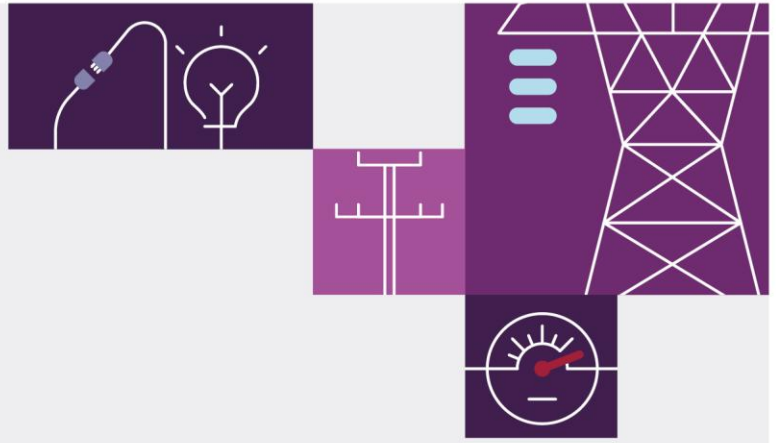


Metering Services Review – 2025 Release

Industry Go-live Plan





Important notice

Purpose

This document describes the go-live approach for upgrading AEMO’s retails systems for Metering Services Review deployments on, 26 October 2025 and 30 November 2025 in preparation for the rule effective date on 1 Dec 2025. Noting that the Power Quality Data (PQD) is planned for implementation in July 2026.

Disclaimer

This document may be subsequently updated or amended. It is intended to provide general information and guidance, which is only current as at the date of its last publication. It does not constitute legal or business advice and should not be relied on as a substitute for obtaining detailed advice about the National Electricity Law, the National Electricity Rules, or any other applicable laws, procedures, or policies. AEMO has made every reasonable effort to ensure the quality of the information in this document but cannot guarantee its accuracy or completeness.

Accordingly, to the maximum extent permitted by law, AEMO and its officers, employees and consultants involved in the preparation of this document:

- make no representation or warranty, express or implied, as to the currency, accuracy, reliability, or completeness of the information in this document; and
- are not liable (whether by reason of negligence or otherwise) for any statements or representations in this document, or any omissions from it, or for any use or reliance on the information in it.

Copyright

© 2025 Australian Energy Market Operator Limited. The material in this publication may be used in accordance with the [copyright permissions on AEMO’s website](#).

Version control

Version	Release date	Changes
0.1	24 September 2025	Draft for Industry Review

1. Executive summary

Metering Services Review (MSR) is the national roll out of smart meters to enhance customer experience, improve data quality & remote access. The rule change seeks to deploy smart meters to all customers in the NEM quickly and effectively, with the aim of goal of universal uptake by 2030. The draft rule includes two core reforms:

- Accelerated deployment of smart meters to give customers a range of benefits sooner (go live from 2025)
- Access to Power Quality Data, enabling better managed networks and a reduction in network costs (go live 2026)

It also includes four supporting reforms:

- New customer safeguards
- Improving the customer experience
- Reducing barriers to installation
- Improved meter testing and inspections

The initiative is being delivered in 3 Packages. Packages 1 and 2 will be delivered in the 26 October 2025 and 30 November 2025 MSATS deployments while Package 3, Power Quality Data (PQD) will be delivered in June 2026 and is not in the scope of this document.

Package 1 will deliver changes supporting Legacy Meter Replacement Plans and Defect management, designed to accelerate the deployment of smart meters. In addition, Package 1 addresses:

- The AEMO review of the processes for Retailers of Last Resort (RoLR).
- Issues and Change Forms (ICFs) raised by the ERCF.
- Anomalies in Embedded Network settlements.

Package 2 delivers enhancements supporting the changes to the Metering Installation Malfunction Exemption procedure and the Metering Installation Exemption Guideline procedure for metering installation malfunctions.

The first MSATS deployment, on 26 October 2026, will enable the LMRP functionality and introduce the aseXML schema changes for both packages.

The second MSATS deployment, on 30 November 2026, will introduce the following changes:

- Site Defects, Embedded Network Anomalies to support the MSR Rule.
- Changes to Metering Exemptions
- ICF changes to aligned addresses to the Australian Standards.
- Automation of RoLR report production and delivery
- Configuration to remove the ability to Bulk Update LMRP values
- Changes to support the population of the new Building or Property 2 field
- Other minor changes to support the MSR.

AEMO has a key coordination role, through collaboration with its industry working groups, to ready Industry and itself for the various system and market “go-live” dates.

