Information Exchange Committee
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B2B Procedures Version 2.1

Draft Determination Change Pack & Report

Prepared by: *Information Exchange Committee*

Version No: *1.00*

Date: *21 January 2014*

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1. Notice of Second Stage Consultation

This Notice of Second Stage Consultation informs all NEM Registered Participants, Metering Providers, Intending Participants and interested parties that the Information Exchange Committee (IEC) is conducting the second stage of consultation on Business-to Business (B2B) Procedures.

The consultation is being conducted under Clause 7.2.A.3 (e) of the National Electricity Rules (the Rules) in accordance with the Rules Consultation requirements in clause 8.9 of the Rules.

The IEC invites written submissions on this Draft Determination. Submission instructions are provided in Section 7.

2. Background

This document has been prepared to document proposed amendments to the B2B Procedures which have been in operation since 23 December 2004 and have been modified to support ongoing business improvements since that time.

This document proposes changes to the current B2B Procedures as recommended by the B2B and MSATS Reference Group (BMRG) to the IEC and provides information on the impacts of these changes. The information provided meets the requirements for changing the B2B Procedures as detailed in Sections 7.2A.3 and 8.9 of the National Electricity Rules.

The current procedures are B2B Procedures version v2.0.

The proposed changes have been considered by the IEC and endorsed by the IEC's B2B and MSATS Reference Group (BMRG). Version 2.1 was released for first stage initial consultation on 15 November 2013 and submissions closed on 23 December 2013.

The changes under consultation have a proposed effective date of 15 May 2014.

3. Matter Under Consultation

The consultation relates to the B2B Proposal to amend the following B2B Procedures from Version 2.0 to Version 2.1;

1. Customer and Site Details Notification Process
2. Meter Data Process
3. One Way Notification Process
4. Service Order Process
5. Technical Delivery Specification
6. Technical Guidelines for B2B Procedures

The initial consultation closed on 23 December 2013. The proposed changes under consultation have been developed as a result of a request from industry and relate to the following items:

002 Life Support Reconciliation

Changes to the Customer Details Reconciliation Process were originally proposed for the November 2013 Release but were removed from the consultation as a result of industry feedback. However, the associated aseXML schema changes have already been implemented. Following further investigation and a ‘proof of concept’ conducted in September 2013; the BMRG recommended updating the procedures to limit the Reconciliation Process to NMIs with Life Support customers only.

BMRG members requested a transitional period be put in place to allow additional time for the implementation of the B2B changes relating to “002 Life Support Reconciliation”. This would allow those industry participants capable of using the process, and where both parties agree, to begin on 15 May 2014. It would also provide an extended timeframe for those participants who require additional time to make system changes.

As a result of this recommendation, it is proposed that there be a transitional timeframe of six months for these changes which will end on 14 November 2014.

009 Timing Requirements

This change relates to the timing obligations, for Retailers in raising a Customer Details Notification and a Distributor raising a Customer Details Request, in relation to a customer transfer or a New Connection. The aim is to have a consistent understanding across the industry as to what constitutes the completion of a customer transfer as well as the completion of a New Connection. In addition to this, a minimum timing requirement has also been added to the Distributor for raising a Customer Details Request to ensure that a Retailer has had sufficient time to be able to provide a Customer Details Notification.

010 Removal of Obsolete Business Event ‘Agree that NMI is not Sender’s’

In the B2B Procedure Technical Guidelines, the event ‘Agree that NMI is not Sender’s’ for the Meter Data Process is proposed to be removed to avoid confusion. Currently it does not have an actual code specified.

After investigation it was found that the event ‘Agree that NMI is not Sender’s’ originally had 1970 as the associated code. It has been determined that during the initial transposition of Business Events from the B2B Participant Build Pack to the B2B Procedure Technical Guidelines (B2B v1.7 consultation in 2009/2010), the event was not removed despite participant feedback indicating that it could be removed. A new *EventCode* was introduced for Customer and Site Details as part of B2B v2.0 that used code 1970.

011 Service Paperwork Reference Table

Reference in the B2B Procedure Technical Delivery Specification to the location of the Service Paperwork Reference Table has been updated to reflect the decommissioning of NEMConnect. The Service Paperwork Reference Table will be published on the AEMO website.

001 Minor Changes

In addition, a number of minor changes were identified and have been included in this consultation.

Responses to the initial consultation were reviewed by AEMO and the BMRG, and as a result a number of minor amendments have been made to further clarify the procedures as detailed in section 8.

All submissions are detailed in section 8 below and are published on AEMO's website.

4. The Consultation Process

The following table is an outline of the consultation process to date.

Action	Start Date	End Date	Notes
IEC – Initial Meeting Agreement by the IEC that a prima facie case exist and that consultation should commence.	*14/11/2013*	*14/11/2013*	**Complete**
IEC issue notice of consultation for publication by AEMO	*15/11/2013*	*15/11/2013*	**Complete**
Participant submissions to be provided to AEMO.	*16/11/2013*	*23/12/2013*	Mandatory (min) 25 business days permitted for consultation responses. **Complete**
Submission receipt date	*24/12/2013*	*24/12/2013*	**Complete**
Consider all valid submissions and prepare the Draft Determination report. This includes the change marked procedures.	*27/12/2013*	*20/01/2014*	Within 20 Business days of the submission close date. **Complete**
IEC Meeting – Review Draft Determination	*21/01/2014*	*21/01/2014*	
Publish Draft Determination consultation (incl. change marked B2B Procedures)	*23/01/2014*	*23/01/2014*	
Participant submissions to Draft Determination to be provided to AEMO.	*24/01/2014*	*10/02/2014*	Mandatory 10 business days permitted for consultation responses.
Submission receipt date	*10/02/2014*	*10/02/2014*	
Consider all valid submissions and prepare the Final Determination report. This includes the change marked procedures	*11/02/2014*	*03/03/2014*	Within 30 Business Days of the submission close date.
IEC Meeting – Review Final Determination	*25/03/2014*	*25/03/2014*	
AEMO Publish B2B v2.0 Final Determination	*26/03/2014*	*26/03/2014*	
B2B Procedure v2.0 effective date	*15/05/2014*	*15/05/2014*	Proposed implementation date at the time of publication of this document.

5. Consideration of consultation submission

5.1 List of submissions received

The IEC received 11 submissions representing eleven Participant organisations in response to the notice of first stage initial consultation. The following is a list of respondents:

	Respondent	Participant type/role/Interested Party
1	AER	Regulator
2	AGL	Retailer
3	Ausgrid	Distribution Network Service Provider
4	Endeavour Energy	Distribution Network Service Provider
5	Energex	Distribution Network Service Provider
6	Energy Australia	Retailer
7	Lumo Energy	Retailer
8	Origin Energy	Retailer
9	SP AusNet	Distribution Network Service Provider
10	United Energy	Distribution Network Service Provider
11	Wise Ideas	Independent

Details of submissions received are provided in section 8. Individual submissions received can also be viewed on AEMO's website at:

http://www.aemo.com.au/Consultations/National-Electricity-Market/Open/Notice-of-Consultation-Business-to-Business-B2B-Procedures-Version-2_1

5.2 Meetings and forums

No additional meeting or forums were requested by industry participants.

On behalf of the IEC, the BMRG met on the 15-16 January 2014 to consider the submissions and develop recommendations to the IEC.

5.3 Consideration of B2B Objective and B2B Principles

The IEC is required to consider the B2B Objective and B2B Principles in considering each submission received during the first stage initial consultation (clause 7.2A.3(g) of the Rules).

The **B2B Objective** states:

The benefits from B2B Communications to Local Retailers, Market Customers and Distribution Network Service Providers as a whole should outweigh the detriments to Local Retailers, Market Customers and Distribution Network Service Providers as a whole.

The **B2B Principles** are:

- B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions in which there are no franchise customers;
- B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications;

- B2B Procedures should avoid unreasonable discrimination between Local Retailers, Market Customers and Distribution Network Service Providers; and
- B2B Procedures should protect the confidentiality of commercially sensitive information.

The IEC maintains that the proposed changes contained in this change pack satisfy the above B2B Objective and B2B Principles.

5.4 MSATS

AEMO has advised that there is no assessed impact to the Market Settlements and Transfers Solution (MSATS) Procedures or the NEM RoLR Processes; Part A - MSATS Procedure: RoLR Procedures; Part B - B2B Procedure: RoLR Process as a result of this B2B Proposal.

6. IEC Recommendation - Draft Determination

Under Clause 7.2A.3 of the Rules, the IEC recommends draft determination, that the B2B Procedures be amended to include Version 2.1 of the following B2B Procedures:

1. Customer and Site Details Notification Process
2. Meter Data Process
3. One Way Notification Process
4. Service Order Process
5. Technical Delivery Specification
6. Technical Guidelines for B2B Procedures

The consultation documents will be published on the AEMO website following IEC recommendations, scheduled for 23 January 2014.

7. Submissions

The IEC invite written submissions on the B2B procedures V2.1 Consultation.

Consulted parties are requested to identify any information in their submission that is considered to be confidential. The IEC require the consulted party to provide reasons as to why information is regarded as confidential.

7.1 Sending Submissions

Submissions are requested in electronic format using the ‘Participant Response Pack Template’ published on the AEMO website, as all submissions will be published on the AEMO website.

Submissions must be forwarded to the IEC, C/O AEMO by 5:00pm on 10 February 2014.

Please email submissions, using the template, via Email to: enhancements@aemo.com.au

Alternatively, you may post submissions to:
Retail Development & Change Implementation
C/O- AEMO
GPO Box 2008,
Melbourne VIC 3001

8. Proposed Changes

This section lists the changes proposed to the B2B Procedures: Version 2.0.

Proposed changes have been categorised as Procedure changes as follows;

Table 8.1 covers the proposed changes to the B2B Procedure Customer and Site Details Notification Process.

Table 8.2 covers the proposed changes to the B2B Procedure Service Order Process.

Table 8.3 covers the proposed changes to the B2B Meter Data Process.

