



FRC B2B Process Flows

For the SA and WA Gas Retail Markets

Version: 3.5
Last Update: 31 October 2016

Version Release History

Version	Date	Author(s)	Changes and Comments
0.1	30/9/03	C.Madden	Initial release
0.2	16/10/03	C.Madden	Working copy for Workshop
0.3	22/10/03	C.Madden	Update from Workshop 17/10/03
0.4	30/10/03	C.Madden	Update from Workshop 27/10/03
1.0			Minor updates
2.0	31/10/03	C.Madden	Updates as per Envestra and Alinta feedback
2.1	26/11/03	C.Madden	Updates from Workshop 21/11/03. Pending the addition of a further three flows when approved.
2.2/9	19/01/04	B.Eaves	Corrections to introduction and addition of REQ6B and REQ8
3.0	1/3/04	B. Eaves	Addition of MIRN 1.1 – New Connection – I&C Service Connection SA Part 1 and Part 2. Modifications to Service Order flows in relation to interval meters.
3.1	27/4/04	B. Eaves	MR9A – GIP transaction number corrected. Details of Meter Data Notification corrected and separated for SA and WA. MR9B – Service Order Completion Response from Step 4 removed. Note added to indicate that notification to the user is via MDN. MR11A – Meter Date Notification Read Reason Code corrected. REQ7 – Additional decision point of 'Able to cancel Service Order added together with steps 2 and 3. REQ8 – Wording changed from 'deemed' to 'implied' MR7A – New flow added.
3.2	1/6/05	REMCo	Update to reflect changes incorporated in V5.0 of RMR.
3.3	15/08/11	Z. Gemmell	Generic documentation changes, including the addition of a preamble for the document to be applicable in the SA and WA gas retail markets.
3.4	1/07/14	T. Sheridan	Updated to reflect the out workings of IN017/13 - Amended relevant Service Order sections. SA only changes.
3.5	31/10/16	C Sambaoa (CGI) and D,McGowan (AEMO)	Update for transition to AEMO

TABLE OF CONTENTS

INTRODUCTION.....	4
2. DATABASES.....	6
PROCESS FLOW: DB1: REQUESTED DB UPDATES	7
PROCESS FLOW: DB2: STREET SUBURB TABLE UPDATE.....	8
3. MIRN.....	9
PROCESS FLOW: MIRN1: NEW CONNECTION - SERVICE CONNECTION (SA - PART 1).....	10
PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – NO RETAILER (SA - PART 1)	11
PROCESS FLOW: MIRN1.1: CONNECTION REQUEST/SHIPPER – RETAILER ASSIGNED (SA - PART 2).....	12
PROCESS FLOW: MIRN3: NEW CONNECTION (WA).....	13
PROCESS FLOW: MIRN 4A: STANDING DATA REQUEST/MIRN DISCOVERY BY MIRN.....	14
PROCESS FLOW: MIRN 4B: MIRN DISCOVERY BY ADDRESS.....	15
4. METER READ.....	16
PROCESS FLOW: MR1: METER READS - FAILURE OF A COMPLETE ROUTE.....	17
PROCESS FLOW: MR2: REQUEST FOR CHANGE TO METER READING SCHEDULE.....	18
PROCESS FLOW: MR3: REQUEST FOR HISTORICAL DATA	19
PROCESS FLOW: MR4A: SPECIAL METER READING RESPONSE (BASIC METERS ONLY).....	20
PROCESS FLOW: MR4B: DEEMED METER READING (BASIC METERS ONLY).....	21
PROCESS FLOW: MR5: ACCOUNT CREATION	22
PROCESS FLOW: MR6: ANNUAL METER READING SCHEDULE	23
PROCESS FLOW: MR7: METER SITE ACCESS/ADDRESS CHANGE FROM USER (SA)	24
PROCESS FLOW: MR8: METER SITE ACCESS CHANGE FROM NO.....	26
PROCESS FLOW: MR10: SERVICE RECOMMISSIONING BY REQUEST (WA ONLY)	27
PROCESS FLOW: MR11C: DEREGISTRATION BY REQUEST (WA)	28
PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (SA)	29
PROCESS FLOW: MR12: UPGRADE FROM BASIC TO INTERVAL METER (WA).....	30
PROCESS FLOW: MR13: GENERIC ENERGY FLOW	31
PROCESS FLOW: MR14: DOWNGRADE FROM INTERVAL TO BASIC FOR TARIFF D (SA)	32
5. REQUESTS AND SERVICE ORDERS.....	33
PROCESS FLOW: REQ1: METER DATA VERIFICATION	34
PROCESS FLOW: REQ2: MISSING DATA READS.....	35
PROCESS FLOW: REQ3: NOTIFICATION OF MAINS/SERVICE	36
PROCESS FLOW: REQ4: NOTIFICATION OF DATA CHANGE.....	37
PROCESS FLOW: REQ5A: SERVICE ORDERS GENERAL (DETAILED) WA ONLY	38
PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (SA - SIMPLIFIED).....	39
PROCESS FLOW: REQ5B: SERVICE ORDERS GENERAL (WA - SIMPLIFIED).....	40
REQ5B: DET: SERVICE ORDERS TRANSACTION TABLE (SA ONLY)	41
PROCESS FLOW: REQ6: DB INITIATED SERVICE ORDERS (SA).....	42
PROCESS FLOW: REQ6B: DB VARIED SERVICE ORDERS WA ONLY.....	44
PROCESS FLOW: REQ7: RETAILER INITIAL REQUIRED SERVICE ORDERS CANCELLATION (SA)	45
PROCESS FLOW: REQ7: SERVICE ORDERS CANCELLATION (WA)	46
PROCESS FLOW: REQ8: IMPLIED SERVICE RECOMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (SA)	47
PROCESS FLOW: REQ8: IMPLIED SERVICE RE-COMMISSIONING AND (FOLLOWING TRANSFER WITHDRAWAL) AN IMPLIED SERVICE DE-COMMISSIONING (WA)	48

1. Introduction

The Business-to-Business (B2B) process flow charts contained in this document have been developed and updated as a working aid to assist the implementation of the South Australia and Western Australia Gas Retail Markets (SA/WA markets). These diagrams use the 'swimming lane' style and show the business process flows between market participants. Whilst AEMO will maintain this document on an on going basis participants are requested to refer to the AEMO Specification Pack and relevant *RMP* for a detailed description of processes. Please advise AEMO should you find any inconsistencies in this document.

When reading and using this document, please note the following:

1. The process flow charts are designed to complement, but not replace, the following source documents:

- *Retail Market Procedures*,
- FRC B2B System Interface Definitions.

While reasonable effort has been made to ensure that these process flow charts are consistent with the *RMR* and the FRC B2B System Interface Definitions, there may be differences between the process flow charts and the source reference documents. If there is a difference, the *RMP* and the FRC B2B System Interface Definitions take precedence.

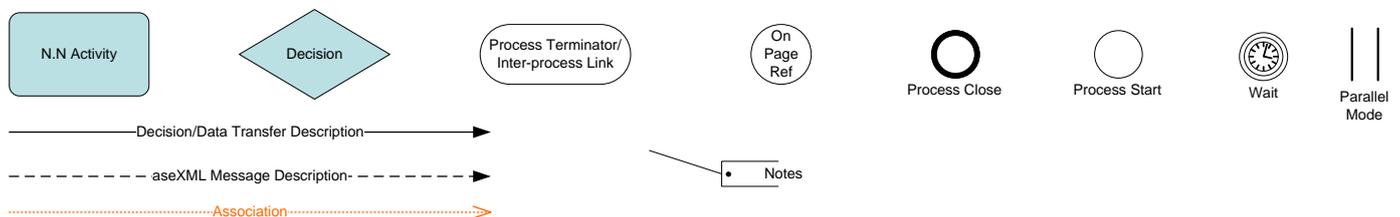
2. The process flow charts are not designed to aid the development of the B2M requirements for the SA/WA markets. The B2M process flows are provided separately.

3. The process flow charts are designed to aid, where possible, the identification of the necessary transactions between market participants. The following information is provided, where known:

- Victorian Gas Market physical transaction name;
- Victorian Gas Market logical transaction name (GIP)
- Medium type eg aseXML, manual notice;
- *RMP*.

4. The process steps within individual businesses are indicative only and do not necessarily identify all required process steps nor do they mandate the use of a particular process.

5. The drawing conventions used for these diagrams are as follows:



6. Flow arrows that cross "swim lanes" to connect to a start or end identifier are used to ease diagram production and do not indicate a transaction.

7. The document has been divided into logical components reflecting the *RMP* and System Interface Definition structures:

- Data Base and MIRN
- Meter Reading
- Requests and service orders

8. Related Documents. This document is provided as part of the Information Pack. This document should be read in conjunction with the documents contained within the AEMO Specification Pack as follows:

- Interface Control Document
- FRC B2B System Interface Definitions
- FRC B2M-B2B System Architecture
- FRC B2M-B2B System Specifications
- CSV Data Format Specification

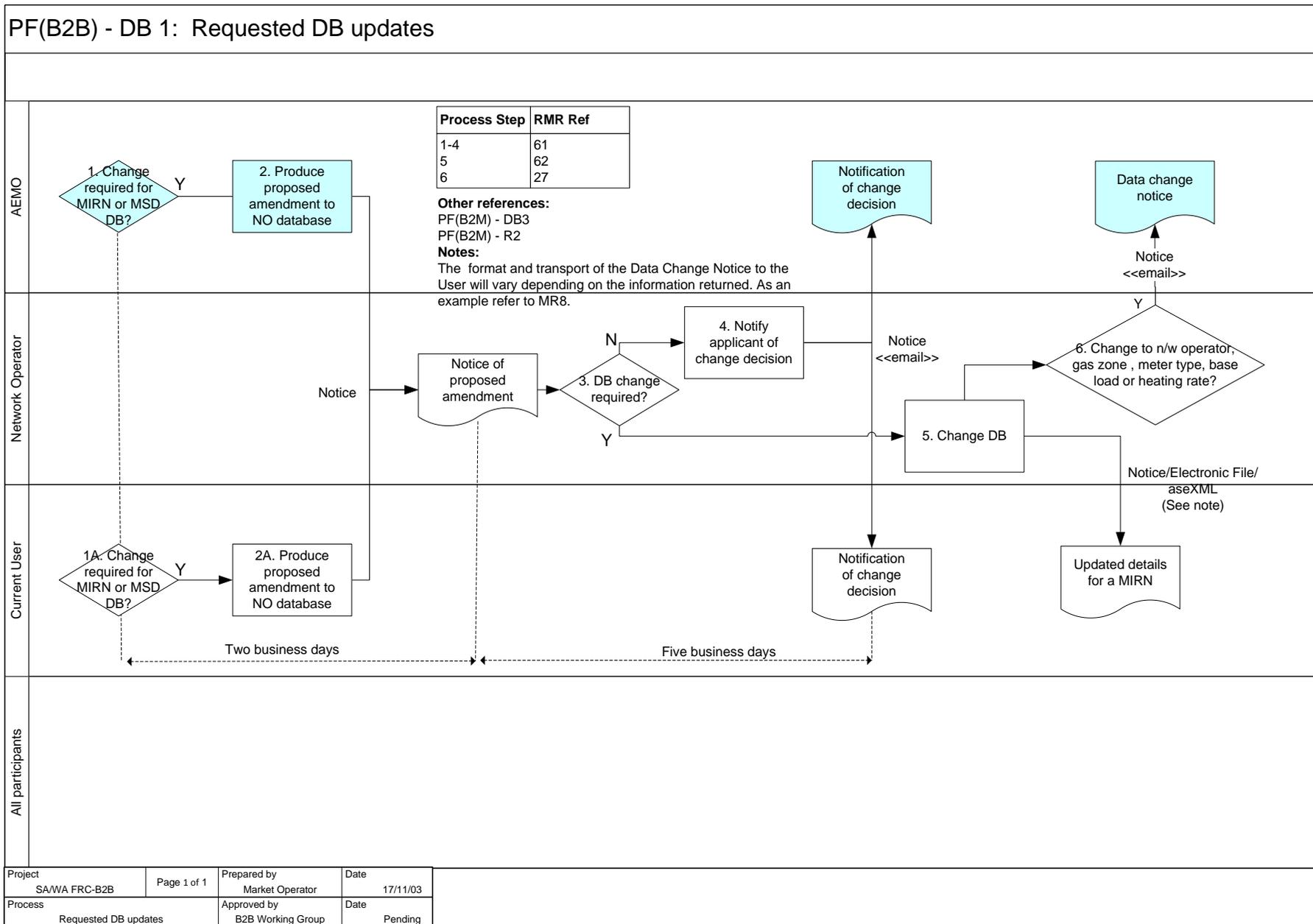
Further detailed documents are provided for assistance and clarification in the Information Pack as follows:

- Business Specification
- Consolidated Transaction List
- B2M Process Flow and Sequence Diagrams
- Glossary of Terms