At a high level, the go-live responsibilities are set out below:

- AEMO to facilitate the Industry Test for the MSR 26 October and 30 November deployments.
- AEMO to enable the market software to commence operations in line with requirements.

Participants are encouraged to complete their preparations in readiness for the release.

Contents

1.	Executive summary	3
2.	Introduction	6
2.1	Audience	6
2.2	Metering Services Review rule change	6
2.3	MSR October Release changes	7
2.4	Schema updates	8
2.5	Go-live planning engagement	8
3.	Go-live Plan Framework	8
3.1	Scope	8
3.2	Principles	8
4.	Industry Go-live Plan	9
4.1	Industry Test	9
4.2	B2B and B2M Schema changes	9
4.3	Go-live Plan	9
4.4	Go-live criteria and readiness decision	10
4.4.1	Participant readiness	10
4.4.2	Transition period	10
4.5	Communications	11
4.6	Go-live schedule	11
4.7	Deployment Contingency	14
5.	Participant Support Arrangements	14
	Glossary	15

Tables

Table 1	MSR Package 1 & Package 2 Procedural changes	7
Table 2	MSR October 2025 Release Go-Live Plan development timeline	8
Table 3	MSR October 2025 Release Go-live Schedule	12

2. Introduction

This chapter describes the implementation of the first two deployments for the National Electricity Market (NEM) Reform Program's Metering Services Review (MSR) initiative.

2.1 Audience

This document provides information to Participants and IT staff that will be impacted by the functional and technical changes being implemented with the MSR deployments on 26 October 2025 and 30 November 2025.

2.2 Metering Services Review rule change

On 28 November 2024, the AEMC published the Accelerating Smart Meter Deployment Rule¹ that seeks to implement the recommendations of the AEMC's review of the metering framework in 2023.

To accelerate the deployment of smart meters, the Rule outlines a regulatory change that requires Distribution Network Service Providers (DNSPs) to create a Legacy Meter Replacement Plan (LMRP) to schedule the replacement of their type 5 and 6 (legacy) metering installations. DNSPs must prepare a schedule for each 12-month period. FRMPs will be responsible for engaging Metering Coordinators (MCs) to replace legacy metering installations with smart metering installations according to the schedule.

To facilitate the accelerated deployment, the AEMC requires new processes for managing site defects and metering installations that have shared points of isolation.

The final rule requires a formal defect registration process which will require MCs to record a defect and type of defect.

There is a new requirement on MCs, for the provision of a basic Power Quality Data (PQD) service to DNSPs.

In addition, there will be new obligations for industry coordination between DNSPs, FRMPs and MCs for sites with shared points of isolation. Retailers are required to provide notifications to customers regarding the installation of a smart metering installation.

Finally, the final rule requires AEMO to develop a guideline to assist MCs in their development of asset management strategies for testing and inspecting metering installations and makes changes to the arrangements for the testing and inspection of legacy metering installations and the management of metering installation malfunctions.

Major Rule Effective Dates

27 November 2025	DNSPs to load LMRP details in MSATS
1 December 2025	Commencement date for acceleration period, shared fusing meter replacement procedure, site installation defects, malfunctions framework, testing and inspection changes
1 July 2026	Commencement for PQD arrangements
30 November 2030	Deadline for replacing legacy meters (i.e. end of acceleration period)

¹ [Accelerating smart meter deployment](#)



2.3 MSR October Release changes

The MSR October Release introduces the following changes to support the Accelerating Smart Meter Deployment Rule:

Table 1 MSR Package 1 & Package 2 Procedural changes

Market Segment	Initiative	Procedure	Procedural Effective Date
B2M	MSR Package 1 (LMRP)	Standing Data for MSATS v6.1 MSATS Procedures - CATS v7	26 October 2025
B2M	MSR Package 1 (Site Defects)	Standing Data for MSATS v6.2 MSATS Procedures - CATS v7.1	1 December 2025
B2M	ICF-077 (Auto population of the LCCD based on NMI status)		
B2M	Embedded Network Settlement Anomalies		
B2B	MSR Package 1 (Site Defects, One-In-All-In)	B2B Procedure One Way Notification Process v3.9 B2B Procedure Service Order Process v3.9 B2B Procedure One Way Notification Process v3.9.	1 December 2025
B2M	Review Retailers of Last Resort (RoLR)	NEM RoLR Processes Part A and Part B v2.5	1 December 2025
B2M & B2B	ICF Package (B002/22, ICF-078, B004/22)	Standing Data for MSATS v6.2 B2B Procedure Service Order Process v3.9 B2B Procedure Technical Delivery Specification Process v3.9 B2B Procedure Customer and Site Details Notification Process v3.9	1 December 2025
B2M	MSR Package 2 (Meter Exemption)	Metrology Procedure Part C v1.0 Exemption Procedure Meter Installation Malfunctions v1.4 Guide to the Role of the Metering Coordinator (MC) v1.4 Metering Installation Exemption Guideline v1.2 Metrology Procedure Part A v8.0 Retail Electricity Market Procedures – Glossary and Framework v4.41 Service Level Procedure MP Services v1.7	1 December 2025