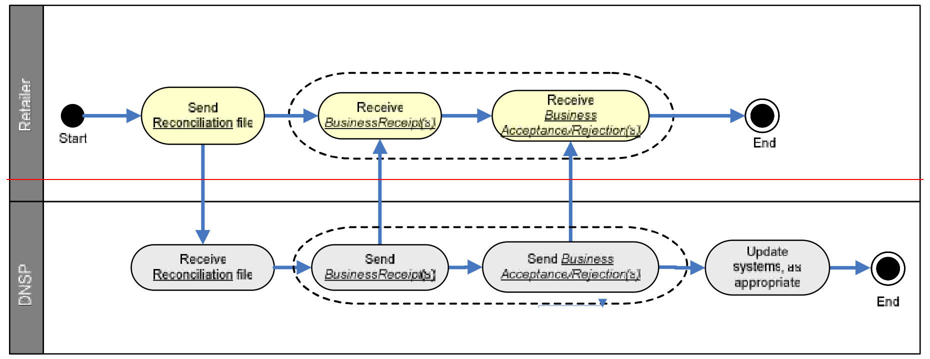
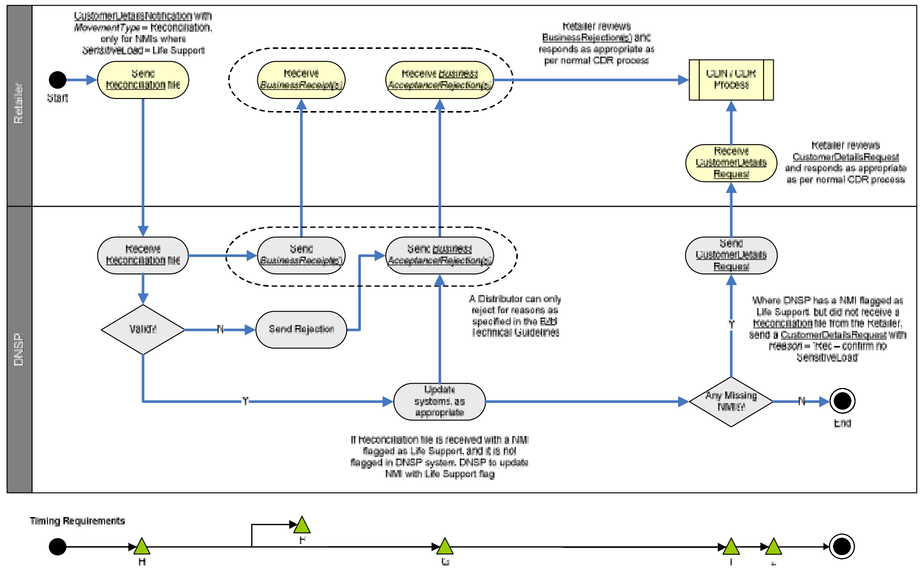
Table 8.4 covers the proposed changes to the B2B Procedure One Way Notification Process.

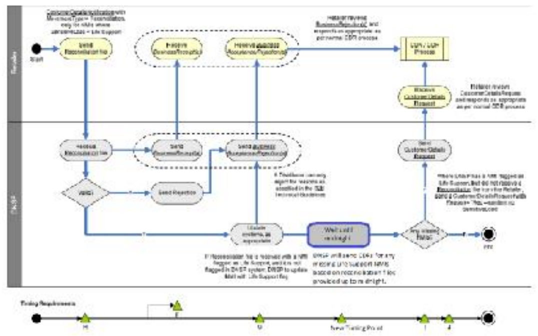
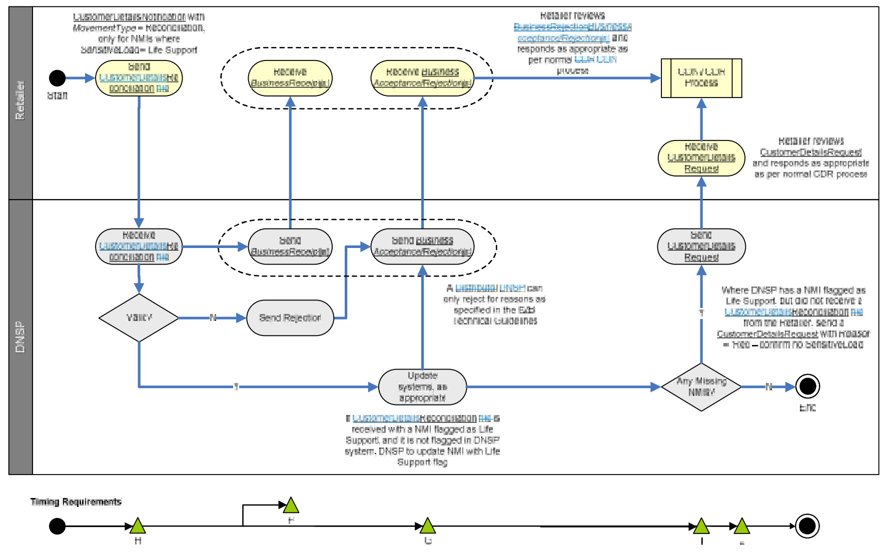
Table 8.5 covers the proposed changes to the B2B Procedure Technical Guideline for B2B Procedures.

Table 8.6 covers the proposed changes to the B2B Procedure Technical Delivery Specification.

NOTE: All proposed additions as part of the Initial Consultation to the B2B Procedures are highlighted in red colour text. All proposed deletions from the B2B Procedures are highlighted in red strike through text. Example: ~~Reference.~~ Changes proposed as part of the Draft Determination are highlighted in blue colour text.

8.1 Proposed changes to the B2B Procedure Customer and Site Details Notification Process

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.1.1	002	• *Update Figure 4 Customer Details Reconciliation Process as follows:* **Clause 2 Customer & Site Details Process** **2.1 Process Diagrams** Figure 4: Overview of Customer Details Reconciliation Process **Customer Details Reconciliation Process**   	**AER** We have concerns regarding the proposed changes to the reconciliation process in the B2B procedure: Customer Site and Details Notification (CSDN) Process. The proposed procedural changes seek to limit the customer data reconciliation process to life support details only. Therefore, retailers will no longer need to reconcile with distributors a range of customer information including name, postal address and telephone number. By removing the requirement to regularly reconcile customer data, the accuracy of customer information held by distributors may be compromised. In consequence, this may impact the quality of information provided by distributors to retailers of last resort (RoLR) following the failure of a retailer. Under AEMO's National Electricity Market RoLR processes, distributors are required to provide the RoLR with their customer details for each relevant NMI. However, if this data is incorrect, this may cause delays in billing and general communication. The impact of inaccurate customer data was demonstrated following the failure of Jackgreen. Following this RoLR event, we received reports from RoLRs that the data sets received were incomplete or incorrect. According to one RoLR, the problems in customer data caused delays in their engagement with the customers of Jackgreen. We consider accurate customer details are paramount for ensuring RoLR events cause minimal disruption to the market and for minimising the cost impost of a RoLR event on designated RoLRs. Therefore, it is our position that the proposed changes to the reconciliation process in the B2B procedure: CSDN Process should not be implemented. If the proposed changes are implemented, we would need to consider whether to introduce customer data quality measures through the national RoLR scheme in the National Energy Retail Law. We propose there are no changes to the B2B procedure: CSDN Process which will limit the scope of customer information captured by the reconciliation process. ************************************** **AGL** Figure 4. Many process maps which are	M	*In response to submission by the AER, the BMRG wishes to clarify that the proposed changes to the reconciliation process will limit the reconciliation to customer details for NMIs flagged as having a customer with Life Support, not limiting it to Life Support details only. The changes introduced to the Customer and Site Details Notification Process in November 2013 sought to improve the regular process for the provision of customer details between participants, thus reducing the reliance on the reconciliation process for missing or inaccurate information.* *It should also be noted that the current customer details notification process provides customer contact information for outage purposes only to the DNSP. Although from a Residential market perspective, the outage contact and account holder may be the same in most cases; the AER's request to make no changes to the CSDN Process will not ensure the accuracy and completeness of customer data in a RoLR event. Maintaining the current process would mean that industry would continue using inefficient processes, which in its current form (v2.0), is not a true reconciliation.* *The BMRG supports the need for accurate customer details being provided in a RoLR event, and notes that a number of options have previously been discussed in relation to making improvements to the RoLR Processes, which will be reviewed as part of the 2014 program of work. The BMRG recommends to the IEC that industry review the current RoLR processes for providing information and seek ways to improve these, and also for the AEMO to invite the AER to participate in this process to ensure the best outcome for the market and for customers.* *The BMRG notes the participant comments from AGL and Lumo Energy. For this consultation, no changes will be made to the normal CDN process. It will be incorporated into continuous improvement activities, where a review and clean-up of all process flows in the procedures would be completed (subject to prioritisation).* *The BMRG notes comments by SP Ausnet, and agreed that further clarification was required in the procedures to enable DNSPs to identify when a Retailer had provided all its Reconciliation transactions, so that the DNSP could then commence its own reconciliation activities. The BMRG agreed that, given the relatively small volume of NMIs with Life Support, this could be fulfilled by stipulating that the Retailer can only send one file (containing multiple transactions) for the Reconciliation. See item 8.1.3, new clause 2.2.5.e.4. No changes to the process flow or timing definitions are required.*