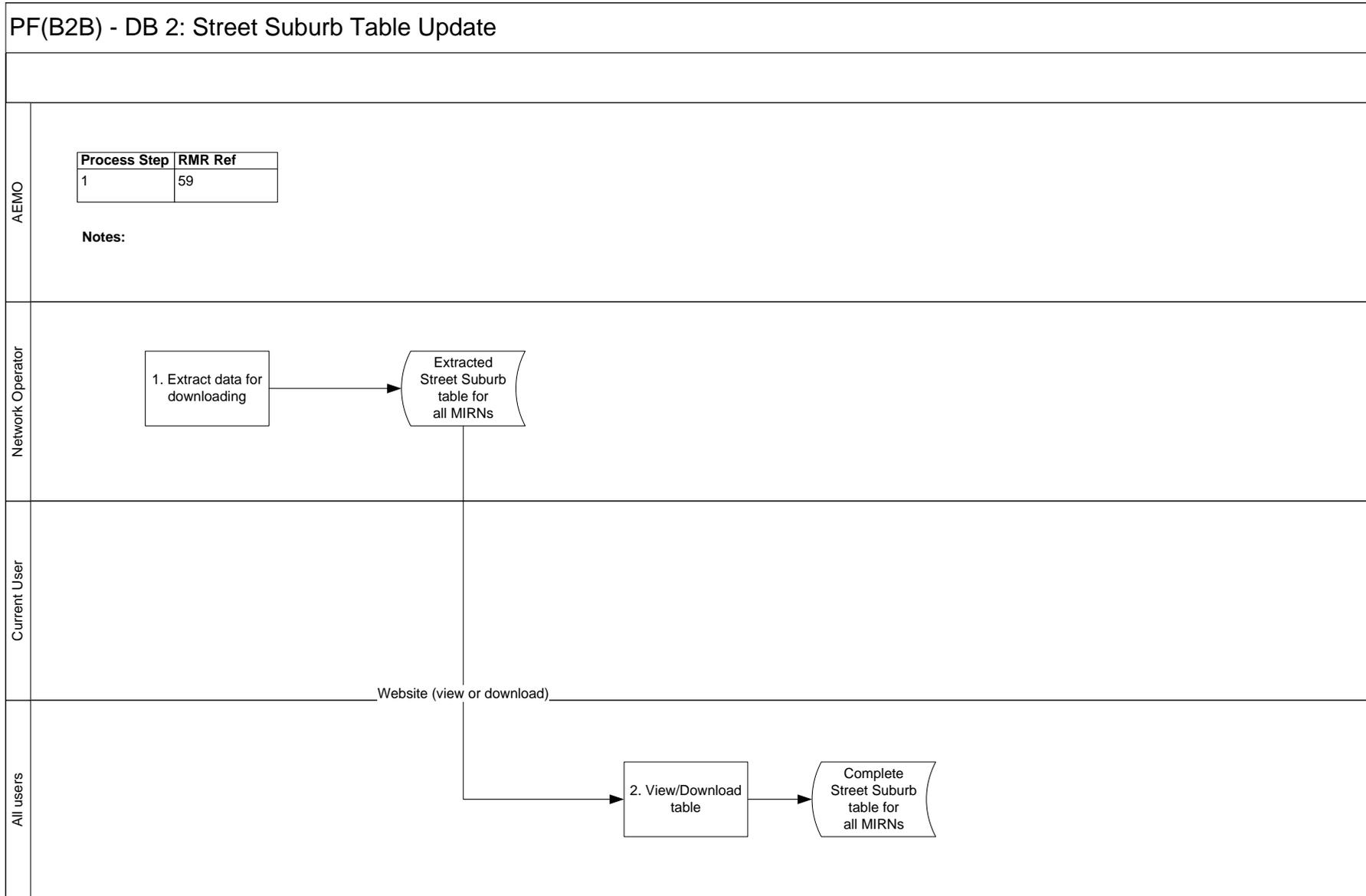
2. Databases

Databases

Process Flow: DB1: Requested DB updates



Process Flow: DB2: Street Suburb Table Update



Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Street Suburb Table Update		Approved by B2B Working Group	Date Pending

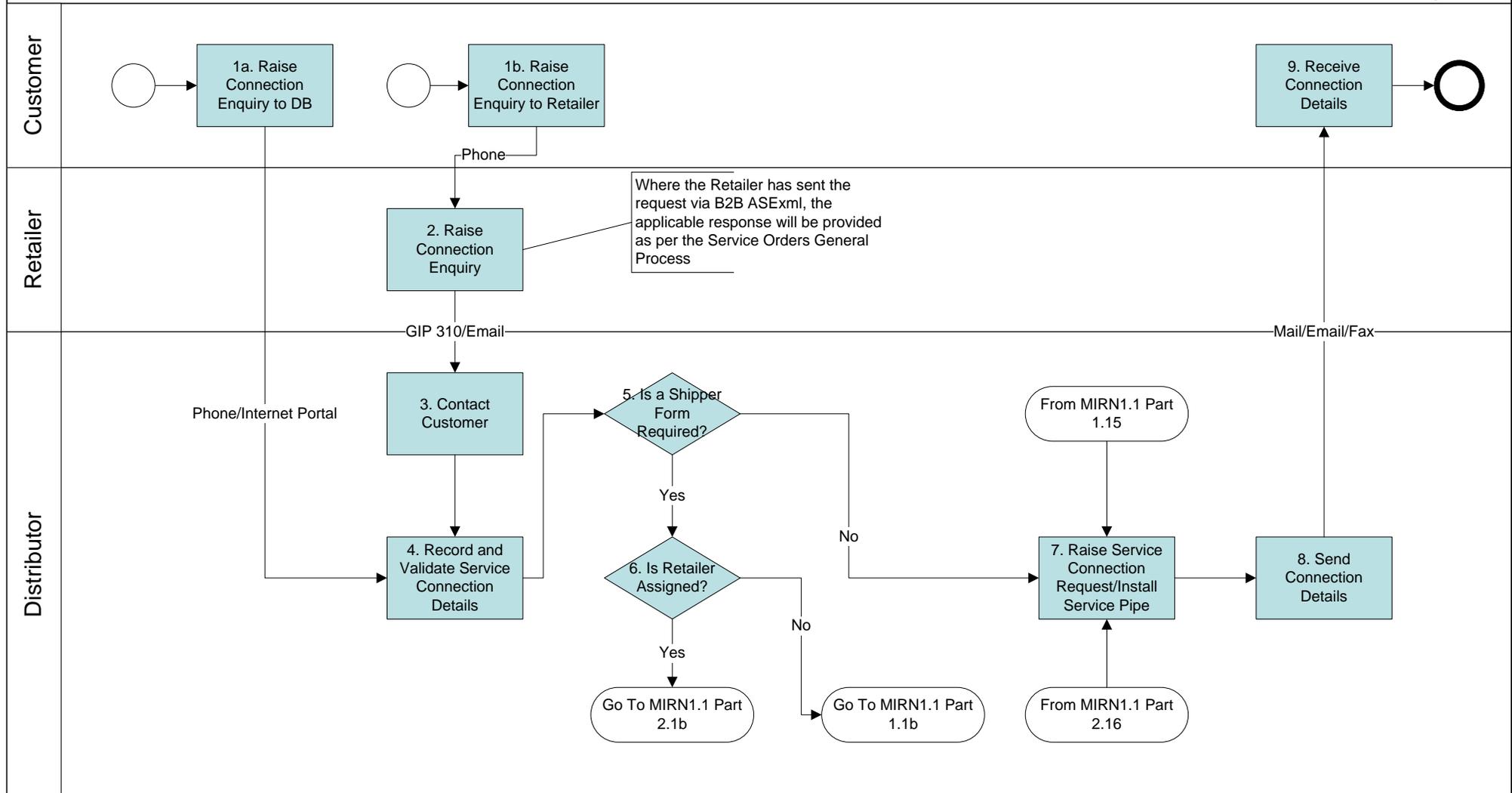
3. MIRN

MIRN

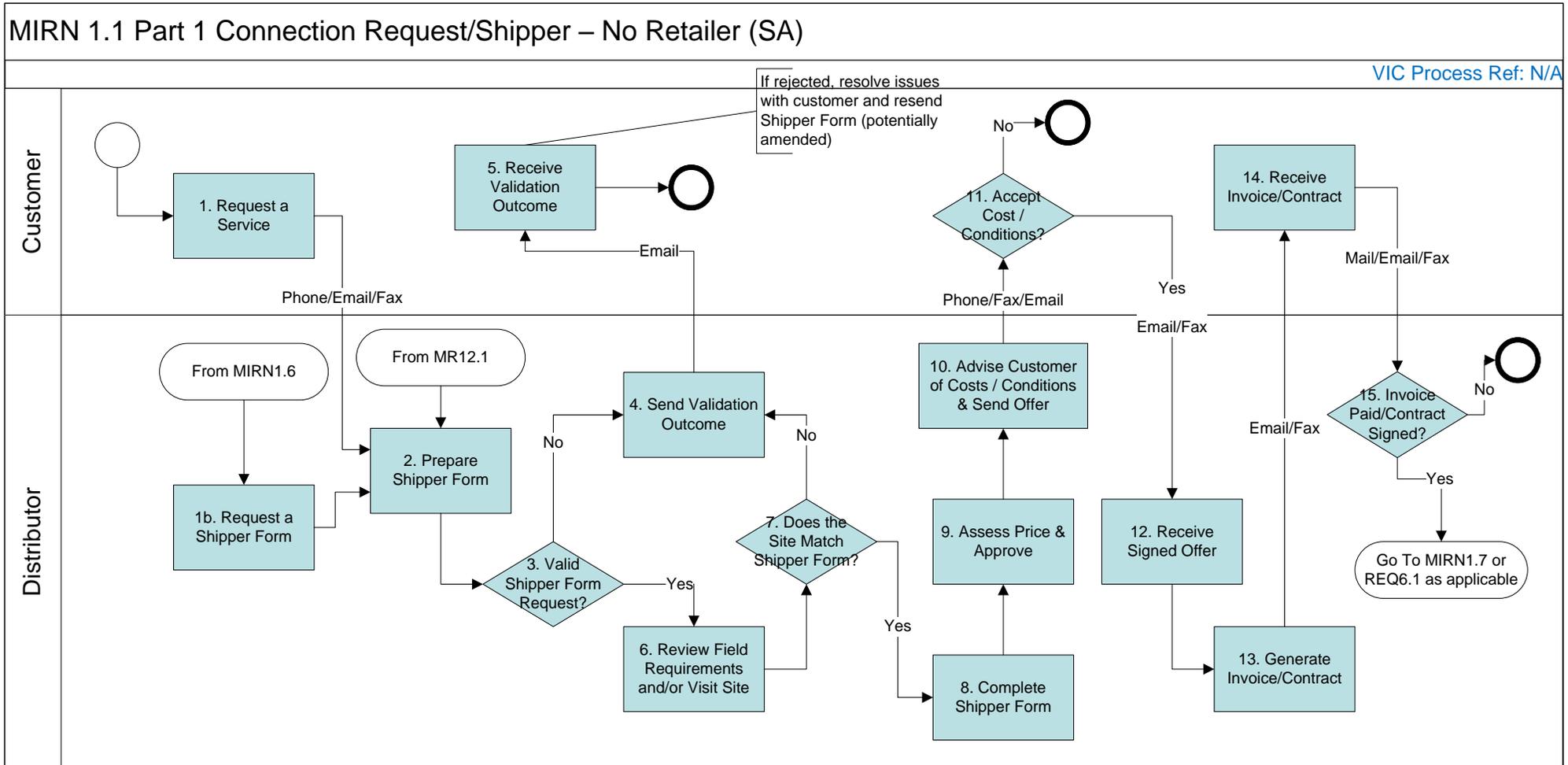
Process Flow: MIRN1: New Connection - Service Connection (SA)

PF (B2B) MIRN 1: New Connection – Service Connection Request (SA)