2.4 Schema updates

Changes to B2B and B2M Schemas are required to support MSR Package 1. These changes are documented in section **5.1 B2B aseXML schema** and section **6.1 B2M aseXML schema** of the [MSATS Technical Specification October 2025](#).

2.5 Go-live planning engagement

The MSR Industry Go-Live Plan is developed in consultation with industry through the Implementation Forum. Table 2 below illustrates AEMO's engagement approach and timeline for developing the plan.

Table 2 MSR October 2025 Release Go-Live Plan development timeline

Milestone	Date
Publish draft for industry feedback	24 Sep 2025
Deadline for industry feedback	8 Oct 2025
Publish final plan	10 Oct 2025

3. Go-live Plan Framework

3.1 Scope

- In Scope
 - Deployment of retail system changes to support the implementation of MSR Packages 1 and 2
 - B2B and B2M r46 aseXML schema deployment
 - Communications during deployment
 - Support arrangements during the Go-live period
- Out of Scope
 - Participant contingency plans.
 - MSR Package 3 PQD will have a separate Go-live plan.

3.2 Principles

The industry transition and go-live strategy principles apply to MSR changes. These are:

- The changes within the two deployments are mandated via Procedure changes – commencement dates of 26 October and 1 December 2025 should be met.
- Operation of the NEM should be uninterrupted during periods of transition and go-live.

AEMO acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay respect to Elders past and present.

- Market system go-live risks should be minimised.
- Participants should be provided with implementation flexibility where possible.
- Participants and AEMO are responsible for their own go-live planning.

4. Industry Go-live Plan

4.1 Industry Test

The Industry Test provides participants the opportunity to test their market systems against AEMO's market systems in the pre-production environment.

AEMO's Pre-Production retail environment was refreshed from Production in preparation for testing. The data was taken from a copy of Production on the morning of the refresh commencement on 25 August 2025.

For further details including testing scope inclusions please refer to the MSR Industry Test Plan².

4.2 B2B and B2M Schema changes

To determine if you need to move to the r46 B2B or B2M aseXML schema versions please refer to sections 3.3 B2B impact and 3.4 B2M Impact of the [MSATS Technical Specification October 2025](#). For further information on preparing for your schema transition please refer to the following documents: [Guide to Transition of aseXML](#), [B2M transition process](#), [Change your B2B schema](#).

4.3 Go-live Plan

There will be two production deployments for the MSR 2025 Release. The first deployment for MSR Package 1 (LMRP) is scheduled on Sunday 26 October 2025 during the standard Retail Systems maintenance window. Only LMRP functionality will be available following this deployment.

The second deployment is scheduled on Sunday 30 November 2025 and will encompass Package 1 (Site Defects), ICF and IEC enhancements, Embedded Network Settlement Anomalies, Package 2 Meter exemptions and the RoLR reporting changes.

² [MSR Industry Test Plan](#)



4.4 Go-live criteria and readiness decision

Solution Go Live Criteria	Description
Solution readiness	AEMO solution tested in-line with requirements. System Changes required to meet initiative requirements and ongoing stability of existing systems.
AEMO business readiness	AEMO business ready to support release changes and Provider transition.

Service Commencement Criteria	Description
Market readiness	Whilst there are no formal Market Readiness requirements, Participants may need to move to the aseXML schema r46 to ensure that they can meet their obligations under the new rule.

Checkpoint decisions will be made approximately three months and one month prior to go-live to determine overall initiative readiness for Production and communicated via the Implementation Forum.

4.4.1 Participant readiness

Participant readiness activities, including participation in industry testing, are not a pre-requisite for AEMO to confirm technical readiness to go-live. As such, the release will not require formalised reporting on participant readiness activities.

AEMO encourages Participants to engage in the industry testing.

4.4.2 Transition period

LMRP Load

Between the MSATS production deployment on 26 October 2025 and 27 November 2026, DNSPs will be able to load their LMRPs. DNSPs can use AEMO's Blind Update Tool (BUT) to load their respective plans over this period. To minimise impact on other participants, there is a total maximum limit of 400,000 BUT updates per day across all Participants. There is also a new limit on individual BUT submissions for Pre-production and Production of 50,000 records.