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
			embedded in AEMO procedures and guidelines are often difficult to read as the text is blurred. AGL would like to recommend the transparency /quality of figure 4 attached in the initial consultation pack is to be fixed when inserted into the procedures. ************************************ **Lumo Energy** Current process needs more development - If the process flow is to show a non-valid reconciliation file from the retailer, then the process should deal with a business rejection in a way which clearly shows how the rejection is dealt with rather than put it in the same steps as the acceptance path ************************************ **SP Ausnet** Add a new 2.1 Process Diagrams: Figure 4 titled “Wait until midnight” with explanatory note “DNSP will send CDRs for any missing Life Support NMIs based on reconciliation files provided up to midnight”. A picture of a clock can be used here.  Add a new timing point to the diagram after G. ************************************ **Wise Ideas** -The term <u>BusinessRejection</u> is not a defined term in B2B Procedures. The better term to use is “negative <u>BusinessAcceptance/Rejection</u>”. This phrase is used in the Service Order procedure [Clause 2.7.a.ii]. -Replace “Distributor” with “DNSP”	 H M M	*The BMRG notes the comments from Wise Ideas and has proposed the following corrections to the Customer Details Reconciliation Process Flow:*  [Note: a larger version of the revised process flow is also embedded below.] B2B 2.1 Draft Det Recon Process Flow.c
8.1.2	002	• *Remove reference to Reconciliation Process in section 2.2.3 Customer Details Request, as it would no longer be used for mass updates of information:* **Clause 2.2.3 Customer Details Request** a. The DNSP must only send a <u>CustomerDetailsRequest</u> when they reasonably believe that the information has not been previously provided by the Retailer in a Notification transaction or that the			*No changes; as per the Initial Consultation.*

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		information they hold is incorrect. b. The DNSP must only send a maximum of one CustomerDetailsRequest per NMI per day. c. The Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest. The Retailer must not provide a SiteAccessNotification in response to a valid CustomerDetailsRequest. d. The DNSP ~~must not~~ can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer. ~~If a mass update of information is required, the Reconciliation Process must be used.~~			
8.1.3	002	• *Amendments to section 2.2.5 Customer Details Reconciliation to reflect that it is only for sites with Life Support, and that DVD delivery is no longer an option (given the reduced dataset, it should be reasonable to expect participants to be able to use B2B).* • *Minimum frequency of reconciliation has been increased from twice yearly to quarterly.* • *Note: 4.4.2.c of the B2B Procedure Customer and Site Details Process refers to the section in the B2B Technical Guidelines for the list of applicable EventCodes.* **Clause 2.2.5 Customer Details Reconciliation** a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular ~~or as required~~ basis as agreed between Participants. For timing requirements see Clause 2.2.5.f. b. The Reconciliation Process provides the DNSP with a ~~complete~~ snapshot of all NMI’s~~,~~ for which the Retailer is financially responsible, where the customer is flagged with Life Support, as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~. c. The Reconciliation Process must use the CustomerDetailsNotification transaction with *MovementType* equal to “Reconciliation”. This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction. d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be ~~identical~~ a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B procedure Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process. e. The following apply to the delivery of CustomerDetailsReconciliation transactions: 1. The required delivery method for the CustomerDetailsReconciliation transaction and its Business Signals is the B2B e-Hub.~~, and if the B2B e-Hub cannot be used the backup delivery method must be a DVD (any DVD Type).~~ 2. The Retailer and DNSP must agree the timing of the Reconciliation. This agreement shall consider at least the following criteria: ~~i. File limits;~~ i.~~ii.~~ Conflicting scheduled reconciliations with other participants; ii.~~iii.~~ IT Support availability; and iii.~~iv.~~ Other impacting activities.~~; and~~ ~~v. Timing requirement where delivery method is DVD.~~ ~~3. If the delivery method is via the B2B e-Hub and the number~~	**AGL** Recommended insert in blue. d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be identical a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B procedure Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in accordance with Clause 2.2.3 of this procedure. j. Where the Retailer is the current FRMP the Retailer must provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value ‘Rec – confirm no SensitiveLoad’. ********************************* **Ausgrid** Given the significantly reduced transaction volume resulting from the Customer Details Reconciliation being for Life Support customers, MSATS and LNSPs should be capable of processing a Customer Details Reconciliation at any time. As such the timing should be specified for the market to provide greater clarity and support a higher level of compliance. ~~2. The Retailer and DNSP must agree the timing of the Reconciliation. This agreement shall consider at least the following criteria:~~ ~~i. File limits;~~ ~~i.ii. Conflicting scheduled reconciliations with other participants;~~ ~~ii.iii. IT Support availability; and~~ ~~iii.iv. Other impacting activities.; and~~ ~~Proposal~~ f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed during the months of February, May, August and November ~~at least quarterly~~ or more frequently, as agreed	L L H	*The BMRG supports the suggested change proposed by AGL (clause d.), Origin Energy (clause a. and g.), SP Ausnet (clause g.), United Energy (clause f.) and Wise Ideas (clauses b. and d).* *The suggested change by AGL for clause j. is not required, as existing clause 2.2.1 a. already states: “‘Retailer’ in this Procedure refers to the Current FRMP.”* *In regards to comments by Ausgrid in relation to the expectation for DNSPs to validate NMIs in their system flagged with Life Support, clause h. is clear in the requirement on the DNSP. The BMRG agrees that 2 business days should be sufficient time for the DNSP to complete this exercise, as DNSPs would not be expected to confirm Life Support with the customer at the site.* *With regards to comments by Endeavour Energy, it is up to the individual participant as to how they operationalise the procedures, as long as they are compliant with the Procedures and Rules. To address DNSP concerns in relation to ensuring the Retailer has validated if a customer at a NMI has Life Support prior to responding to a CustomerDetailsRequest with Reason value ‘Rec – confirm no SensitiveLoad’, further additions have been made to clause j to make it clear that the Retailer is required to perform some level of validation prior to responding to the CustomerDetailsRequest from the DNSP.* *The BMRG notes comments by Energex in relation to the frequency requirement of the Customer Details Reconciliation, however given the reduced volume of NMIs and importance of Life Support customers, the BMRG agreed by majority to increase the frequency as per the changes below.* *In order to address clarifications sought by EnergyAustralia changes have been proposed to explicitly define the months where reconciliation is to be completed (as a minimum). With regards to the transition period, an additional clause 2.2.5A has been proposed.* *The BMRG notes comments by United Energy and agreed by consensus not to make any further additions in relation to the timing commitments of the reconciliation.* *Proposed changes for Draft Determination are as follows, including a new clause e.4 based on comments by SP Ausnet in item 8.1.1, and the merging of clause a. with clause f.:* **Clause 2.2.5 Customer Details Reconciliation** a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular ~~or as required~~ basis as agreed between Participants. ~~For timing requirements see Clause 2.2.5.f.~~ The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least four times per year, during the months of January, April, July and October. Where agreed between the Participants using the CustomerDetailsReconciliation transaction, Participants may conduct the Reconciliation Process more frequently or in different months to those

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		~~of files exceeds 100, the Retailer must agree the timing of the Reconciliation with AEMO before commencing the Reconciliation.~~ ~~4. Where AEMO advises the Retailer that the CustomerDetailsReconciliation cannot be undertaken as agreed in clause 2.2.5.e.2, the Retailer must contact the DNSP and agree a new date.~~ 3. ~~5. If t~~The CustomerDetailsReconciliation transaction ~~is sent via the B2B e-Hub, the transaction~~ must be sent as a Low Priority aseXML document. f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed ~~during the months of May and November of each year~~ at least quarterly or more frequently, as agreed between the Participants using the Transaction. ~~should further CustomerDetailsReconciliation be required.~~ g. For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records accordingly with Life Support. h. For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation. i. If no CustomerDetailsRequests with *Reason* value 'Rec – confirm no SensitiveLoad' have been received by the Retailer from the DNSP after 2 business days of sending the CustomerDetailsReconciliation, the Reconciliation Process is considered to have been completed. j. The Retailer must provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'. k. ~~g.~~ A Reconciliation transaction does not replace the requirement for the Notification of Customer Details Changes as described in sections 2.2.2 and 2.2.4.	between the Participants using the Transaction. This [clause h.] is not clear. Clause 2.2.5 a. indicates that CustomerDetailsReconciliation transactions will only be received where the customer is flagged with Life Support. Hence an LNSP would not expect to receive a CustomerDetailsReconciliation transaction with Sensitive Load value of "None". What is the intended trigger for this CustomerDetailsRequest? If the LNSP is to independently check the Life Support customers in their system and verify whether or not they have received the expected CustomerDetailsReconciliation transaction, when will they do this? Some flexibility should be allowed to the DNSP so they may verify the completion of the CustomerDetailsReconciliation, prior to sending the expected CustomerDetailsRequests. h. For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' ~~within 2 business days of receiving the CustomerDetailsReconciliation~~. ********************************** **Endeavour Energy** 2.2.5j – The statement needs to be explicit – Retailers must not automate a response to the CDR where the reason value is Rec – confirm no Life Support. ********************************** **Energex** 2.2.5f – Energex is conscious of the additional workload to process reconciliations of Life Support customers on an at least quarterly basis. Given there are manual processes involved, Energex does not agree with an at least quarterly basis especially if full reconciliations are required under a transitional arrangement. At least every 6 months provides an opportunity for reconciliations to occur more frequently as required and agreed between participants. f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least every 6 months or more frequently, as agreed between the Participants using the Transaction. ********************************** **EnergyAustralia** • Confirmation is sought as to quarterly being as per calendar year, i.e. Q1 = 1st January to 31st March, Q2 = 1st April to 30th June etc, not from the effective date of the procedures	H M M	specified. b. The Reconciliation Process provides the DNSP with a ~~complete~~ snapshot of all NMI's~~,~~ for which the Retailer is financially responsible, where the customer is flagged with Life Support~~,~~ and as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~. c. The Reconciliation Process must use the CustomerDetailsNotification transaction with *MovementType* equal to "Reconciliation". This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction. d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be ~~identical~~ a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B Procedure ~~procedure~~ Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in accordance with Clause 2.2.3 of this Procedure. e. The following apply to the delivery of CustomerDetailsReconciliation transactions: 1. The required delivery method for the CustomerDetailsReconciliation transaction and its Business Signals is the B2B e-Hub.~~, and if the B2B e-Hub cannot be used the backup delivery method must be a DVD (any DVD Type)~~. 2. The Retailer and DNSP must agree the timing of the Reconciliation. This agreement shall consider at least the following criteria: ~~i. File limits;~~ i.~~ii.~~ Conflicting scheduled reconciliations with other Participants~~participants~~; ii.~~iii.~~ IT Support availability; and iii.~~iv.~~ Other impacting activities.~~; and~~ ~~v. Timing requirement where delivery method is DVD.~~ ~~3. If the delivery method is via the B2B e-Hub and the number of files exceeds 100, the Retailer must agree the timing of the Reconciliation with AEMO before commencing the Reconciliation.~~ ~~4. Where AEMO advises the Retailer that the CustomerDetailsReconciliation cannot be undertaken as agreed in clause 2.2.5.e.2, the Retailer must contact the DNSP and agree a new date.~~ 3. ~~5. If t~~The CustomerDetailsReconciliation transaction ~~is sent via the B2B e-Hub, the transaction~~ must be sent as a Low Priority aseXML document. 4. A Retailer must send only one file for a CustomerDetailsReconciliation for each Reconciliation, unless otherwise agreed between participants. ~~f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed during the months of May and November of each year during the months of February, May, August, and November at least quarterly or more frequently, as agreed between the Participants using the Transaction. should further CustomerDetailsReconciliation be required.~~ f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support. g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation. h. ~~i.~~ If no CustomerDetailsRequests with *Reason* value 'Rec – confirm no SensitiveLoad' have been received by the Retailer from the DNSP after 2 business days of sending the CustomerDetailsReconciliation, the