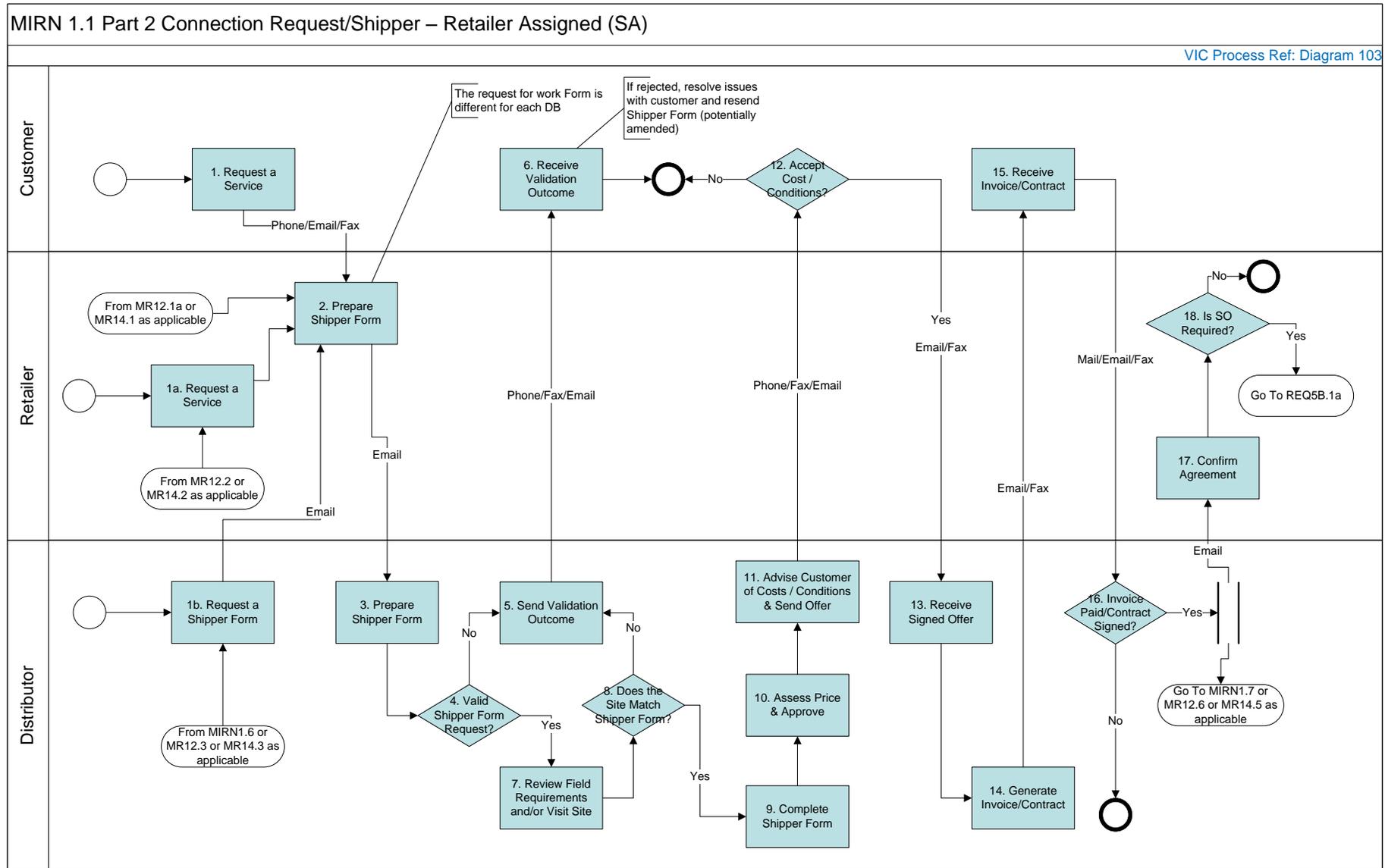
VIC Process Ref: Diagram 100



Process Flow: MIRN1.1: Connection Request/Shipper – No Retailer (SA - Part 1)

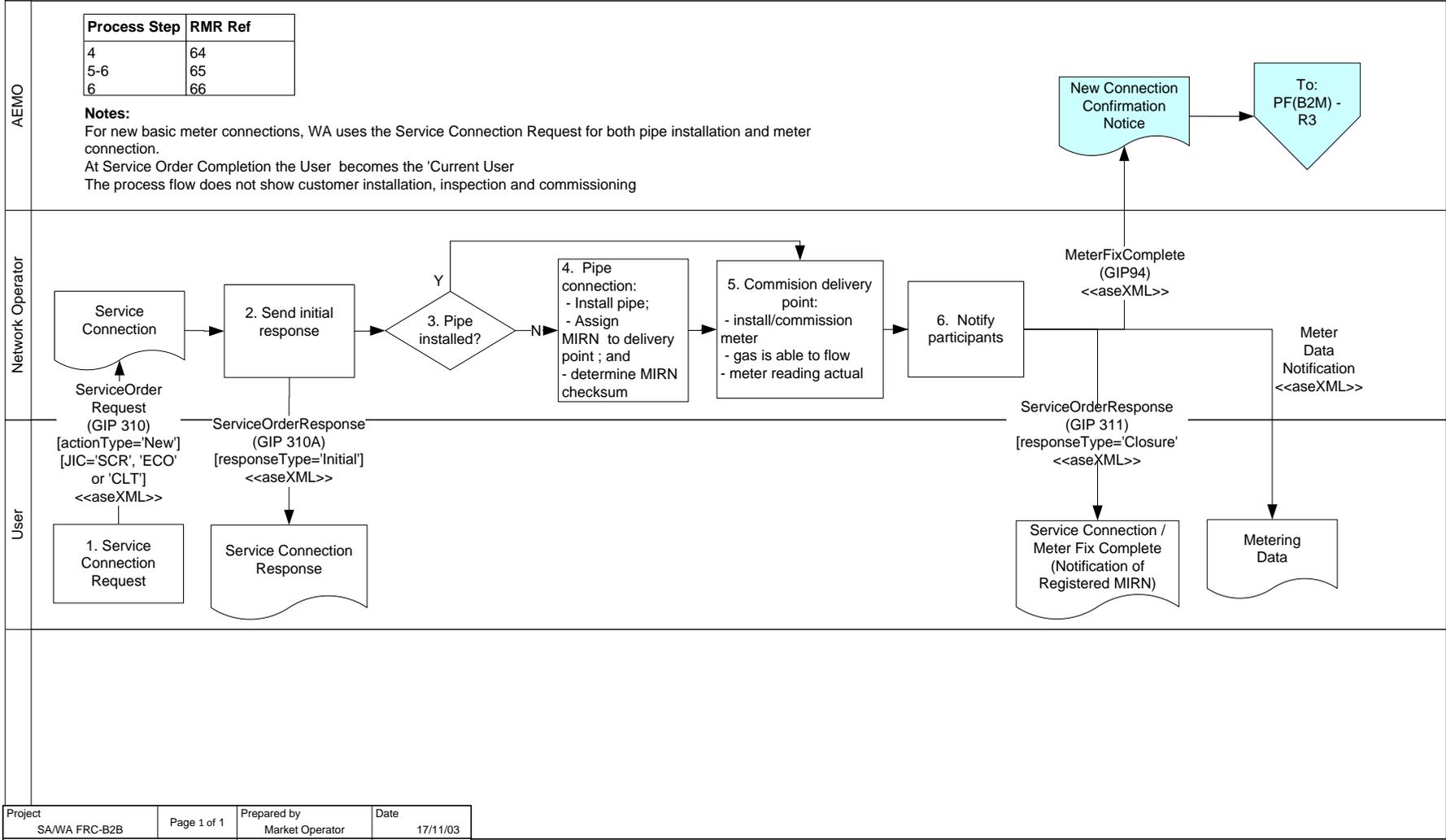


Process Flow: MIRN1.1: Connection Request/Shipper – Retailer Assigned (SA - Part 2)



Process Flow: MIRN3: New Connection (WA)

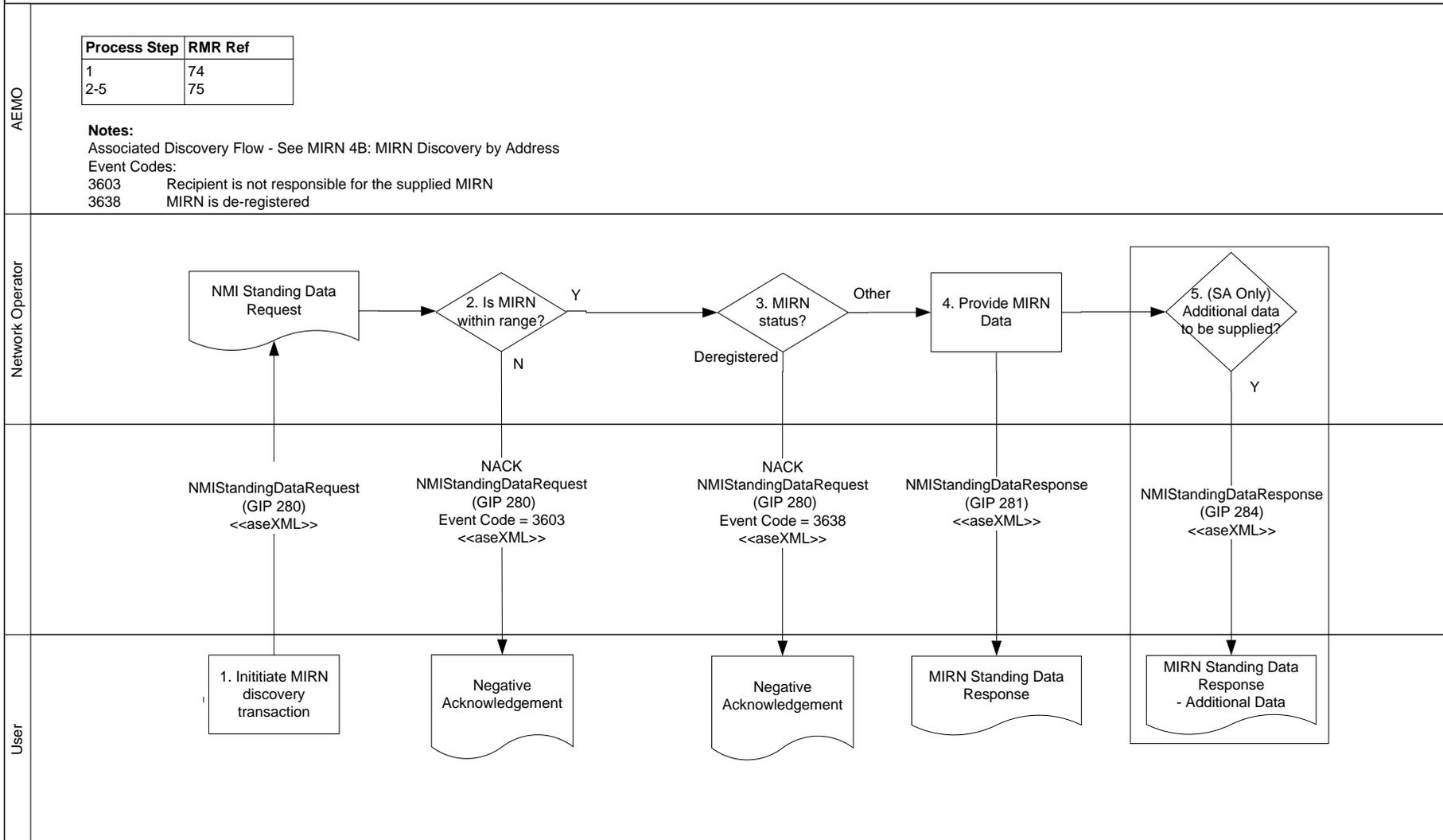
PF(B2B): MIRN3: New Connection (WA)



Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process New Connection (WA)		Approved by B2B Working Group	Date Pending

Process Flow: MIRN 4A: Standing data request/MIRN discovery by MIRN

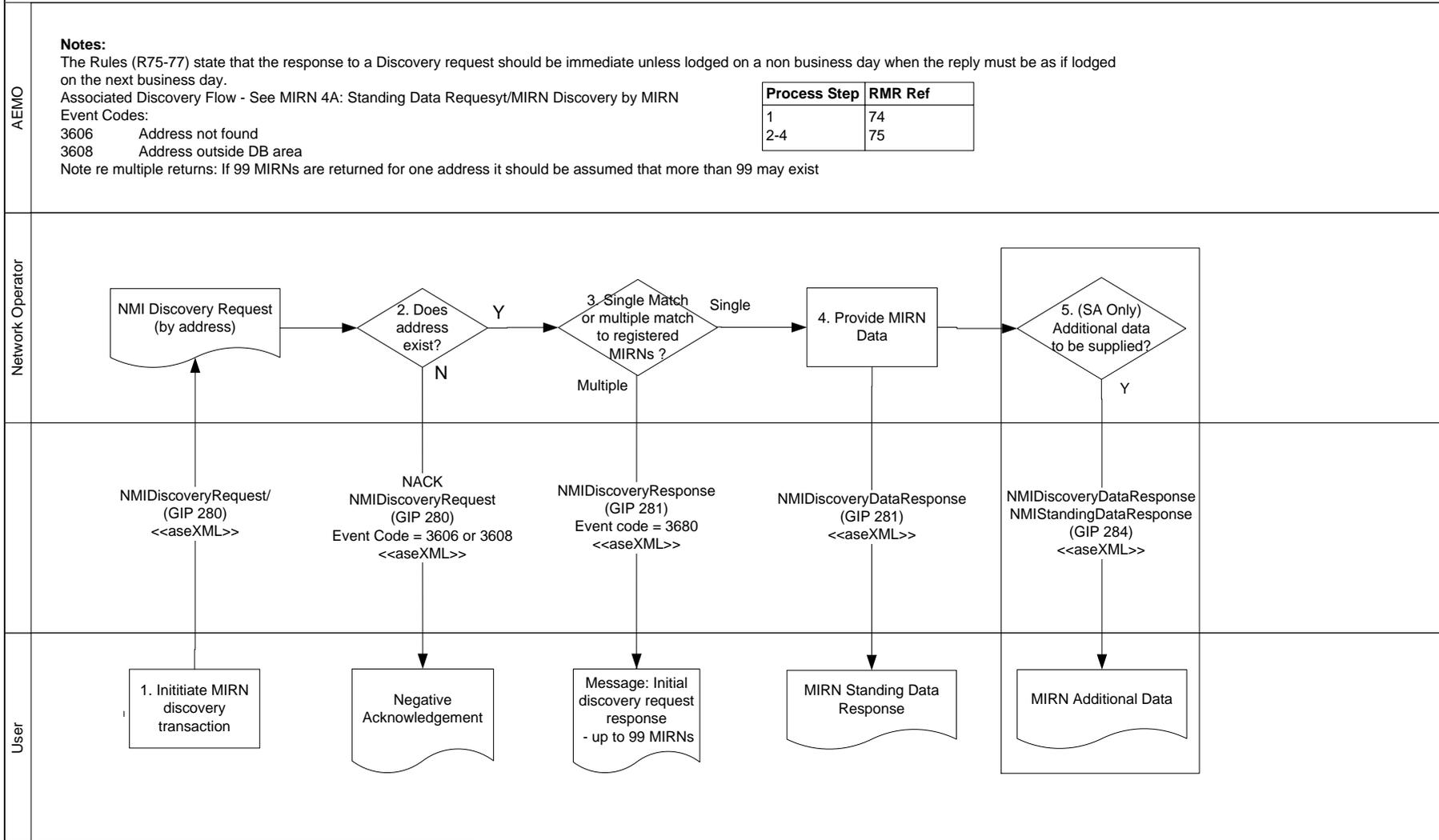
PF(B2B): MIRN 4A: Standing data request/MIRN discovery by MIRN



Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Standing data request/MIRN discovery by MIRN	Approved by B2B Working Group	Date Pending	

Process Flow: MIRN 4B: MIRN Discovery by Address

PF(B2B): MIRN 4B: MIRN Discovery by Address



Process Step	RMR Ref
1	74
2-4	75

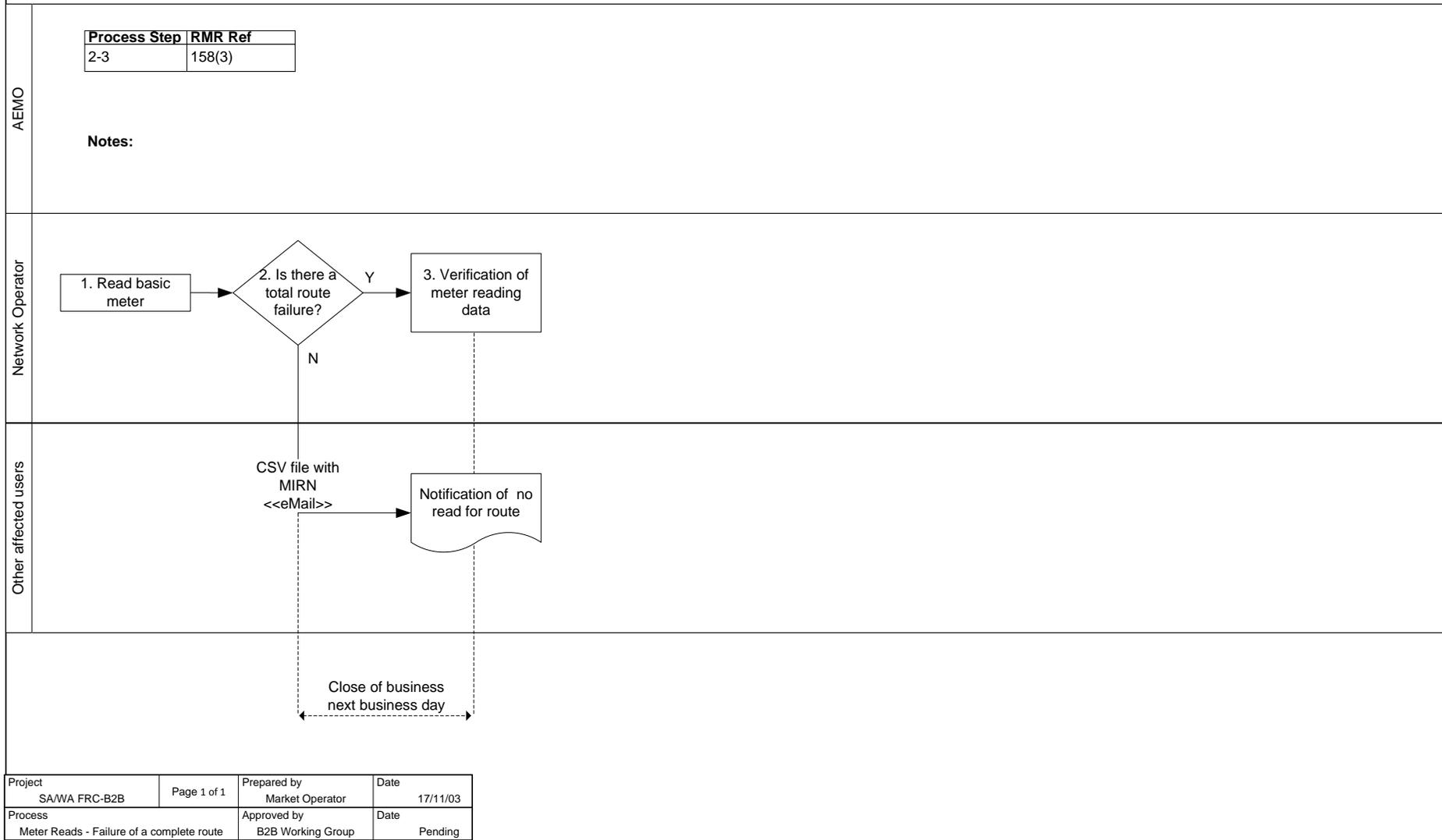
Project B2B Specification Pack	Page 1 of 1	Prepared by Market Operator	Date 17/1/03
Process MIRN Discovery by Address		Approved by B2B working group	Date Pending

4. **Meter Read**

Meter Read

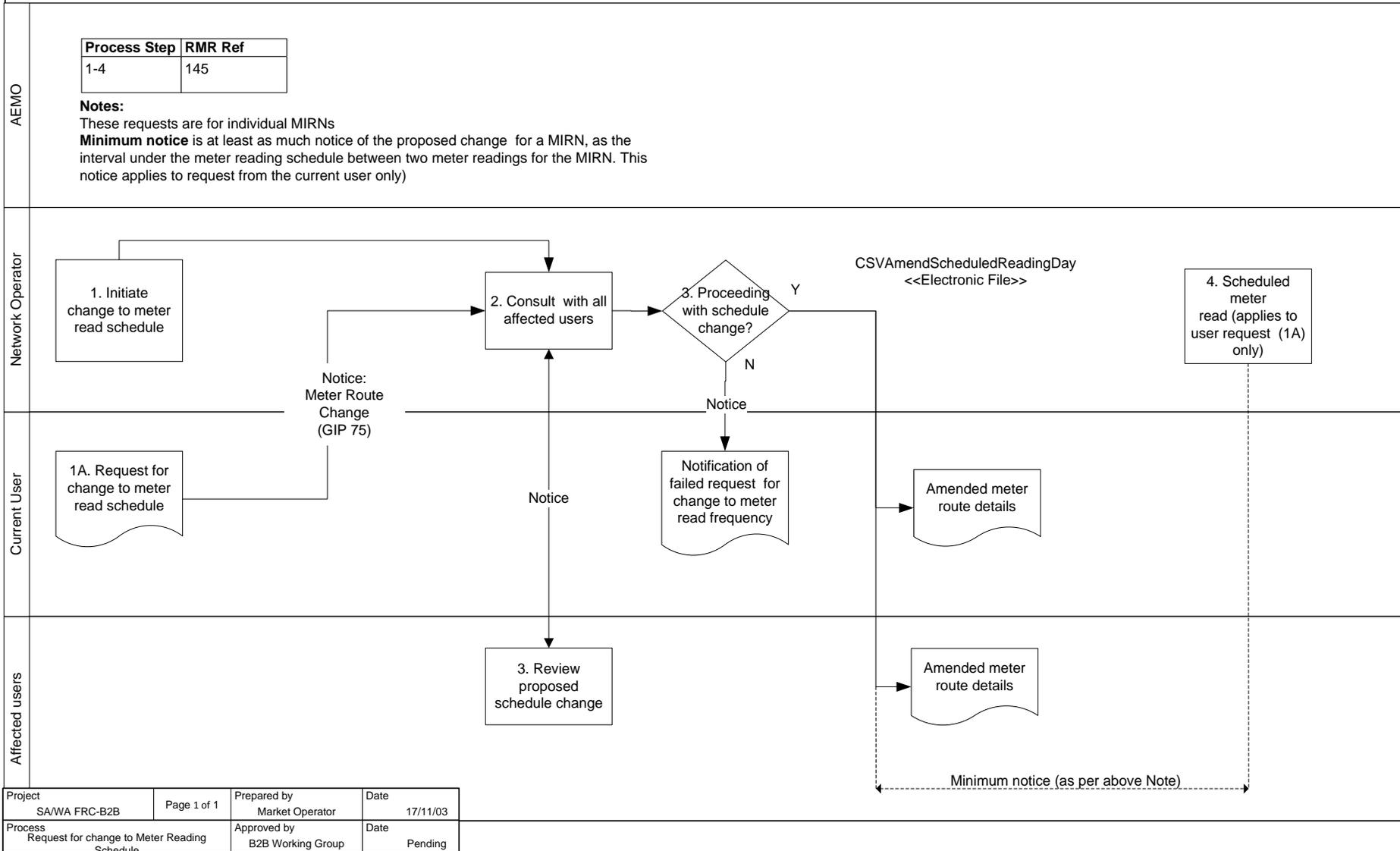
Process Flow: MR1: Meter Reads - Failure of a complete route

