due to a customer name change occurring within the metering database via a Retailer request (customer details notification)
- Customer was not the customer of the premise for the dates specified in the data request
- Request period is not in alignment with meter reading schedule and readings are not available
- Not allowing enough time to lapse (1 hour) after the receipt of a successful consent from before requesting data

Email Notifications

Email notifications for third parties and customers will be provided on the following:

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

Rejections

Rejections will be sent to the nominated customer email address provided on the third party registration form from metering.thirdpartydata@westernpower.com.au with reasons for rejection. Rejections will be sent to both the registered third party and the customer if the customer email address is provided.

Rejections will be sent when there is:

- A mismatch of customer or business name
- Either No National Meter Identifier (NMI) details or Meter Number details. Western Power will accept either NMI or Meter Number or both
- Illegible or missing criteria provided on the registration and consent forms
- Change of Customer Name e.g. via Customer Details Notification update via Retailer

Timings

Processing of forms

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

Provision of data

All web portal timings are consistent with the current standard provided to Market Participant Retailers and Generators.

- Once receipt of a successful verifiable consent is received, access to the National Meter Identifier/check digit from the web portal will be available in approximately one hour to make a meter data history or standing data request
- Standing data requested direct from the web portal has an average response of 10 seconds (pending system performance)
- Each time the standing data is updated within Western Powers metering database, standing data will be sent to the relating third party for the National Meter Identifier at 11:00 pm on the business day change or update is made.
- Once receipt of successful verifiable consent is received and processed, standing data and up to two years of meter data will be automatically provided at approximately 11:00pm on the business day consent is processed
- Request for metering data (meter data history request) directly made by a Third party from the web portal will be provided at approximately 11:00pm on the business day that the request is made.
- Where delivery method “as published to retailer” is selected as a frequency, meter data will be at 11:00pm on same business day as published to retailer.
- Where delivery method monthly and a preferred date selected, the meter data will be provided at 11:00pm on the preferred date.
- Web portal manual requests will be provided by 11:00pm on the business day request is made

File Format

- Standing Data – text file - .txt
- NEM12 like file – 100,200,300,400,900 records
- NEM13 like file – 100 and 250,900 records

Maintain web portal data

Each third party will be required to maintain their volume of data on the web portal view message page. This is done by clicking the acknowledgement button and deleting files from the archive directory

Please download all required standing data and NEM12 and NEM13 data as required.

Western Power at their discretion will manage volume size and delete any files from third party directories which are of a significant enough volume to effect system performance.

Further Information

Further information including a Third Party User Guide is available at <https://westernpower.com.au/faqs/metering/metering-data/as-a-third-party-entity-can-i-retrieve-metering-data-for-a-customer/>