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
			• Clarification is sought as to when the obligation commences if a participant undertakes the 6 month transition period? ********************************** **Origin Energy** a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular basis ~~as agreed between Participants~~. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least quarterly or more frequently, as agreed between the Participants using the Transaction. g. For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support. ********************************** **SP AusNet** Clause f. the words "at least" are not required and are confusing. f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed ~~at least~~ quarterly or more frequently, as agreed between the Participants using the Transaction. Clause g. in most cases the DNSP will accept a file or files containing multiple transactions, hence the text should read transaction(s) g. For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction(s) and update their records accordingly with Life Support. ************************************ **United Energy** 2.2.5 (f) - Current clause has May and November. UE support the move to quarterly and suggest specifying the quarters. Rather than March, June, September and December which may create a workload for the reconciliation process in January when resource levels may be lower, we suggest the reconciliations be processed during the months of February, May, August, November or more frequently as agreed. UE would like to understand the timing of the reconciliation processes by having some time commitments e.g. months or by having an obligation on the other party to provide a month's	H M M	Reconciliation Process is considered to have been completed. i. ~~j.~~ The Retailer must validate whether a customer at a NMI has Life Support and provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'. *The BMRG agreed that the original intent of the transitional period was for the industry to realise the benefit savings from no longer having to complete the full customer details reconciliation from the 15 May 2014 proposed effective date, whilst allowing participants additional time to make the necessary system/process changes if required.* *The proposed procedure changes include a transitional period to allow participants to conduct either the full reconciliation or the new Life Support reconciliation. Participants are reminded of clause 1.7 b. of the CSDN Procedure which states: "As permitted by clause 7.2A.4(k) of the National Electricity Rules, Local Retailers, Market Customers and Distribution Network Service Providers may on such terms and conditions as agreed between them communicate a B2B Communication on a basis other than as set out in this Procedure, in which case the parties to the agreement need not comply with this Procedure to the extent that the terms and conditions agreed between them are inconsistent with this Procedure."* *New clause 2.2.5A inserted to provide transitional arrangements up to 14 November 2014. It is intended that this clause will be removed at the first available opportunity after that date:* **2.2.5A Transitional Provision for Customer Details Reconciliations** a. In this clause 2.2.5A: 1. 'Transition Period' means the period commencing on the effective date of version 2.1 of this Procedure and ending on (and including) 14 November 2014. 2. 'Old clause 2.2.5' means clause 2.2.5 as set out in version 2.0 of this Procedure in force immediately before the Transition Period. 3. 'New clause 2.2.5' means the current clause 2.2.5 as set out in version 2.1 of this Procedure. b. During the Transition Period, Participants must continue to conduct reconciliations of Customer Details in accordance with Old clause 2.2.5, unless both the Retailer and the DNSP, for a relevant transaction, agree that New clause 2.2.5 will apply.

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td></td><td>warning of the reconciliation process.

f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business
Signals will be initiated and ~~processed during the months of May and November of each year~~
processed during the months of February, May, August, November ~~at least quarterly~~
or more frequently, as agreed between the Participants using the Transaction. ~~should further CustomerDetailsReconciliation be required.~~

****
Wise Ideas

Point b: Replace second comma with “and”.

Point d: “B2B procedure” should be “B2B Procedure”.

Point f: Move the comma after “at least quarterly” to after “or more frequently”.</td><td>L</td><td></td></tr>
<tr><td>8.1.4</td><td>002</td><td>

- *Modify existing timing section to define timing points for Life Support Reconciliation Process:*

Clause 3 TIMING REQUIREMENTS

3.1 Definition of timing points and periods

a. The timing points A to G described and used below are shown in the diagrams in section 2.1.

b. ~~These~~ For additional Timing Requirements ~~do not apply to~~ for the use of the CustomerDetailsReconciliation transaction, ~~(~~refer to section 2.2.5~~)~~.

c. The following definitions apply:
<table>
<tr><th>Timing Point</th><th>Definition</th></tr>
<tr><td>A</td><td>This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer.</td></tr>
<tr><td>B</td><td>This timing point is when the DNSP receives a BusinessReceipt for a CustomerDetailsRequest from the Retailer.</td></tr>
<tr><td>C</td><td>This timing point is when the DNSP receives a BusinessAcceptance/Rejection for a CustomerDetailsRequest from the Retailer.</td></tr>
<tr><td>D</td><td>This timing point is when the request has been actioned.</td></tr>
<tr><td>E</td><td>This timing point is when the Retailer sends a Notification to the DNSP.</td></tr>
</table>
</td><td>Origin Energy

Used by the Retailer to confirm whether or a not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.

****
SP AusNet
Similar to 9.1.1 and 9.1.3, add new timing point to Clause 3 TIMING REQUIREMENT to include the DNSP waiting until midnight to assume all CustomerDetailReconciliation files are received from a Retailer. The DNSP would then have 2 business days to send any CustomerDetailsRequests.

Then alter the text in the second last timing Period – Definition – Usage to match.

Add Time Period, Definition, and Usage

Period – “DNSP waits until midnight to receive all CustomerDetailReconciliation(s) from a Participant”

Definition – “This is the period from the initiation of the first CustomerDetailReconciliation and the last CustomerDetailReconciliation received from a Participant”.

Usage – “Used by the DNSP to assume all CustomerDetailReconciliation files are received from a Retailer”.

Modify Time Period and Definition</td><td>L

H</td><td>The BMRG notes comments by SP Ausnet, and agreed not to make any changes as per reasons provided in 8.1.1.

The BMRG agreed with correction suggested by Origin Energy as follows:
<table>
<tr><td>Providing a CustomerDetailsNotification as part of the Reconciliation Process</td><td>This is the period in which the Retailer has to respond to a CustomerDetailsRequest raised by the DNSP as part of the Reconciliation Process.

Timing Points I and J define this period.</td><td>Used by the Retailer to confirm whether or a not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>F</td><td>This timing point is when the Retailer receives a BusinessReceipt for a Notification from the DNSP.</td></tr>
<tr><td>G</td><td>This timing point is when the Retailer receives a BusinessAcceptance/Rejection for a Notification from the DNSP.</td></tr>
<tr><td>H</td><td>This timing point is when the Retailer issues a CustomerDetailsReconciliation to a DNSP.</td></tr>
<tr><td>I</td><td>This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer in relation to the Reconciliation Process.</td></tr>
<tr><td>J</td><td>This is the timing point when the Retailer issues a CustomerDetailsNotification to the DNSP in response to a CustomerDetailsRequest raised as part of the Reconciliation Process.</td></tr>
</table>
<table>
<tr><th>Timing Period</th><th>Definition</th><th>Usage</th></tr>
<tr><td>BusinessReceipts for Requests</td><td>This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the BusinessReceipt for the CustomerDetailsRequest from the Retailer.

Timing Points A and B define this period.</td><td>Used by the DNSP to determine whether a CustomerDetailsRequest has been received and can be read.

If the BusinessReceipt has not been received before the expiry of this period, the DNSP may escalate the non-receipt and / or resend the original request.</td></tr>
<tr><td>BusinessAcceptance/Rejection for Requests</td><td>This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the BusinessAcceptance/Rejection for the CustomerDetailsRequest from the Retailer.

Timing Points A and C define this period.</td><td>Used by the DNSP to determine whether a request has been accepted (and will subsequently be actioned by the Retailer).

If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</td></tr>
<tr><td>Providing a CustomerDetailsNotification</td><td>This is the period from receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Retailer.

Timing Points A and E define this period.</td><td>If the CustomerDetailsNotification has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</td></tr>
</table>
</td><td>Period – “Providing a CustomerDetailsRequest as part of the Reconciliation Process”
Definition – “this is the period from the midnight after the initiation of the Reconciliation Process to the when the DNSP is expected to raise any CustomerDetailsRequests to the Retailer.
Timing Points ~~H~~ NewPoint and I define this period”</td><td></td><td></td></tr>
</table>

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>BusinessReceipts for Notifications</td><td>This is the period from the sending of the Notification transaction by the Retailer to the receipt of a BusinessReceipt for the Notification transaction from the DNSP.

Timing Points E and F define this period.</td><td>Used by the Retailer to determine whether a Notification transaction has been received and can be read.

If the BusinessReceipt has not been received before the expiry of this period, the Retailer may escalate the non-receipt and /or resend the original notification.</td></tr>
<tr><td>BusinessAcceptance/Rejection for Notifications</td><td>This is the period from the sending of the Notification transaction by the Retailer to the receipt of a BusinessAcceptance/Rejection for the Notification transaction from the DNSP.