PF(B2B) - MR1: Meter Reads - Failure of a complete route

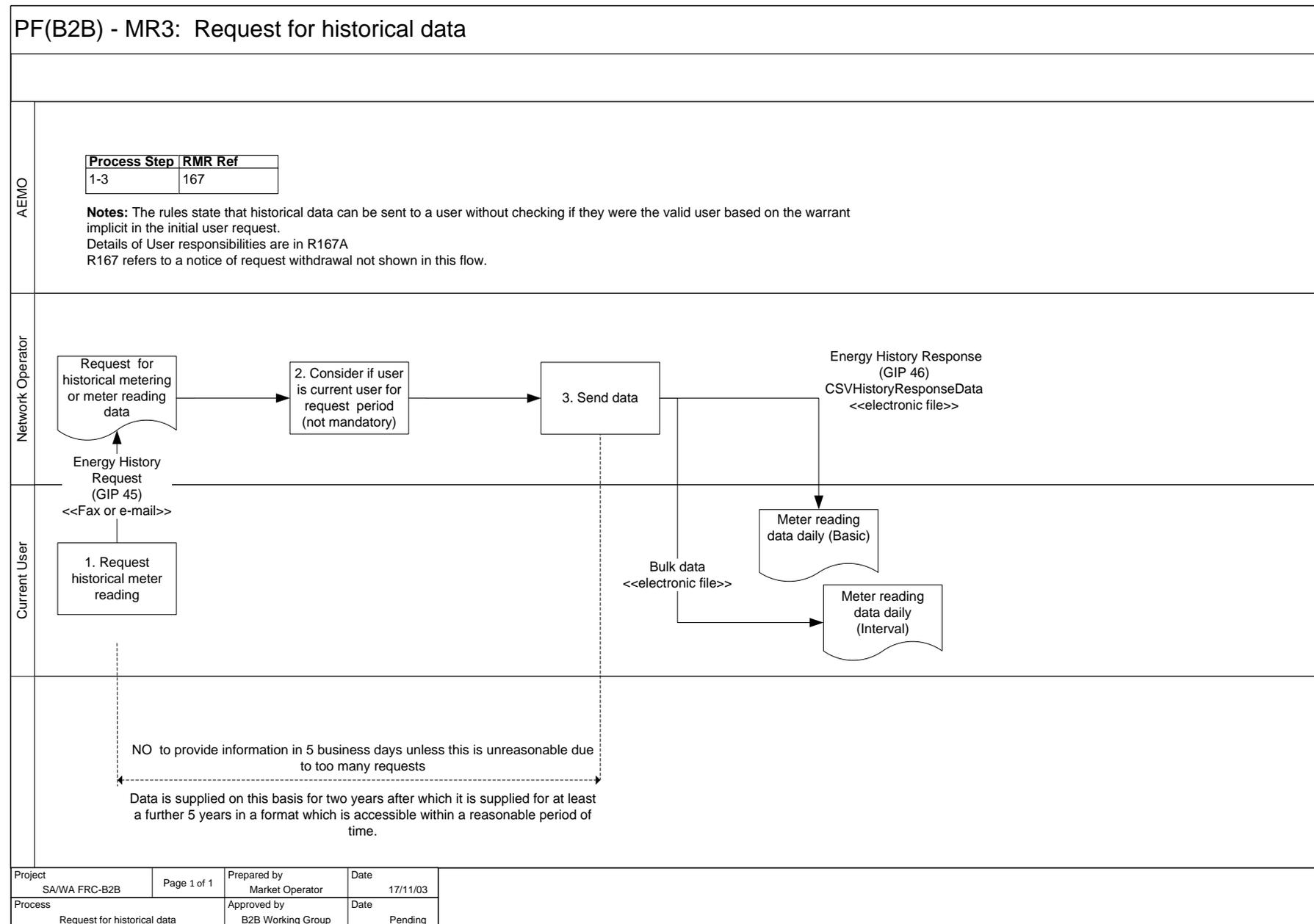


Process Flow: MR2: Request for change to Meter Reading Schedule

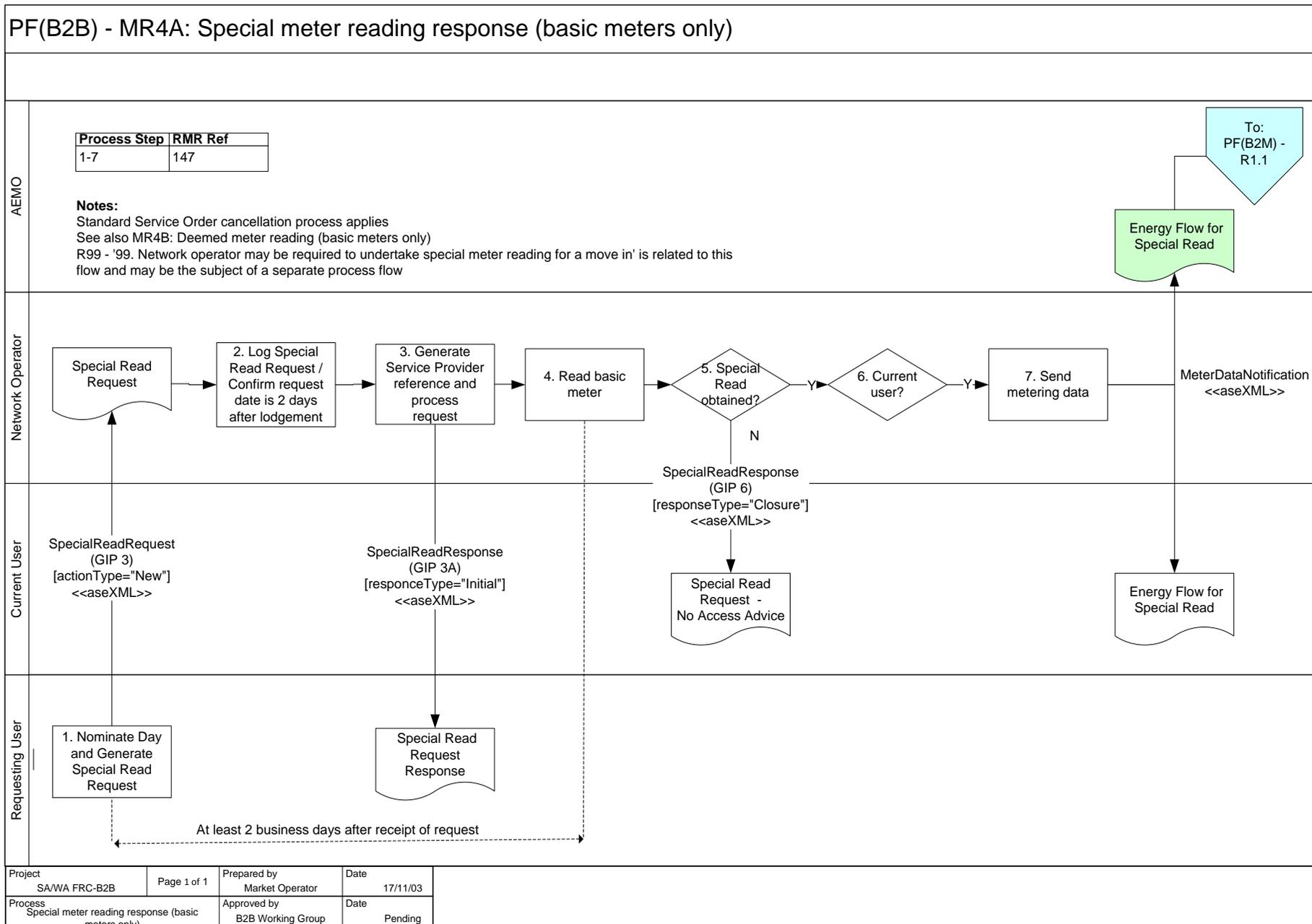
PF(B2B) - MR2: Request for change to Meter Reading Schedule



Process Flow: MR3: Request for historical data

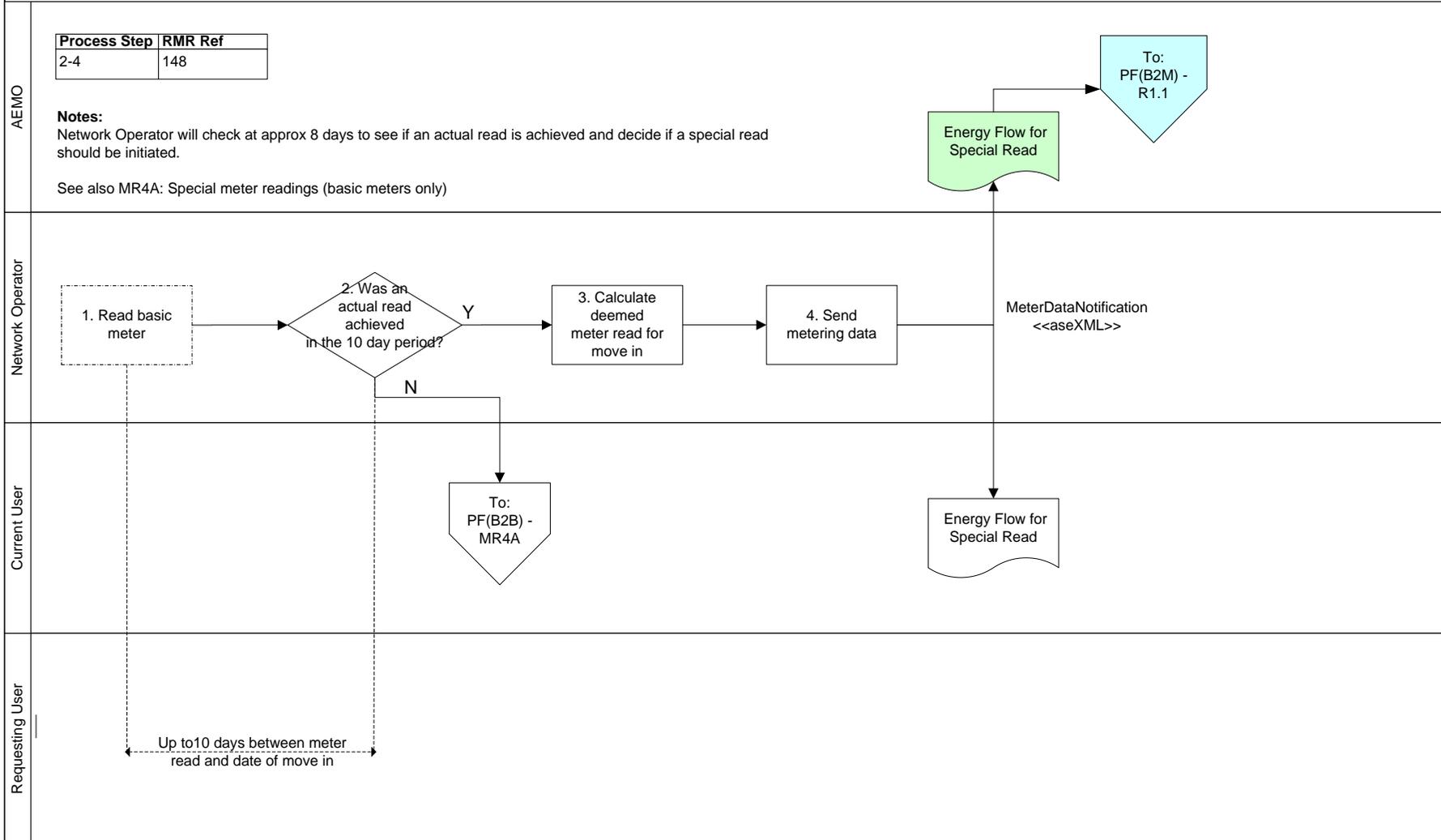


Process Flow: MR4A: Special meter reading response (basic meters only)



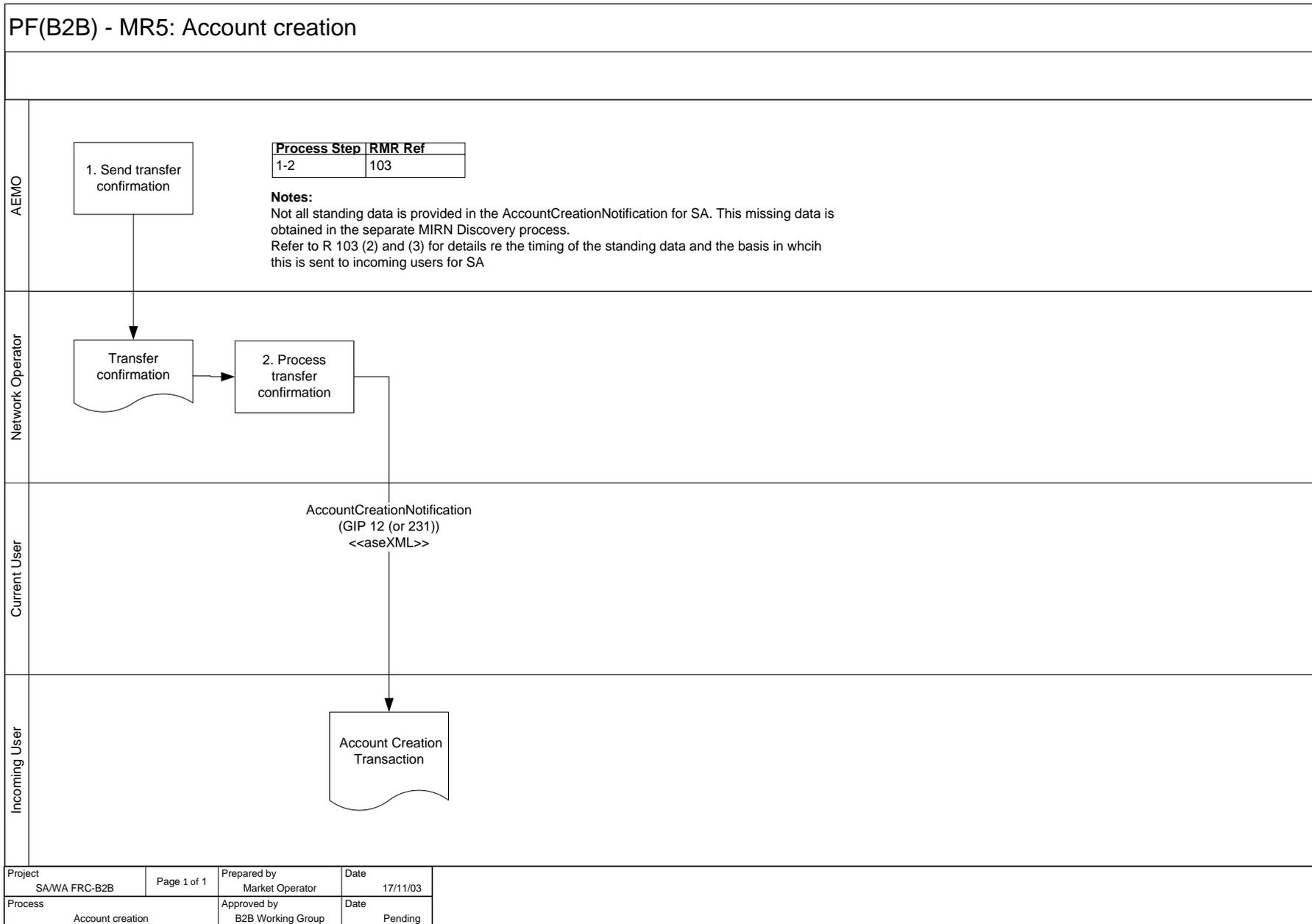
Process Flow: MR4B: Deemed meter reading (basic meters only)

PF(B2B) - MR4B: Deemed meter reading (basic meters only)



