Australian Standard®

Customer/utility information exchange

Part 2: Applications and performance

This Australian Standard was prepared by Committee TE/18, Customer Metering and Services Interfaces. It was approved on behalf of the Council of Standards Australia on 17 January 1995 and published on 5 May 1995.

The following interests are represented on Committee TE/18:

Agricultural and Resource Management Council of Australia and New Zealand

Association for Metering and Customer Services

Australian Chamber of Commerce and Industry

Australian Electrical and Electronic Manufacturers Association

Australian Gas Association

Australian Information Industry Association

Electricity Supply Association of Australia

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PREFACE

This Standard was prepared by the Standards Australia Committee on Customer Metering and Services Interfaces to supersede AS 4141.2(Int)—1993.

The objective of this Standard is to provide the utility metering industry with examples of performance requirements for a system of information exchange between utilities and customers, including provision for automatic meter reading, load control, value-added customer services and system control automation.

This edition incorporates editorial corrections and improvements.

The content is based on a study within the Electricity Association, London, UK, and on ongoing work in IEC/TC 13—WG14, *Equipment for electrical energy measurement and load control—Data exchange for meter reading, tariff and load control*. Acknowledgement is made of the assistance received from these sources.

This Standard is Part 2 of AS 4141, *Customer/utility information exchange*, which is published in Parts as follows:

Part 1: System architecture and functionality
Part 2: Applications and performance
Part 3: Customer premises interfaces

Other Parts are under consideration.

The term 'informative' has been used in this Standard to define the application of the appendix to which it applies. An informative appendix is for information and guidance only.

CONTENTS

Originated as AS 4141.2(Int)—1993.
Revised and designated AS 4141.2—1995.

STANDARDS AUSTRALIA

Australian Standard

Customer/utility information exchange

Part 2: Applications and performance

1 SCOPE This Standard gives examples of performance requirements for the exchange of information between utilities and their customers using two-way communications. The performance requirements provide guidance for utilities to specify a system to meet their needs.

NOTE: Guarantees of response times cannot be given as utility system operational incidents may delay message receipt.

This Standard does not cover the subject of electronic funds transfer (EFT) via direct bank debit.

2 APPLICATION This Standard shall be read in conjunction with AS 4140 and AS 4141.1.

3 REFERENCED DOCUMENTS The following documents are referred to in this Standard:

AS
4140 Metering and utility information exchange—Glossary of terms

4141 Customer/utility information exchange
4141.1 Part 1: System architecture and functionality

4 INTERPRETATION OF TABLES Examples of the performance requirements for various aspects of the exchange of information are given in Tables 1 to 8.

NOTE: An explanation of the column headings of Tables 1 to 8 is given in Appendix A.

Each item of information exchange has been categorized in a particular table according to the constraints that may best determine its performance requirements.

Similar items, however, appear in different categories, e.g.

(a) Certain meter readings are listed in Table 1 as routine readings, whereas customer initiated readings are listed in Table 2.

(b) Load switching on customer request is listed in Table 2, whereas utility initiated switching is listed in Table 4.

5 PERFORMANCE REQUIREMENTS

5.0 Introduction Performance details are specified in Clauses 5.1 to 5.8 and in the associated Tables 1 to 8 where details are further itemized by subdivisions of Clauses 5.1 to 5.8.