Timing Points E and G define this period.</td><td>Used by the Retailer to determine whether the response has been accepted by the DNSP and the request can be “closed”.

If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the Retailer may escalate the non-receipt.</td></tr>
<tr><td>Providing a CustomerDetailsRequest as part of the Reconciliation Process</td><td>This is the period from the initiation of the Reconciliation Process to when the DNSP is expected to raise any CustomerDetailsRequests to the Retailer.

Timing Points H and I define this period.</td><td>Used by the DNSP to send a CustomerDetailsRequest for NMIs with Life Support in their system but were not provided by the Retailer in the CustomerDetailsReconciliation.</td></tr>
<tr><td>Providing a CustomerDetailsNotification as part of the Reconciliation Process</td><td>This is the period in which the Retailer has to respond to a CustomerDetailsRequest raised by the DNSP as part of the Reconciliation Process.

Timing Points I and J define this period.</td><td>Used by the Retailer to confirm whether or a not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.</td></tr>
</table>
</td><td></td><td></td><td></td></tr>
<tr><td>8.1.5</td><td>002</td><td>Add new allowed value for CustomerDetailsRequest specifically for the Reconciliation Process, and removal of ‘(explanation in SpecialNotes)’ for Data Quality Issue and Other, as it is not part of the allowed value text from a aseXML schema perspective:
Clause 4.1 CustomerDetailsRequest Transaction Data</td><td>EnergyAustralia
“Rec - confirm no SenstiveLoad” means the DNSP has a NMI is flagged for Life Support but it was not included in the Reconciliation transactions provided by the Retailer.

**********************************</td><td>L</td><td>The BMRG agrees with the suggestions made by EnergyAustralia, Origin Energy and Wise Ideas; the Definition/Comments for the Reason field will be updated as follows:

“Missing Customer Details” means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in ~~or transfer~~ has occurred).</td></tr>
</table>

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Field</th><th>Format</th><th>Customer Details</th><th>Definition/Comments</th></tr>
<tr><td>NMI</td><td>CHAR(10)</td><td>M</td><td>NMI (as used by MSATS).</td></tr>
<tr><td>NMI Checksum</td><td>CHAR(1)</td><td>O</td><td>NMI Checksum (as used by MSATS).</td></tr>
</table>
</td><td>Origin Energy
Remove ‘or transfer has completed as ‘Transfer Complete, no CDN Received’ should be used in this circumstance.

“Missing Customer Details” means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in ~~or transfer~~ has occurred).

****
Wise Ideas:

Replace “SenstiveLoad” with “SensitiveLoad”.

The relevant part of the B2B Mapping for aseXML document will need to be updated to add this value to the enumerated list.

Add comma after “for Life Support” in the final paragraph of the Reason field row in the Definitions/Comments column.</td><td>H

M</td><td>“Rec - confirm no ~~SenstiveLoad~~ SensitiveLoad” means the DNSP has a NMI ~~is~~ flagged for Life Support, but it was not included in the Reconciliation transactions provided by the Retailer.</td></tr>
</table>

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>Reason</td><td>VARCHAR(40)</td><td>M</td><td>Allowed values
Returned Mail
Missing Customer Details
Confirm Life Support
No response to rejected CDN
Transfer Complete, no CDN Received
New Connection, no CDN Received
Data Quality Issue ~~(explanation in SpecialNotes)~~
Other ~~(explanation in SpecialNotes)~~
Rec - confirm no SensitiveLoad

Notes regarding the allowed values

“Returned Mail” means the DNSP has received returned mail with the current PostalAddress held by the DNSP.

“Missing Customer Details” means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in or transfer has occurred).

“Confirm Life Support” means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not.

“No response to rejected CDN” means that a DNSP has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received as per 3.2.7.

“Transfer Complete, no CDN Received” means a transfer has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe.

“New Connection, no CDN Received” means a new connection has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe.

“Data Quality Issue” means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP must provide which specific data they are querying in the SpecialNotes field.

“Other” must only be used for scenarios not covered by the specified allowed values. The DNSP must provide the details of the reason in the SpecialNotes field.

“Rec - confirm no SenstiveLoad” means the DNSP has a NMI is flagged for Life Support but it was not included in the Reconciliation transactions provided by the Retailer.</td></tr>
<tr><td>SpecialNotes</td><td>VARCHA</td><td>O/M</td><td>Any additional information the DNSP wishes to convey to the Retailer.</td></tr>
</table>
</td><td></td><td></td><td></td></tr>
</table>

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.1.6	009	• *Update Retailer clause in relation to the timing point of providing the CustomerDetailsNotification to be consistent with changes proposed to timing requirement of Distributors for the CustomerDetailsRequest:* **Clause 3.2.3 Timing Requirement for Providing Notifications** a. Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within 2 Business Days of receiving the CustomerDetailsRequest. b. In all other situations, the Notification transaction (Customer or Access details) must be provided within one business day of the relevant data being updated/changed. ~~(and the completion of the related customer transfer or New Connection, if applicable).~~ Where the update is a result of a customer transfer, the trigger will be the receipt of the completion notification of the CATS Change Retailer transaction. For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction. Refer 2.2.2a and 2.2.4.4a.	**EnergyAustralia** • Currently, NSW Distributors submit the CATS Create NMI transaction with a NMI status code of 'G' as the work has not been completed in the field. Until the standing data information is provided, Retailer systems may not configure all of the information to trigger the CustomerDetailsNotification transaction. Hence the inclusion of NMI status code of 'A'. For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction with a NMI status code of 'A'. *********************************** **Wise Ideas:** The term "completion notification" is not correct when used in the context of Service Order Requests. A Service Order Response completes the Service Order transaction set. Replace "For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction." With: "For New Connections, the trigger will be the receipt of both the ~~Service Order completion notification or Allocate NMI transaction in NSW,~~ ServiceOrderResponse (New Connection or Allocate NMI) and the completion notification of the CATS Create NMI transaction.	H M	*The BMRG noted the changes suggested by Wise Ideas and EnergyAustralia, and agreed to make the following changes:* **Clause 3.2.3 Timing Requirement for Providing Notifications** a. Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within 2 Business Days of receiving the CustomerDetailsRequest. b. In all other situations, the Notification transaction (Customer or Access details) must be provided within one business day of the relevant data being updated/changed. ~~(and the completion of the related customer transfer or New Connection, if applicable).~~ Where the update is a result of a customer transfer, the trigger will be the receipt of the completion notification of the CATS Change Retailer transaction. For New Connections, the trigger will be the receipt of ~~both~~ the Service Order completion notification (New Connection or Allocate NMI transaction in NSW), ~~and~~ the completion notification of the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised. Refer 2.2.2a and 2.2.4.4a.
8.1.7	009	• *Update existing clause and add a new clause to the timing requirement of Distributors for the CustomerDetailsRequest to clarify the timing point to remove ambiguity, and provide a 5 day window to avoid Distributors sending a request before a Retailer has had the opportunity to send a CustomerDetailsNotification:* **Clause 3.2.4 Timing Requirement for Sending CustomerDetailsRequests** a. In relation to a customer transfer, ~~T~~the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following ~~the completion of the Transfer of the Connection Point~~ receipt of the completion notification of the CATS Change Retailer transaction. b. In relation to a New Connection, the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of both the Service Order completion notification or Allocate NMI transaction in NSW, and the receipt of the completion notification of the CATS Create NMI transaction.	**Endeavour Energy** Clause 3.2.4 Timing Requirement for Sending CustomerDetailsRequests a. In relation to a customer transfer, ~~T~~the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following ~~the completion of the Transfer of the Connection Point~~ receipt of the completion notification of the CATS Change Retailer transaction. b. In relation to a New Connection, the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of both the Service Order completion notification or Allocate NMI transaction in NSW, and the receipt of the completion notification of the CATS Create NMI transaction.	M	*The BMRG noted comments by Endeavour Energy and agreed not to make the changes suggested, as only one business day may not be sufficient for Retailers to send the CustomerDetailsNotification transaction in relation to a transfer, which may result in CustomerDetailsRequests* being raised prematurely by DNSPs. *The BMRG noted the changes suggested by Wise Ideas and EnergyAustralia, and agreed to make the following changes:* **Clause 3.2.4 Timing Requirement for Sending CustomerDetailsRequests** a. In relation to a customer transfer, ~~T~~the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following ~~the completion of the Transfer of the Connection Point~~ receipt of the completion notification of the CATS Change Retailer transaction. b. In relation to a New Connection, the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of the Service Order completion

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
			************************************ **EnergyAustralia** • Currently, NSW Distributors submit the CATS Create NMI transaction with a NMI status code of 'G' as the work has not been completed in the field. Until the standing data information is provided, Retailer systems may not configure all of the information to trigger the CustomerDetailsNotification transaction. Hence the inclusion of NMI status code of 'A'. For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction with a NMI status code of 'A'. ************************************ Wise Ideas: Replace "For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction." With: "For New Connections, the trigger will be the receipt of both the ~~Service Order completion notification or Allocate NMI transaction in NSW,~~ ServiceOrderResponse (New Connection or Allocate NMI) and the completion notification of the CATS Create NMI transaction.	H	notification (New Connection or Allocate NMI transaction in NSW), ~~and~~ the completion notification of the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised.
8.1.8	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to "002" (Life Support Reconciliation) until 15 November 2014.			*No changes; as per the Initial Consultation.*
8.1.9	N/A		**Endeavour Energy** Definition /comment for providing a CustomerDetailsNotification as part of the Reconciliation Process. (last row in table) Used by the Retailer to confirm whether or a not a NMI should be flagged as Life Support. This must ~~may~~ involve contacting the customer at the site	H	*The BMRG noted the comments from Endeavour Energy, and agreed by consensus not to make any further amendments, as changes made to 2.2.5 j. in section 8.1.3 address the concerns raised by Endeavour Energy. Due to timings, it may be possible for a Retailer to verify Life Support without contacting the customer (e.g. customer contacted DNSP, a reconciliation was completed, and the customer only notified the Retailer after the reconciliation was initiated).*