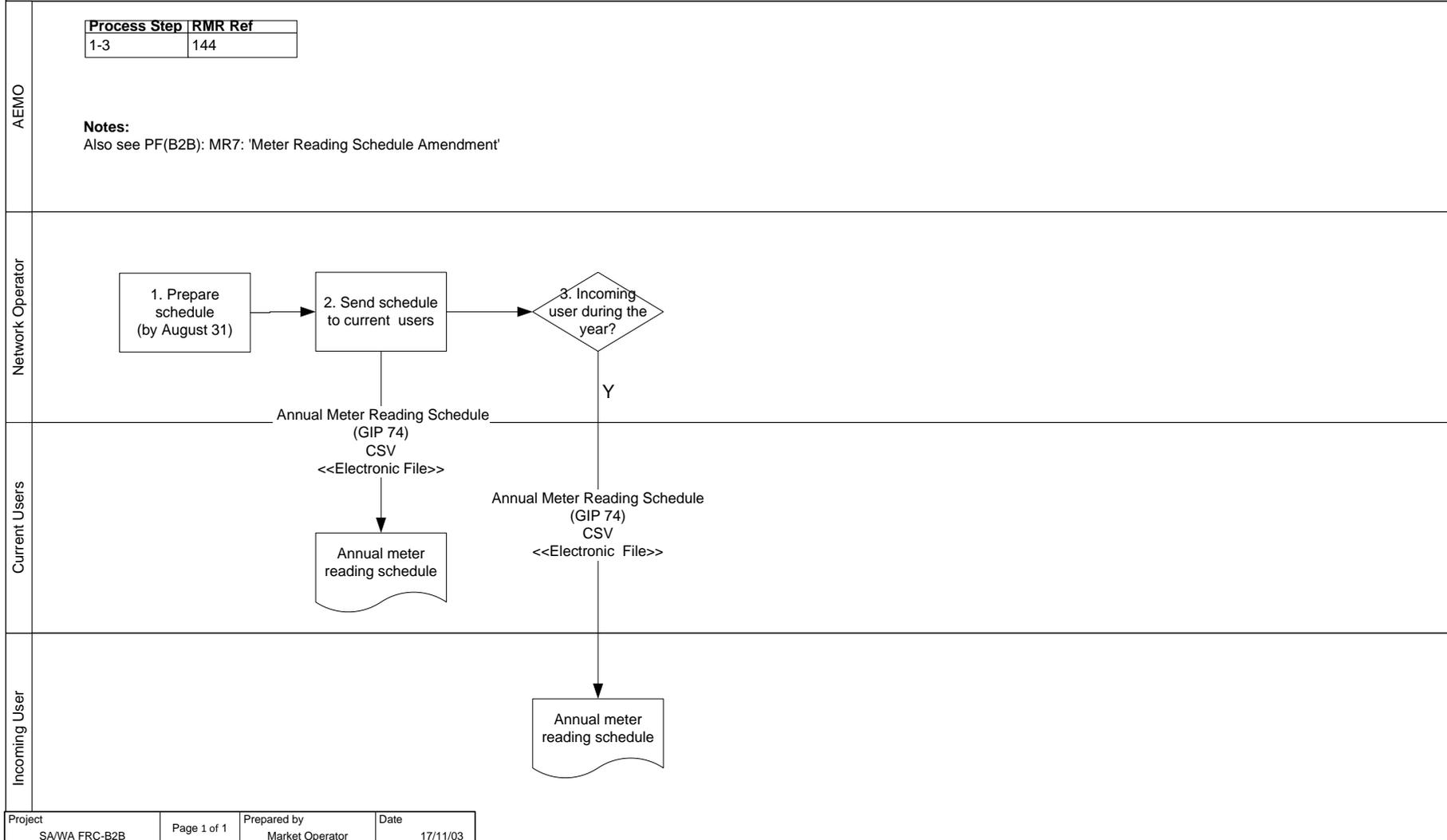
Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 24/11/03
Process Deemed meter reading (basic meters only)	Approved by B2B Working Group	Date Pending	

Process Flow: MR5: Account creation



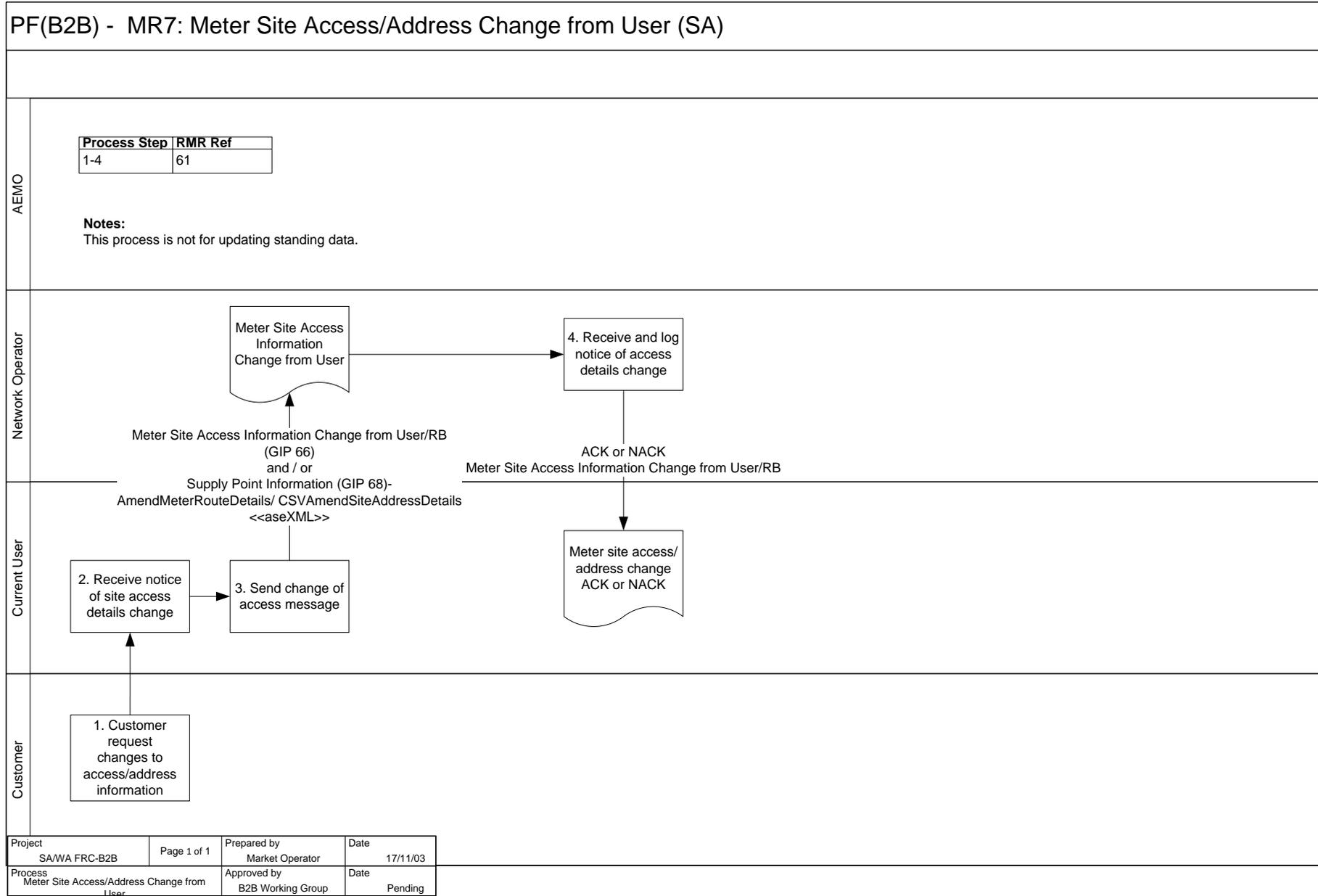
Process Flow: MR6: Annual Meter reading schedule

PF(B2B) - MR6: Annual Meter reading schedule



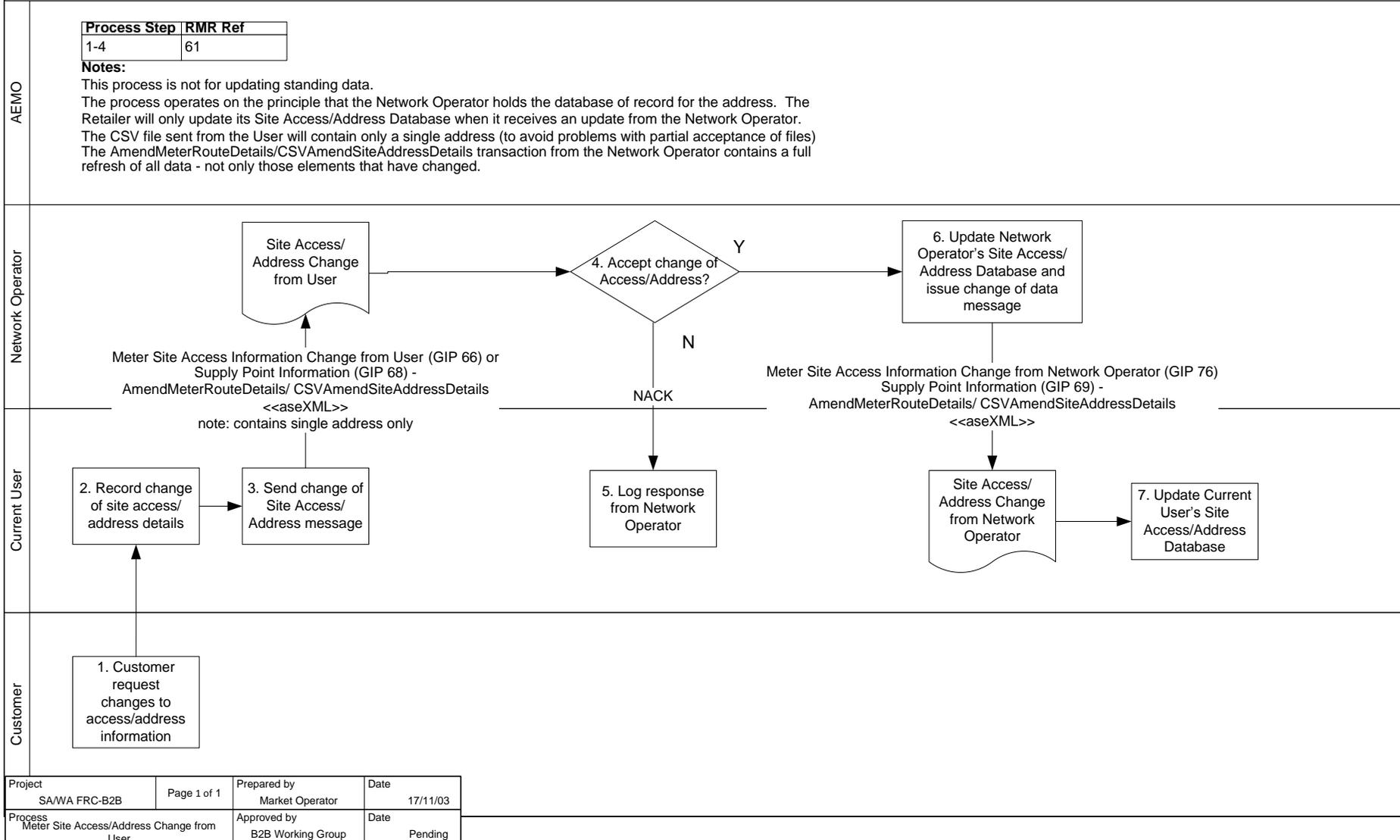
Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Annual Meter reading schedule		Approved by B2B Working Group	Date Pending

Process Flow: MR7: Meter Site Access/Address Change from User (SA)