This process will be rehearsed in the MSR Release 1 Industry test commencing 9 September 2025. Times and dates of each submission will be shared with Participants during the Q&A sessions. This will assist participants in identifying when NMIs for the respective jurisdictions are uploaded. The C1 report can then be run to identify NMIs with a new LMRP date.

BuildingOrPropertyName2

To comply with the B2B Procedures, when sending an address with 2 house numbers and 2 house number suffixes in B2B transactions between 26 October and 30 November 2025, participants can begin using aseXML r46 but must continue to

AEMO acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay respect to Elders past and present.

use 2 instances of the BuildingOrPropertyName element (that is, maxOccurs=2) to represent primary and secondary complex names.

From 1 December 2025, when the [B2B Procedure Technical Delivery Specification Process v3.9](#) takes effect, participants must use BuildingOrPropertyName and BuildingOrPropertyName2 to represent primary and secondary complex names. Please note, the configuration enabling BuildingOrPropertyName2 will come into effect on completion of the MSATS deployment on 30 November 2025.

4.5 Communications

Correspondence regarding the go-live will be released through AEMO Support Hub bulletins and the [NEM Reform mailbox](#). AEMO will provide the following forms of updates to participants during the AEMO cutover:

- **General updates** – provide participants with information about the status of implementation activities via the NEM Reform mailbox.
- **Support Hub Notices** – provides information to the market on Software releases including notifications of releases and outage completion.
- **Issues** – should any issues arise or deviations from the previously communicated processes, participants will be notified through the NEM Reform mailbox. If the issue or deviation is in relation to a notice previously sent through AEMO's Support Hub Notices, participants will receive a communication through this channel in addition to the NEM Reform mailbox. Participants experiencing issues as a result of the go-live, should raise these incidents directly via the AEMO Support Hub.

4.6 Go-live schedule

The retail system's production deployment for MSR Package 1 (LMRP) is scheduled for Sunday 26 October during the standard maintenance window of 10:00 to 14:00 AEST. During this period the following applications will be unavailable:

- Users will not be able to access MSATS.
- Meter data processing and RM reports will not be available.
- User Rights Management (URM) will continue to operate, however the administration screens will not be accessible.
- MSATS B2B/B2M Transactions and B2B MSATS Screens will be unavailable.
- NMI Discovery will not be available.
- CDR and CDP will not be available.

A further MSATS Release is scheduled on Sunday 30 November 2025 during the standard maintenance window of 10:00 to 14:00 AEST to achieve the following:

- Package 1 (Site Defects), ICF and IEC enhancements, Embedded Network Settlement Anomalies
- Package 2 changes and RoLR report changes
- Inactivate the LMRP attribute from the BUT
- Enable the Building & Property Name 2 attribute
- Update RM29 Standing Data Quality (SDQ) Report

The steps for the implementation of AEMO market system changes and associated communications are outlined in Table 3.

Table 3 MSR October 2025 Release Go-live Schedule

Ref ID	Date	AEMO Action	Participant Impact/Action	Communication Channel
Pre-Production				
1	25 August – 29 August 2025	Refresh of Retail pre-production system with data refreshed from Production on the morning of 25 August 2025		
2	Tuesday 2 September 2025	MSR Package 1(LMRP) deployed to pre-production <ul style="list-style-type: none"> R46 aseXML schema for B2M and B2B deployed to Preproduction. Only MSR LMRP changes will be available. 		
3	Thursday 4 September	LMRP BUT load commences in Preproduction.	DNSPs can commence the LMRP load as per the agreed schedule.	<ul style="list-style-type: none"> Direct email to the respective DNSPs Updates given on progress of the LMRP load via the MSR Q&A Sessions
4	Tuesday 9 September 2025	AEMO email notification that supported Industry Test period has commenced and MSATS changes have been deployed to Preproduction.	<ul style="list-style-type: none"> Participants can commence industry testing relating to LMRP load only ITWG Q&A support sessions will be twice weekly during this period. 	<ul style="list-style-type: none"> Email to ITWG and impacted participants
5	Monday 29 September 2025	LMRP BUT load concludes in Preproduction		<ul style="list-style-type: none"> Direct email to the respective DNSPs
6	Tuesday 30 September 2025	MSATS Deployment for: <ul style="list-style-type: none"> Package 1 (Site Defects) Package 2 (Meter Exemptions) ICF and IEC enhancements Embedded Network Settlement Anomalies RoLR Reporting changes Building and Property Name 2 BUT LMRP inactivated 	<ul style="list-style-type: none"> Preproduction will be unavailable during the deployment from 13:00 to 17:00 AEST. Participants can commence industry testing for; Package 1(Site Defects), ICF and IEC enhancements, Embedded Network Settlement Anomalies Package 2 (Meter Exemptions) and RoLR reporting. LMRP updates can no longer be submitted via the BUT in Preproduction. However, the LMRP can be updated via the NMI Standing Data CR. 	<ul style="list-style-type: none"> Email to ITWG and impacted participants

AEMO acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay respect to Elders past and present.