8.2 Proposed changes to the B2B Procedure Service Order Process

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.2.1	001	• *Removal of underline for 'and the':* **1.9.3 Business Documents** a. In this Procedure, the term "Business Document" is used to refer to the key B2B transactions sent between the Retailer and Service Provider. In this Procedure, the relevant Business Documents are: i. ServiceOrderRequest; ii. ServiceOrderResponse, and the iii. ServiceOrderAppointmentNotification.			*No changes; as per the Initial Consultation.*
8.2.2	001	• *Formatting correction(s) of transactions and fields:* **2.4 Raising a ServiceOrderRequest** a. The Retailer must send a Service Order as a ServiceOrderRequest to the appropriate Service Provider. b. The ServiceOrderRequest must include the *ActionType* set to "New" to indicate that this is a new Request.			*No changes; as per the Initial Consultation.*
8.2.3	001	• *Punctuation correction(s):* **2.6.1 Service Orders Requiring Customer Consultation** a. In order to complete the work requested by the Retailer, there are some instances where the Service Provider may need to consult directly with the End-use Customer. These situations tend to arise, for example, in De-energisations/Re-energisations or temporary disconnections for large business/commercial/industrial Customers. b. Where the Retailer requests the Service Provider to consult with the Customer to make arrangements for the completion of the work requested, the Retailer must: 1. Use the value of "Yes" in *CustomerConsultationRequired* and must provide the reason for the need to consult the Customer in *SpecialInstructions* of the ServiceOrderRequest. 2. Only use the value of "Yes" in *CustomerConsultationRequired* where the Retailer reasonably believes that customer consultation is required for the successful completion of the requested work. 3. Have previously advised the Customer that the Service Provider will contact the Customer. 4. Complete the *ContactName* and *ContactTelephoneNumber* fields in the ServiceOrderRequest. c. The Service Provider must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the Retailer has provided a value of "Yes" in *CustomerConsultationRequired*.			*No changes; as per the Initial Consultation.*
8.2.4	001	• *Various formatting and punctuation correction(s):* **2.6.2 Scheduled Date and Customer Preferred Date and Time** a. The following apply to the *ScheduledDate* and			*No changes; as per the Initial Consultation.*

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
		CustomerPreferredDateAndTime fields on a ServiceOrderRequest: 1. Where only the *ScheduledDate* field is completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field ii. If a retrospective date is received in the *ScheduledDate* field, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' 2. Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field. ii. If a retrospective date is received in the *ScheduledDate* field the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' iii. The date specified by the Retailer in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6.2 c.1.ii and 2.6.2 c.1.iii in which case only the *CustomerPreferredDateAndTime* can be retrospective. iv. If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6.2 c.1.ii or 2.6.2 c.1.iii, the Service Provider must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the Explanation.' b. The Service Provider must use reasonable endeavours to complete the work requested and accepted on or after the *ScheduledDate* included in the ServiceOrderRequest, and within the Required Timeframe from this *ScheduledDate* or in the case of an appointment, agreed by the Retailer and Service Provider, on the *ScheduledDate*. c. Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.2 a.2~~,~~: 1. The *CustomerPreferredDateAndTime* should represent i. The Customer's preference, as agreed with the Retailer, which becomes the *ScheduledDate* for the Service Order, or ii. A date and time, agreed between the Retailer and Service Provider to support exceptional Service Order requests (e.g. Re-energisation on a weekend with the ServiceOrderRequest sent the following Monday). Such requests must include details of the agreement in the *SpecialInstructions* field and have the same *RetServiceOrder* quoted by the Retailer to the Service Provider by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or iii. Where a Customer advises the Retailer they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Retailer requires a move-in reading the Retailer may raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of "Retrospective Move-in", a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*. The Service Provider will provide a meter reading in accordance with the Metrology Procedure, undertaking			

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
		field work if necessary. 2. If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.6.2 c.1.ii and 2.6.2 c.1.iii, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'. 3. If the *CustomerPreferredDateAndTime* is not reflected by the *ServiceTime*, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation' d. The *ScheduledDate* must not be more than 100 calendar days in the future.			
8.2.5	001	• *Punctuation correction(s):* **2.7 Closing the Service Order Process** a. The Service Order Process ends when: i. The Retailer has confirmed acceptance of the ServiceOrderResponse with a *BusinessAcceptance/Rejection* transaction indicating acceptance; or ii. The Retailer has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection* transaction) and the Service Provider has investigated and communicated a reply with the results of the investigation by telephone or email to the Retailer. The Service Provider must communicate this reply within 2 business days. The Service Provider and the Retailer must negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems. b. If the requested work was partially completed (*ServiceOrderStatus =* "Partially Completed") or not completed (*ServiceOrderStatus =* "Not Completed"), the Retailer may need to raise a new ServiceOrderRequest for follow-up work.			*No changes; as per the Initial Consultation.*
8.2.6	001	• *Punctuation correction(s):* **2.10 Cancelling a ServiceOrderRequest** a. A Retailer may attempt to cancel the work associated with a ServiceOrderRequest up to the point at which a ServiceOrderResponse has been received. To do so, the Retailer must send a Service Order cancellation to the relevant Service Provider using a ServiceOrderRequest. The ServiceOrderRequest must have the *ActionType* set to "Cancel" and must quote the *RetServiceOrder* of the Request to be cancelled. b. If the Retailer needs to cancel a Service Order ~~U~~urgently, this must be communicated to the Service Provider by phone. The Retailer must also send a "Cancel" ServiceOrderRequest on the same business day, unless otherwise agreed with the Service Provider.			*No changes; as per the Initial Consultation.*
8.2.7	001	• *Various formatting corrections:* **2.12.2 Service Paperwork** e. where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Retailer raises a subsequent ServiceOrderRequest , the Retailer: i. is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork) ii. must populate the *RetServiceOrder* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. This will be used to cross			*No changes; as per the Initial Consultation.*

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
		reference with the Service Paperwork already provided			

f. Upon receipt of the *BusinessAcceptance/Rejection* of Accept with a Business Event of “Documentation required”, the Retailer must provide missing paperwork by the end of the next business day.

g. After providing the *BusinessAcceptance/Rejection* of Accept with a Business Event of “Documentation required”, the Service Provider has not received the necessary Service Paperwork by the end of the next business day, the Service Provider must send a ServiceOrderResponse with *ServiceOrderStatus* of ‘Not Completed’ and an Exception Code of ‘Documentation Not Provided’.

h. The following timing definitions apply for managing Service Orders requiring paperwork, as demonstrated in the figure below:

Figure 5: Service Paperwork Timing

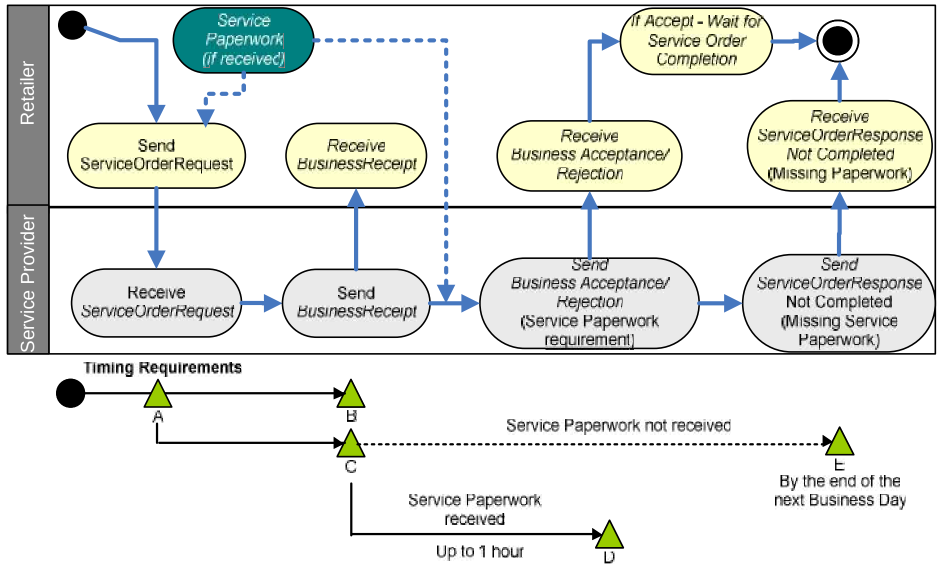

Figure 6: Timing Points

Timing Point	Definition
A	This is the timing point where the Retailer issues a ServiceOrderRequest to a Service Provider.
B	This is the timing point where the Service Provider sends a *BusinessReceipt* for the Service Order.
C	This is the timing point where the Service Provider commences the required waiting period for Service Paperwork. Note: The Service Provider can send a *BusinessAcceptance/Rejection* at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
		D — This is the timing point where the Retailer receives the *BusinessAcceptance/Rejection* of Accept. When Service Paperwork is missing this Accept shall include a warning - missing paperwork. Following a *BusinessAcceptance/Rejection* of Warning, this timing point is also the commencement of the period where the Retailer must provide the Service Provider the necessary Service Paperwork, by the end of the next business day. E — This is the timing point where, if the Service Provider has still not received the necessary Service Paperwork, then the Service Provider must provide a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an Exception Code of "Documentation Not Provided".			
8.2.8	001	• *Formatting correction(s) of transactions/fields:* **2.12.6 New Connections** e. In SA the Service Provider must advise the Retailer of the date for an Appointment to complete a New Connection using an ServiceOrderAppointmentNotification transaction.			*No changes; as per the Initial Consultation.*
8.2.9	001	• *Grammar/spelling correction:* **2.12.7 Re-energisation** e. If a Retailer raises a Re-energisation ServiceOrderRequest without a *ServiceOrderSubType*, the Service Provider must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of *ActualDateAndTime* (subject to 2.12.7.a).			*No changes; as per the Initial Consultation.*
8.2.10	001	• *Formatting correction(s) of transactions/fields:* **2.12.8 De-energisation** c. Where the Service Provider receives a De-energisation ServiceOrderRequest for a De-energised Site: i. If the Service Provider reasonably determines that no work is required, the Service Provider must reject the ServiceOrderRequest with an *EventCode* of "Rejection – Site Already De-energised" in the *BusinessAcceptance/Rejection*. ii. If the Service Provider has accepted the De-energisation ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse with a *ServiceOrderStatus* of "Not Completed", an *ExceptionCode* of "Service Provider Cancellation", with details of the reason for the cancellation in the *SpecialNotes*.			*No changes; as per the Initial Consultation.*
8.2.11	001	• *Formatting correction(s) of transactions/fields:* 2.12.15.1 Multiple Service Orders for Multiple Retailers			*No changes; as per the Initial Consultation.*