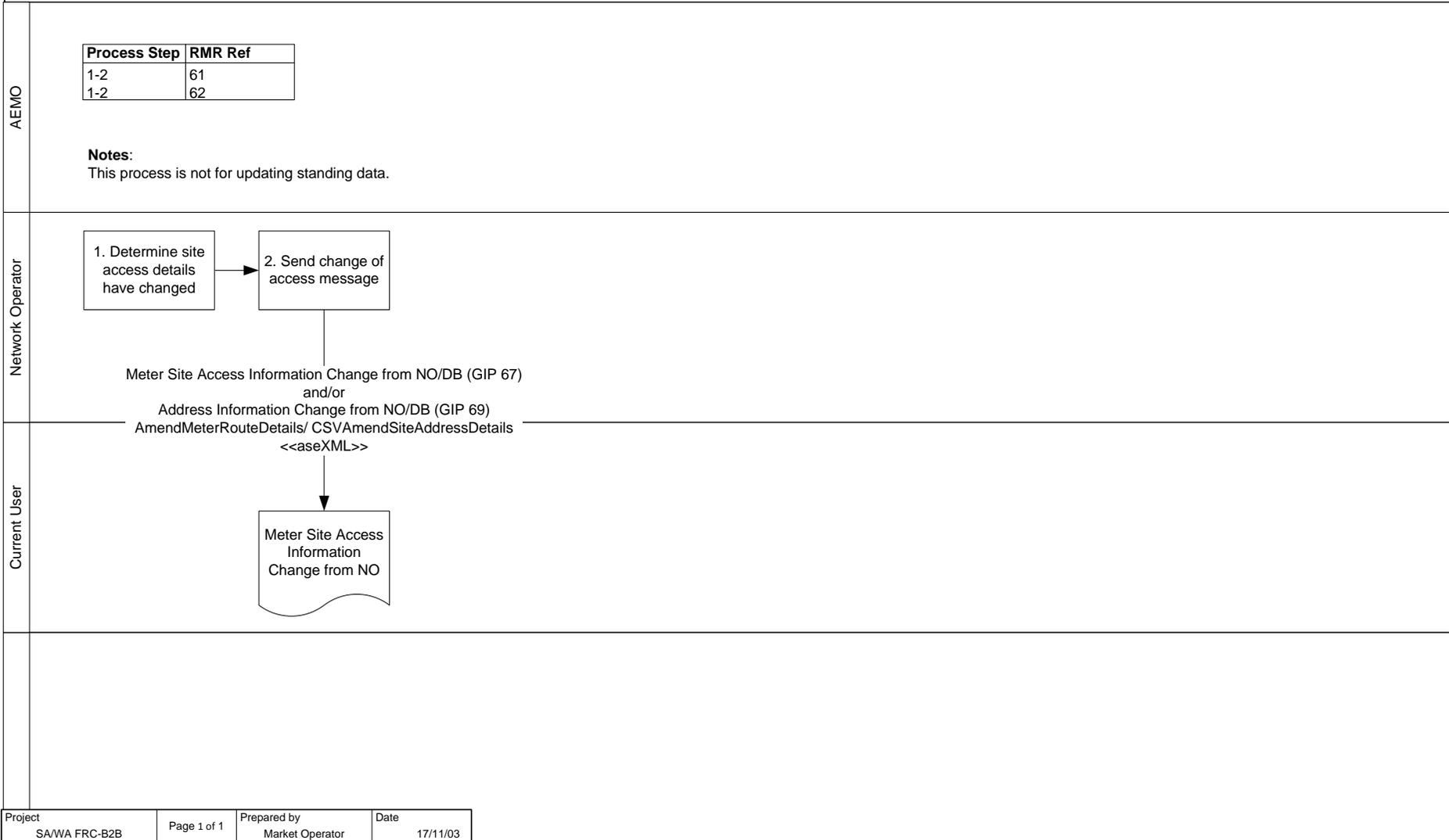
Process Flow: MR7A: Address Change from User (WA)

PF(B2B) - MR7A: Address Change from User (WA only)



Process Flow: MR8: Meter Site Access Change from NO

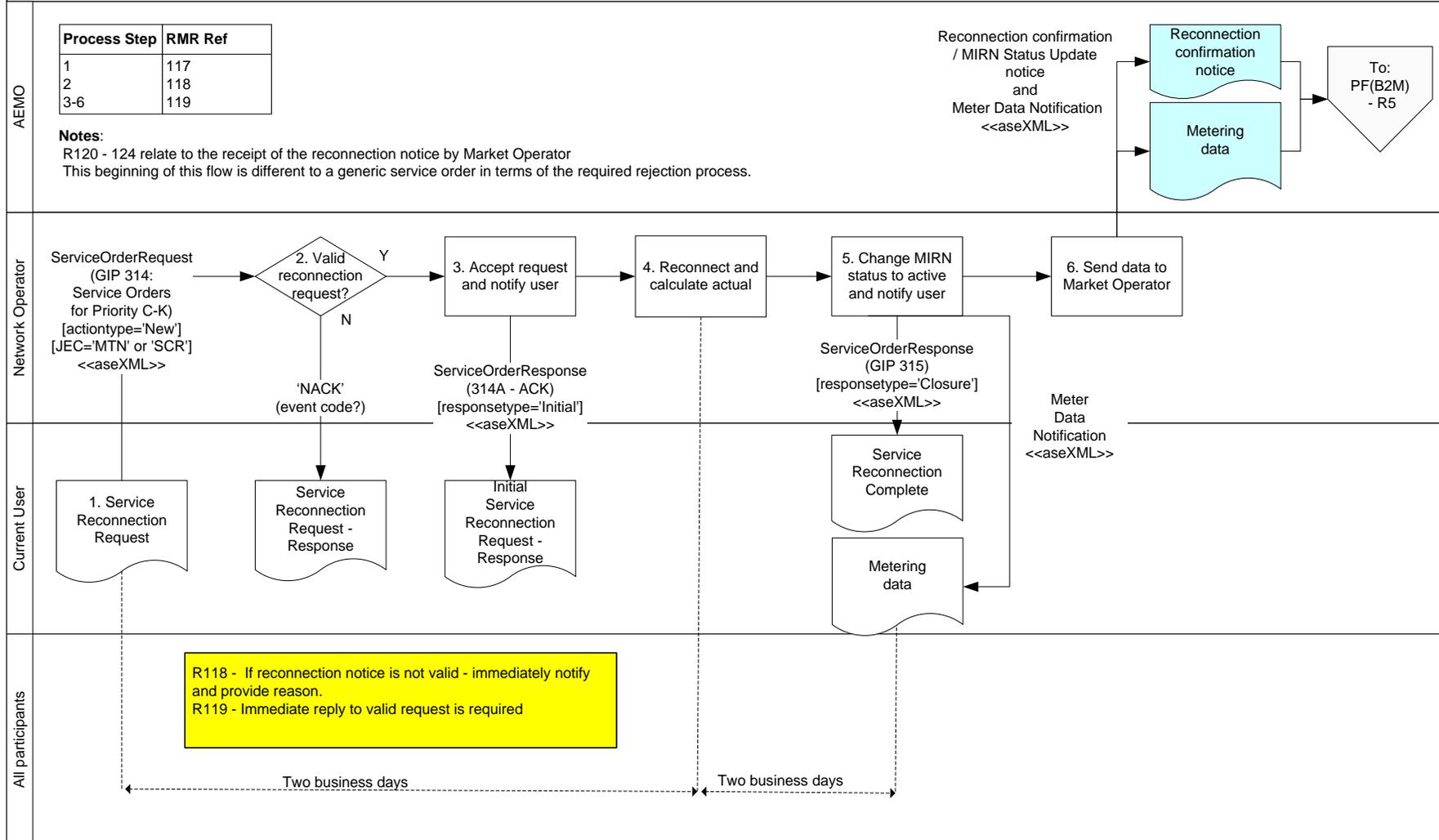
PF(B2B) - MR8: Meter Site Access Change from NO



Project SA/WA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Meter Site Access Change from NO		Approved by B2B Working Group	Date Pending

Process Flow: MR10: Service recommissioning by request (WA)

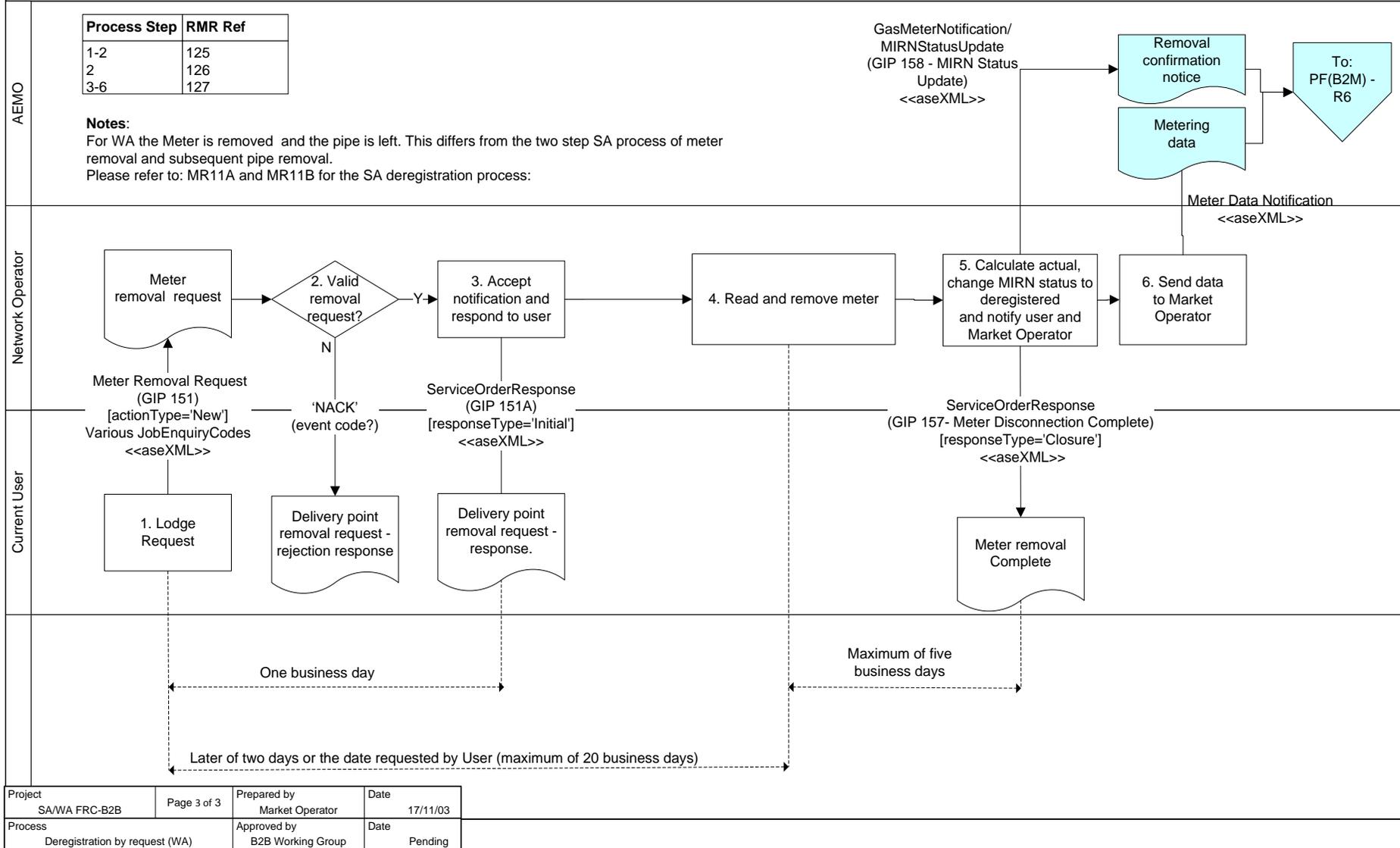
PF(B2B): MR10: Service recommissioning by request



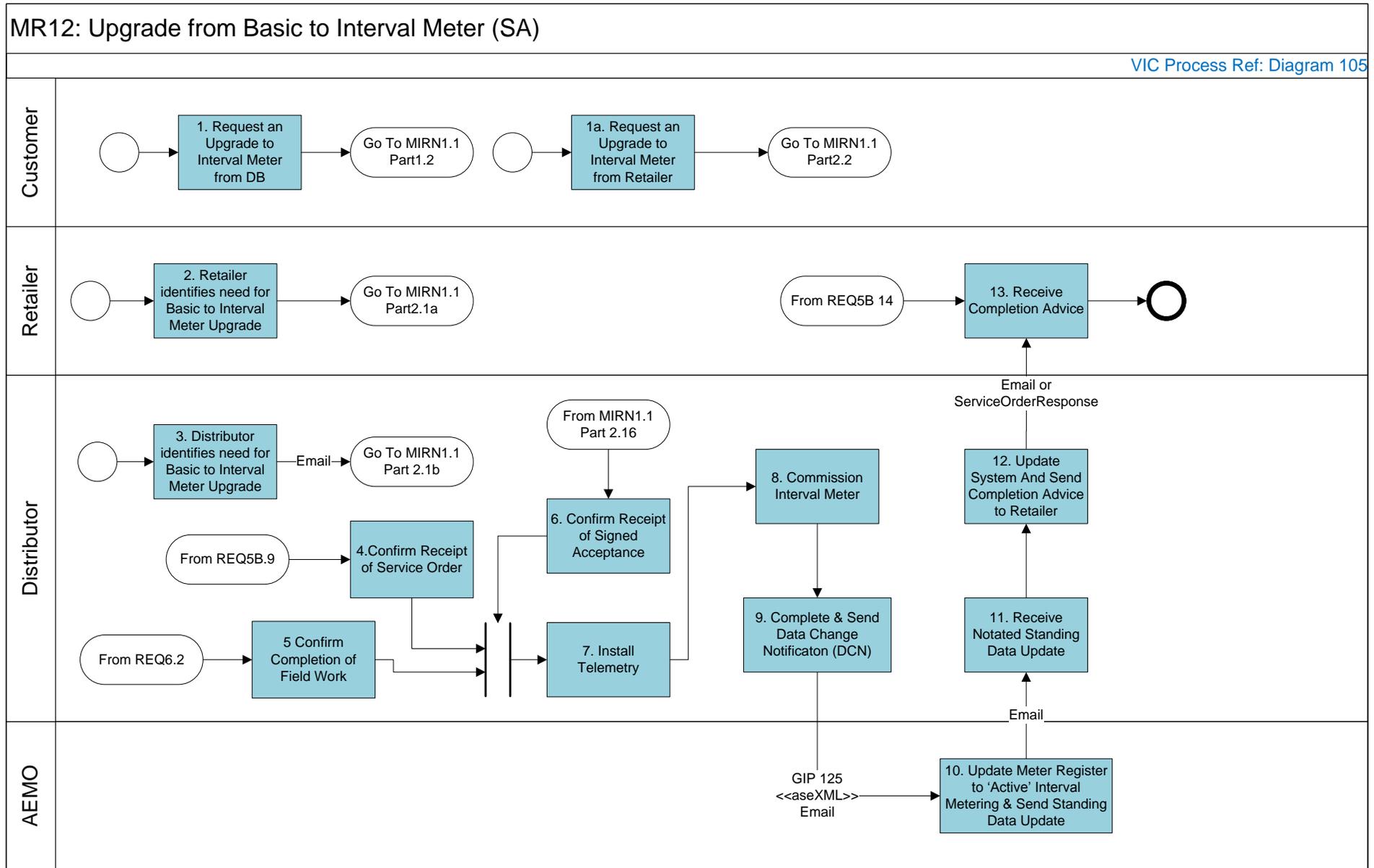
Project	SAWA FRC-B2B	Page 1 of 1	Prepared by	Market Operator	Date	17/11/03
Process	Service recommissioning by request	Approved by	B2B Working Group	Date	Pending	

