## TSC Category
Process Monitoring Management

## TSC
Electricity Metering Data Management

## TSC Description
Manage and process electricity metering data for electricity market settlements by Energy Market Company, billings by retail electricity licensees or market support service licensees and to resolve issues with end users, metering equipment service providers or meter readers

### TSC Proficiency Description

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<th>TSC Proficiency Description</th>
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<tr>
<td>Consolidate electricity metering data and information for analysis of metering issues</td>
<td>Analyse metering data anomalies and inaccuracies and liaise with relevant stakeholders on such issues</td>
<td>Review overall metering data trends and coordinate activities and communication with relevant stakeholders</td>
<td>Develop targets and plans to drive metering data management and communication with relevant stakeholders</td>
<td>Formulate strategies on targets and plans, drive improvements to metering data management and communication with relevant stakeholders</td>
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### Knowledge

- Sources of information for metering-related data
- Types and possible causes of metering data abnormalities
- Analytical methods on metering abnormalities and inaccuracies
- Methods for calculating electricity generation and consumption based on meter readings
- Organisational standard operating and documentation procedures
- Remote meter reading system theories of application
- Relevant Metering Code sections and other relevant legal and regulatory requirements
- Relevant Market Rules of the National Electricity Markets of Singapore (NEMS)
- Types and causes of metering issues and meter consumption abnormalities
- Methods for calculating electricity generation and consumption based on meter readings
- Procedures for resolving disputes involving electricity meter accuracy and abnormalities
- Communication procedures
- Trending analytical methods
- Relevant metering data management guidelines
- Stakeholder management techniques
- Methods for calculating electricity generation and consumption based on meter readings
- Communication procedure formulation
- Key Performance Indicators (KPIs) setting
- Guideline review and development methods
- Integration across data management systems
- Target and Key Performance Indicators (KPIs) setting
- Metering data management strategy formulation
- Communication procedure formulation
- Best practices on metering data management
- New and emerging technologies including smart meters,
### Abilities

- Consolidate electricity metering-related data and information from internal records, metering equipment service providers, Energy Market Company, Advanced Metering Infrastructure (AMI) systems and meter readers
- Conduct simple analysis of consolidated data and information and suggest possible causes of abnormalities and inaccuracies
- Record and document all metering disputes received and abnormalities discovered through data validation processes, metering equipment faults, investigation findings and issue resolutions
- Apply relevant Metering Code sections, and other legal and regulatory requirements
- Analyse metering data abnormalities and inaccuracies of meters in accordance with relevant provisions in the Metering Code and the organisation’s standard operating procedures
- Communicate meter reading inaccuracies to end users and relevant stakeholders
- Liaise with external and internal parties for analysis of metering issues, where applicable
- Provide technical advice and respond to queries on electricity metering data
- Interpret relevant Metering Code sections, and other legal and regulatory requirements
- Analyse trends of metering data abnormalities and inaccuracies of Market Participants’ meters
- Establish communication with end users and relevant stakeholders on major cases of meter reading inaccuracies
- Coordinate activities between external and internal parties for metering issues
- Review guidelines on the management of metering data and standard answers to queries on electricity metering data
- Set and monitor metering data management KPIs
- Monitor compliance with legal and regulatory requirements
- Set and review communication plans and protocols with external stakeholders
- Review regulations, Metering Code requirements and guidelines for data management and recommend improvements to address identified gaps
- Review and set directions to resolve electricity metering data management issues based on whole of systems approach
- Strategise on targets, Key Performance Indicators (KPIs) and deliverables
- Develop electricity metering data management strategies
- Integrate systems and work processes to improve operational efficiency and response time to metering issues
- Drive improvements in metering data management
- Resolve major issues related to metering data
- Formulate communication strategies to key stakeholders regarding metering data
- Review recommended amendments for addressing gaps
- Contribute to the development or revision of regulations codes and standards

### Range of Application

Range of application includes, but is not limited to:
- Advanced Metering Infrastructure (AMI)
- Standard, digital and dial meters
- Economy 7 meters
- Prepaid meters