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>a. The following table summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers. The numbers in each cell indicate which scenario applies to the specific combination. An “x” means the Service Provider will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.</td><td></td><td></td><td></td></tr>
<tr><td>8.2.12</td><td>001</td><td>

- *Formatting correction(s) of transactions/fields:*

2.12.15.6 Multiple Service Orders from Same Retailer

b. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per the above table (shown by an “✔” in the relevant cell), the Service Provider will process both ServiceOrderRequests .</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.2.13</td><td>001</td><td>

- *Formatting correction(s) of transactions/fields:*

3.3.5 Timing Requirement for Completion of the Requested Work

a. The following table summarises the Required Timeframe within which Service Providers must use reasonable endeavours to complete each type of ServiceOrderRequest ~~Service Order Request~~.

b. The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the Service Provider and/or all preconditions have been met (not when the ServiceOrderRequest is received).</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.2.14</td><td>001</td><td>

- *Formatting correction(s):*

Figure 18: Timing Period for completion of work

<table>
<tr><th>Service Request</th><th>Required timeframe</th></tr>
<tr><td>Adds and Alts</td><td>Different timeframes may apply depending on the work requested this timeframe will be up to:
• 10 Business days for Queensland
• there are no jurisdictional timeframes in Victoria or SA
• this Service Order Type is not available in NSW.
See clause 2.12.2 for details regarding Service Paperwork processes.</td></tr>
<tr><td>Supply Abolishment*</td><td>The following timeframes apply for Supply Abolishment:
20 business days in all jurisdictions
See clause 2.12.2 for details regarding Service Paperwork processes.</td></tr>
</table>
</td><td>Lumo
Suggest changes to wording to make information relating to jurisdiction clearer and easier to identify
Queensland – 10 business Days
Victoria / SA – No jurisdictional timeframes specified
NSW – Transaction not available
****
Origin Energy
Different timeframes may apply depending on the work requested.
The following timeframes apply: ~~be:~~
• up to 10 Business days for Queensland
• there are no jurisdictional timeframes in Victoria or SA
• This Service Order Type is not available in NSW.
See clause 2.12.2 for details regarding Service Paperwork processes.
****
Wise Ideas:
Add semi-colons to the items in the list.
10 Business days for Queensland;
• there are no jurisdictional timeframes in Victoria or</td><td>L

M</td><td>The BMRG noted the comments from various participants and agreed with the following changes:

<table>
<tr><th>Service Request</th><th>Required timeframe</th></tr>
<tr><td>Adds and Alts</td><td>Different timeframes may apply depending on the work requested ~~this~~. The following timeframes apply: ~~will be up to:~~
• Queensland – up to 10 Business days ~~for Queensland~~;
• Victoria/ SA – ~~there are~~ no jurisdictional timeframes; ~~in Victoria or SA~~
• NSW – this Service Order Type is not available ~~in NSW~~.
See clause 2.12.2 for details regarding Service Paperwork processes.</td></tr>
</table>
</td></tr>
</table>

* This Timing Requirement does not have a regulatory basis.

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td></td><td>SA; and
• this Service Order Type is not available in NSW.</td><td></td><td></td></tr>
<tr><td>8.2.15</td><td>001</td><td>• Formatting correction(s) of transactions/fields:
3.4 Timing requirements for Appointment Notifications (SA)
a. Following receipt of a New Connections ServiceOrderRequest, the Service Provider must send an ServiceOrderAppointmentNotification to the Retailer at least 3 business days prior to the Appointment date.</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.2.16</td><td>001</td><td>• Formatting correction(s) of transactions/fields and grammar correction:
4.1 ServiceOrderRequest Transaction Data
<table>
<tr><th>Field</th><th>Format</th><th>Definition</th><th>Allocate NMI (NSW only)</th><th>New Connection (ACT, Vic, Tas, QLD & SA</th><th>Re-energisation</th><th>De-energisation normal/non-payment</th><th>Special Read</th><th>Adds and Alts (ACT, Vic, QLD & SA only)</th><th>Meter Reconfiguration</th><th>Meter Investigation</th><th>Supply Abolishment</th><th>Miscellaneous</th></tr>
<tr><td>Hazard Description</td><td>VARCHAR(80)</td><td>Description of any hazards associated with the Site.
This field repeats to allow the reporting of multiple hazards.
Refer B2B Procedure Customer and Site Details Notification for the list of allowed codes.
This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~.
Not Required for a "Cancel" ServiceOrderRequest.</td><td>N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td><td>R/N</td></tr>
</table></td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
</table>

Item	Solution ID	Description						Participant Responses to Initial Consultation									Rating	Draft Determination
			Access Details	VARCHAR(160)	If the Customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer Reports No Access Requirements", or "Not Known To Retailer" for De-energisation for Non-Payment or other Requests not initiated by Customer, or <Description of access requirement> Refer B2B Procedure Customer and Site Details Notification for more information. This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~. Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N			

Item	Solution ID	Description						Participant Responses to Initial Consultation									Rating	Draft Determination
			Special Instructions	VARCHAR(240)	Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: ▪ A value of 'Yes' is used in *CustomerConsultationRequired*; or ▪ A value of "Other Multi-phase" is used in *SupplyPhases*; or ▪ A value of "Other" is used in *MeteringRequired*; or ▪ If *ActionType* = "Replace" (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) <u>ServiceOrderRequests</u> (refer 2.6.2.c.1.ii); or ▪ Where *ServiceOrderType* = "Meter Reconfiguration" (refer 2.12.9.e); or ▪ Where *ServiceOrderType* = "New Connection " and any specific tariff or metering requirements are not already provided (refer 2.12.6.b); or ▪ Where *ServiceOrderType* = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b). ▪ Where *ServiceTime* = "Non-Business Hours". (Refer 2.12.1i) This information does not replace information previously provided in a <u>SiteAccessNotification</u> ~~Site Access Notification~~.													
			CustomerConsultationRequired	YES/NO	Allowed value: "Yes". Yes = The Retailer requests the Service Provider consult with the Customer to make arrangements for the completion of the work requested. No = The Retailer does not request the Service Provider consult with the Customer to make arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult with the Customer must be provided in *SpecialInstructions*. Refer clause 2.6.1.ab and b. Not Required for a "Cancel" <u>ServiceOrderRequest</u> unless *SpecialInstructions* is provided.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N			

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td colspan="2">
<table>
<tr><td>MeteringRequired</td><td>VARCHAR(12)</td><td>Code indicating new type of metering required for Basic Metered and MRIM Sites (Types 5 and 6) only:
• Flat Rate
• Two Rate
• Time Of Use
• CT Meter
• Other
If “Other” is used, then further details must be provided as SpecialInstructions.
Not Required for a “Cancel” <u>ServiceOrderRequest</u>.</td><td>N</td><td>R/N (M/N for Types 5 and 6)</td><td>N</td><td>N</td><td>N</td><td>R/N</td><td>N</td><td>N</td><td>N</td><td>O</td></tr>
</table>
</td><td></td><td></td></tr>
<tr><td>8.2.17</td><td>001</td><td>• Grammar correction(s):

4.2 <u>ServiceOrderResponse</u> Transaction Data
<table>
<tr><th>Field</th><th>Format</th><th>Definition</th><th>All Responses</th></tr>
<tr><td>ServiceOrderStatus</td><td>VARCHAR(20)</td><td>Indicates status of Service Order. Refer section 2.6.5.a and 2.12.10.b:
Completed =Completed
Partially Completed =Partially Completed (primary work done, but an actual read has not been obtained – see relevant ExceptionCodes).
Not Completed =Not completed (primary work not done - see relevant ExceptionCodes).
Note: “Primary work” means the activity described by the ServiceOrderType field.
The SpecialNotes field must be used if a ServiceOrderStatus of “Partially Completed” is used.</td><td>M</td></tr>
</table>
</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.2.18</td><td>N/A</td><td>• Update the version number from 2.0 to 2.1 in the document history.
• The proposed effective date is 15 May 2014.</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.2.19</td><td>N/A</td><td>New Item</td><td>Wise Ideas
Cross Reference Errors:
• Where ServiceOrderType = “Meter Reconfiguration” (refer ~~Error! Reference source not found.~~e); or</td><td>M</td><td>The BMRG agrees with the comments from Wise Ideas and propose the following amendments to the Definition for the SpecialInstructions field:
Section 4.1 Transaction Request Data</td></tr>
</table>

Item	Solution ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
			Change to 2.12.9.a • Where *ServiceTime* = “Non-Business Hours”. (Refer ~~2.12.1i~~) Change to 2.12.2.i		*SpecialInstructions* field: **Definition** Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: ▪ A value of ‘Yes’ is used in *CustomerConsultationRequired*; or ▪ A value of “Other Multi-phase” is used in *SupplyPhases*; or ▪ A value of “Other” is used in *MeteringRequired*; or ▪ If *ActionType* = “Replace” (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests (refer 2.6.2.c.1.ii); or ▪ Where *ServiceOrderType* = “Meter Reconfiguration” (refer 2.12.9.ea); or ▪ Where *ServiceOrderType* = “New Connection” and any specific tariff or metering requirements are not already provided (refer2.12.6.b); or ▪ Where *ServiceOrderType* = “Adds and Alts” and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b)~~.~~, and ▪ Where *ServiceTime* = “Non-Business Hours”. (Refer ~~2.12.1i~~ 2.12.2.i). This information does not replace information previously provided in a Site Access Notification.
8.2.20	N/A	New Item	**Wise Ideas** Service Orders clause 4.4, *EventCode* row of table: The applicable event codes are not listed in a table in 4.4.1. This section provides a reference to where they are located [section 5.4 of the B2B Procedure Technical Guidelines for B2B Procedures].		*The BMRG agrees with the comments from Wise Ideas and propose the following changes* **Field** | **Structure** | **Occurs** | **Comments**