MSR October 2025 Release Industry Go Live Plan

Ref ID	Date	AEMO Action	Participant Impact/Action	Communication Channel
7	Thursday 27 November 2025	AEMO email notification that supported Industry Test period has concluded.	<ul style="list-style-type: none"> Communication only 	<ul style="list-style-type: none"> Email to Implementation Forum and ITWG members at completion
Production Go-live 26 October 2025				
8	Days prior to the 26 October deployment aseXML r46 (date TBC)		<ul style="list-style-type: none"> Participants to ensure that B2M schema protocol settings are correct for the cutover. 	
9	Sunday 26 October 2025	MSR Package 1 (LMRP) changes are deployed to production. <ul style="list-style-type: none"> R46 aseXML schema for B2M and B2B deployed to Production. 	<ul style="list-style-type: none"> Production outage from 10:00 to 14:00 AEST 	<ul style="list-style-type: none"> Email to Implementation Forum members at completion
10	Monday 27 October 2025	<ul style="list-style-type: none"> LMRP BUT load commences in Production. 	<ul style="list-style-type: none"> DNSPs can commence the LMRP load as per the agreed schedule. Participants can identify updated NMIs via the C1 Report 	<ul style="list-style-type: none"> Direct email to the respective DNSPs Updates given on progress of the LMRP load via the MSR Q&A Sessions
11	Thursday 27 November 2025	<ul style="list-style-type: none"> LMRP BUT load concludes in Production 		<ul style="list-style-type: none"> Email to Implementation Forum members on conclusion of the LMRP Load
12	Sunday 30 November 2025	MSATS Deployment for: <ul style="list-style-type: none"> Package 1 (Site Defects) Package 2 (Meter Exemptions) ICF and IEC enhancements Embedded Network Settlement Anomalies RoLR Reporting changes Building and Property Name 2 BUT LMRP inactivated 	<ul style="list-style-type: none"> Production outage from 10:00 to 14:00 AEST 	<ul style="list-style-type: none"> Email to Implementation Forum members at completion
MSR Rule effective date 1 December 2025				
13	Monday 1 December 2025	Procedure effective date for: <ul style="list-style-type: none"> Package 1 (Site Defects) Package 2 (Meter Exemptions) ICF and IEC enhancements Embedded Network Settlement Anomalies 	<ul style="list-style-type: none"> Participants can update B2B schema version 	<ul style="list-style-type: none"> Support Hub Notification

AEMO acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters, and culture. We pay respect to Elders past and present.



4.7 Deployment Contingency

The Release is comprised of updates to current AEMO systems only. Where a task/deployment has a participant impact, AEMO will provide communication confirming the successful deployment.

Where an issue arises that impacts the Readiness and Go-live Criteria, participants will be notified and a path forward will be communicated. This may involve consultation and will be assessed if/when required.

5. Participant Support Arrangements

All production issues should be raised via the Support Hub and managed through the current retail system support processes.

AEMO will run Hypercare for the MSR changes until 12 December 2025. There will be heightened SME availability to support participants during this time along with:

- Issue Tracking:
 - Publication of identified Issues Log
 - Q&A Sessions as required
 - Participants are requested to follow BAU process and log issues via the AEMO Support Hub
- Communications:
 - Market communications will be used for the notification of any impacts to processing
 - The AEMO MSR project will organise post-go-live open Q&A sessions as required
 - Q&A session to discuss any issues or queries.

Glossary

Term	Definition
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
B2B	Business to Business
B2M	Business to Market
BUT	Blind Update Tool
Cutover	System or process implementation event
IF	Implementation Forum
Industry testing	Informal, uncoordinated testing by participants in AEMO's IT environments. Self-testing of functionality such as connectivity, and/or coordinated multi-party testing of functional scenarios.
ITWG	Industry Testing Working Group
LMRP	Legacy Meter Replacement Plan
MC	Metering Coordinator
MSR	Metering Services Review
NEM	National Electricity Market
NER	National Electricity Rules
RoLR	Retailer of Last Resort
Q&A	Question and Answer
SME	Subject Matter Expert