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>
<table>
<tr><td>EventCode</td><td>EVENTCODE</td><td>M</td><td>A code to indicate acceptance or the reason for the rejection. <s>Applicable codes are in the table at 4.4.1.</s>
Refer to 4.4.1 for usage.</td></tr>
<tr><td>KeyInfo</td><td>VARCHAR (10)</td><td>M</td><td>The NMI of the transaction being rejected.</td></tr>
<tr><td>Context</td><td>EVENTCONTEXT</td><td>O</td><td>The Data Element in the received Business Document (eg. HazardDescription) that causes the Event.</td></tr>
<tr><td>Explanation</td><td>UNLIMITED VARCHAR</td><td>M/O</td><td>An explanation of the event. Must be provided where the Business Event requires an Explanation.</td></tr>
</table>
</td></tr>
<tr><td>8.2.21</td><td>N/A</td><td>New Item</td><td>Wise Ideas:

Service Orders clause 2.12.1.g: Format heading to keep with its subsequent text.

Service Orders clause 2.12.13, first row of table: Add apostrophe ‘s’ to “Service Providers”.

Service Orders clause 4.1, SpecialInstructions row: Add "; or" after second last dot point, and move full stop to the last dot point.

Add full stops to sentences where these are missing. For example, all of the ’Required in Victoria and SA" sentences.</td><td></td><td>The BMRG noted comments from Wise Ideas, and where necessary, will suggest the necessary changes. Given that the changes are minor in nature, these changes have not been documented with tracked changes in this document.</td></tr>
</table>

8.3 Proposed changes to the B2B Procedure Meter Data Process

Item	QC ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.3.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.			*No changes; as per the Initial Consultation.*

8.4 Proposed changes to the B2B Procedure One Way Notification Process

Item	QC ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.4.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.			*No changes; as per the Initial Consultation.*

8.5 Proposed changes to the B2B Procedure Technical Guideline for B2B Procedures

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr>
<td>8.5.1</td>
<td>002</td>
<td>

- *Update to the Business Events for Customer and Site Details so only event codes 1923, 1939 and 201 are applicable for a CustomerDetailsReconciliation* transaction*:*

5.1 Customer and Site Details Notification Process - Business Event Details

<table>
<tr><th>Business Document</th><th>Business Signal</th><th>Business Event</th><th>Explanation Required</th><th>Severity</th><th>Event Code</th><th>Relevant Procedure clause or Reference Notes</th></tr>
<tr><td>CustomerDetailsRequest</td><td>BusinessAcceptance/Rejection</td><td>Participant is not authorised to receive the requested data</td><td>No</td><td>Error</td><td>1932</td><td></td></tr>
<tr><td>CustomerDetailsNotification</td><td>BusinessAcceptance/Rejection</td><td>Data not fit for purpose. Details provided in Explanation.</td><td>Yes</td><td>Error</td><td>1970</td><td>Not applicable for CustomerDetailsReconciliation.</td></tr>
<tr><td>SiteAccessNotification</td><td>BusinessAcceptance/Rejection</td><td>Data not fit for purpose. Details provided in Explanation.</td><td>Yes</td><td>Error</td><td>1970</td><td></td></tr>
<tr><td>All Notifications</td><td>BusinessAcceptance/Rejection</td><td>Recipient is not responsible for the supplied NMI.</td><td>Yes</td><td>Error</td><td>1923</td><td></td></tr>
<tr><td></td><td></td><td>Not Current FRMP</td><td>No</td><td>Error</td><td>1939</td><td></td></tr>
<tr><td></td><td></td><td>Data missing (mandatory fields). Details provided in Explanation.</td><td>Yes</td><td>Error</td><td>201</td><td>Standard aseXML Code</td></tr>
<tr><td></td><td></td><td>Invalid data. Details provided in Explanation.</td><td>Yes</td><td>Error</td><td>202</td><td>Standard aseXML Code.
Not applicable for CustomerDetailsReconciliation.</td></tr>
<tr><td>All</td><td>All</td><td>Accept.</td><td>No</td><td>Information</td><td>0</td><td>Standard aseXML Code</td></tr>
<tr><td></td><td></td><td><s>Data missing (mandatory fields). Details provided in Explanation.</s></td><td><s>Yes</s></td><td><s>Error</s></td><td><s>201</s></td><td><s>Standard aseXML Code</s></td></tr>
<tr><td></td><td></td><td><s>Recipient is not</s></td><td><s>Yes</s></td><td><s>Error</s></td><td><s>1923</s></td><td></td></tr>
</table>

</td>
<td>

Ausgrid

It is proposed that EventCode 202 is not applicable for Customer Details Reconciliation. This EventCode is used when there are fundamental flaws with the data provided and it should continue to be applicable to Customer Details Reconciliation transactions.

Standard aseXML Code.

<s>Not applicable for</s>

<s>CustomerDetailsReconciliation.</s>

</td>
<td>H</td>
<td>The BMRG noted the comment suggested by Ausgrid, and agreed by majority not to make any changes with regards to error code 202 and the CustomerDetailsReconciliation.</td>
</tr>
</table>

<table>
<tr><th>Item</th><th>Solution ID</th><th>Description</th><th>Participant Responses to Initial Consultation</th><th>Rating</th><th>Draft Determination</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td></td><td></td><td><s>responsible for the supplied NMI.</s></td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td><s>Invalid data. Details provided in Explanation.</s></td><td><s>Yes</s></td><td><s>Error</s></td><td><s>202</s></td><td><s>Standard aseXML Code.</s></td></tr>
</table>
</td><td></td><td></td><td></td></tr>
<tr><td>8.5.2</td><td>002</td><td>
Changes to Chapter 6 Glossary of Terms for the definition of Reconciliation Process:
6 Glossary of Terms
<table>
<tr><th>Term</th><th>Definition</th></tr>
<tr><td>Reconciliation Process</td><td>The provision of the Customer Details for NMIs held by the FRMP for <s>all of</s> their current customers with Life Support in the DNSP's area at the time of the data extract.

Refer to the B2B Procedure Customer and Site Details Notification Process for further details.</td></tr>
</table>
</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.5.3</td><td>010</td><td>
Removal of obsolete EventCode:
5.2 Meter Data Process - Business Event Details
<table>
<tr><th rowspan="2">Business Event</th><th rowspan="2">Explanation Required</th><th rowspan="2">Severity</th><th colspan="3"><u>BusinessAcceptance/Rejection</u> for:</th><th rowspan="2">Event Code</th><th rowspan="2">Relevant Procedure clause or Reference Notes</th></tr>
<tr><th><u>MeterData Notification</u></th><th><u>ProvideMeter</u></th><th><u>VerifyMeter DataRequ</u></th></tr>
<tr><td><s>Agree that NMI is not Sender's</s></td><td><s>No</s></td><td><s>Information</s></td><td></td><td></td><td><s>Yes</s></td><td></td><td><s>Refer 2.6.e.1 and 2.10.1.</s></td></tr>
</table>
</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
<tr><td>8.5.4</td><td>N/A</td><td>
Update the version number from 2.0 to 2.1 in the document history.
The proposed effective date is 15 May 2014.
</td><td></td><td></td><td>No changes; as per the Initial Consultation.</td></tr>
</table>

8.6 Proposed changes to the B2B Procedure Technical Delivery Specification

Item	QC ID	Description	Participant Responses to Initial Consultation	Rating	Draft Determination
8.6.1	001	• *Grammar correction(s):* **5.10.2 Customer and Site ~~and~~ Details Notification** a. In the case of Transactions included in the B2B Procedure Customer and Site Details Notification Process, a Participant affected by a contingency event must: 1. Advise other Participants of system problems within 24 hours of becoming aware of the problem. Notification will be by email to the nominated addresses of affected Participants.			*No changes; as per the Initial Consultation.*
8.6.2	011	• *Update reference to location of Service Paperwork table:* **6.5 Service Paperwork Reference Table** A central reference point for Service Order Service Paperwork required in each Jurisdiction is documented in the Service Paperwork Reference Table. This provides Industry with information required for meeting obligations for the provision of Service Paperwork (Jurisdictional, National or operational) associated with particular Service Orders. The Service Paperwork Reference Table holds a list of documents required for New Connection Service Order, Additions and Alterations Service Order, De-Energisation, Re-Energisation or Abolishment Service Order. The Service Paperwork Reference Table must be updated by AEMO as directed by the industry reference group, through the agreed change management process. Where any Participant becomes aware of a change that is required to the Service Paperwork Reference Table the Participant must ensure that the change is raised via the agreed change management process. The process to request a change/amendment is via the Industry 'Issues/Change Form'. Note: The Service Order Paperwork Reference Table is published ~~in NEMConnect~~ on the AEMO website under ~~National B2B – B2B Documentation~~ Electricity Policies & Procedures – B2B.			*No changes; as per the Initial Consultation.*
8.6.3	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to "002" (Life Support Reconciliation) until 15 November 2014.			*No changes; as per the Initial Consultation.*

9. Abbreviations

9.1 Abbreviations

B2B	Business to Business
BMRG	B2B and MSATS Reference Group (established under the Information Exchange Committee)
DNSP	Distribution Network Service Provider
IEC	Information Exchange Committee
MSATS	Market Settlement and Transfer Solution
RMEC	Retail Market Executive Committee