Process Flow: MR11C: Deregistration by request (WA)

PF(B2B) - MR11C: Deregistration by request (WA)

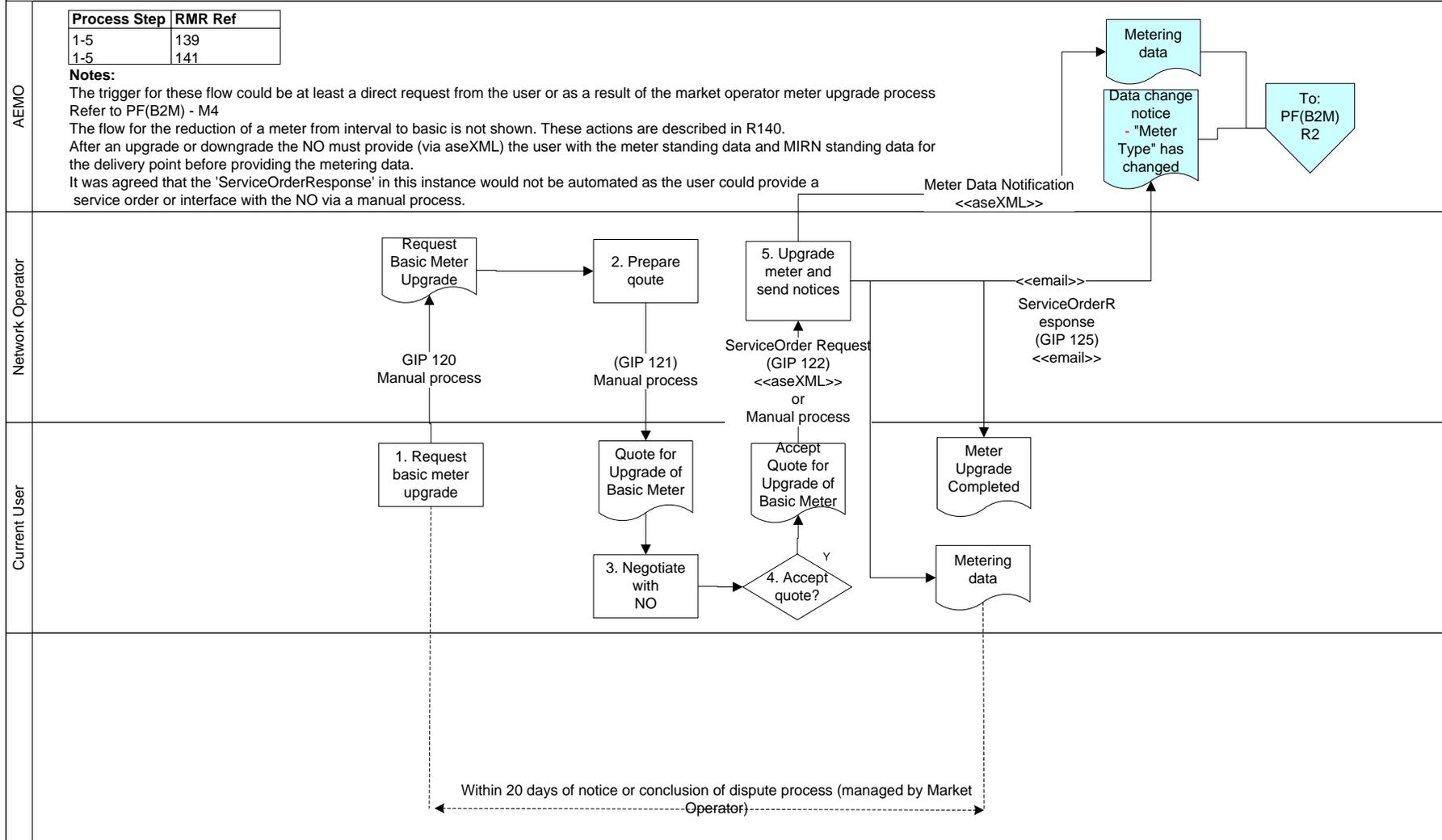


Process Flow: MR12: Upgrade from basic to interval meter (SA)



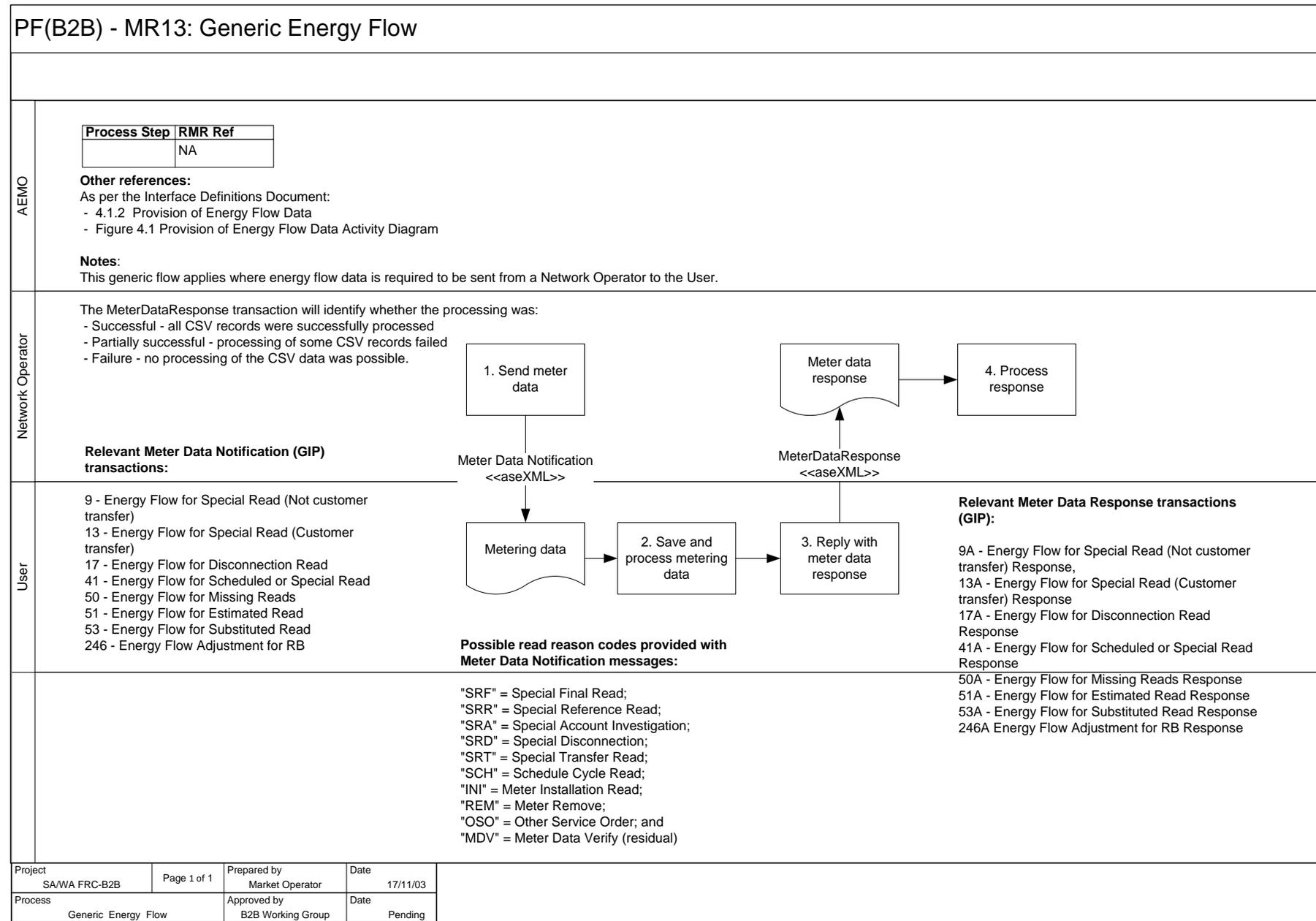
Process Flow: MR12: Upgrade from basic to interval meter (WA)

PF(B2B) - MR12: Upgrade from basic to interval meter

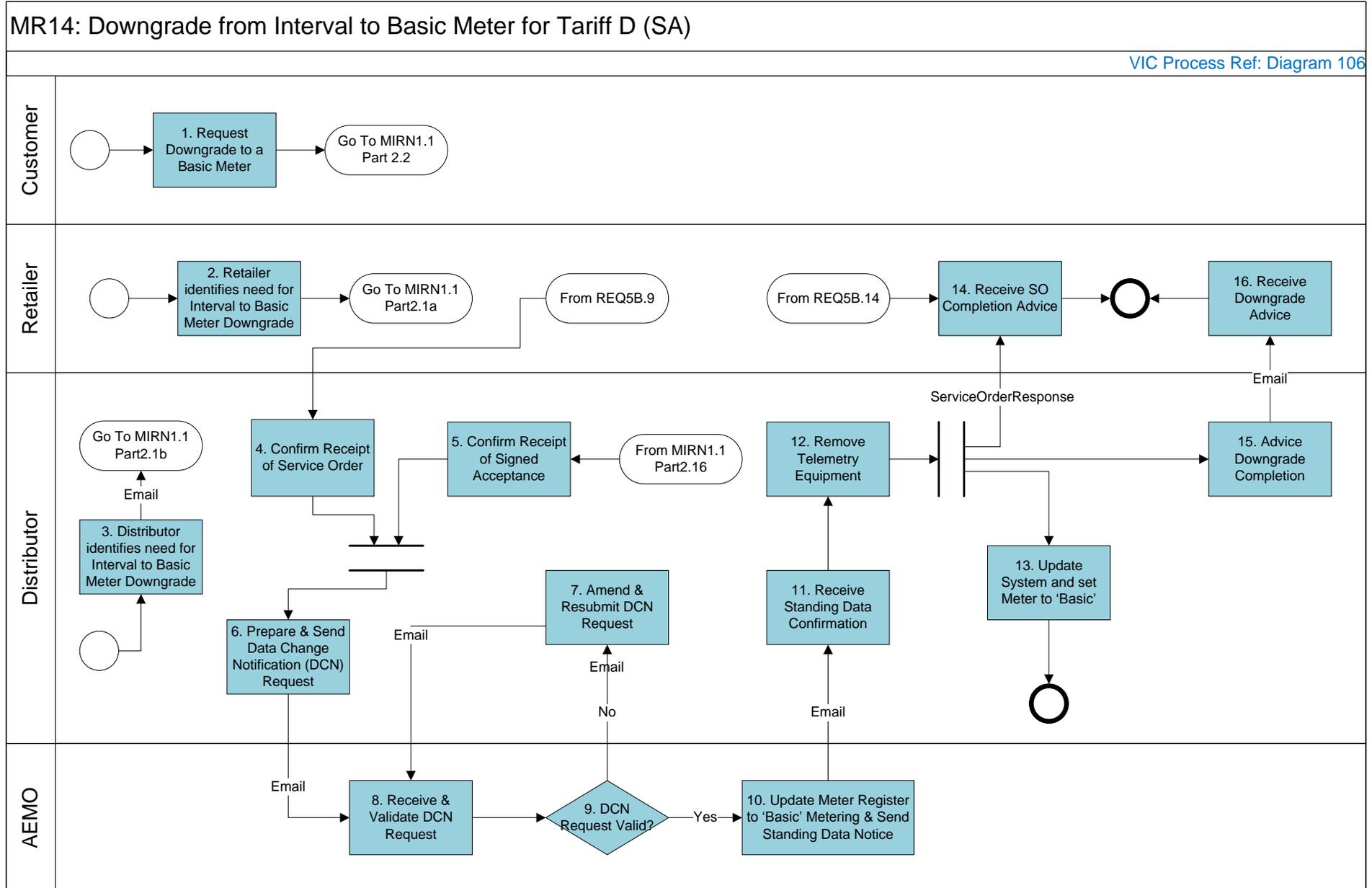


Project SAWA FRC-B2B	Page 1 of 1	Prepared by Market Operator	Date 17/11/03
Process Upgrade from basic to interval meter		Approved by B2B Working Group	Date Pending

Process Flow: MR13: Generic Energy Flow

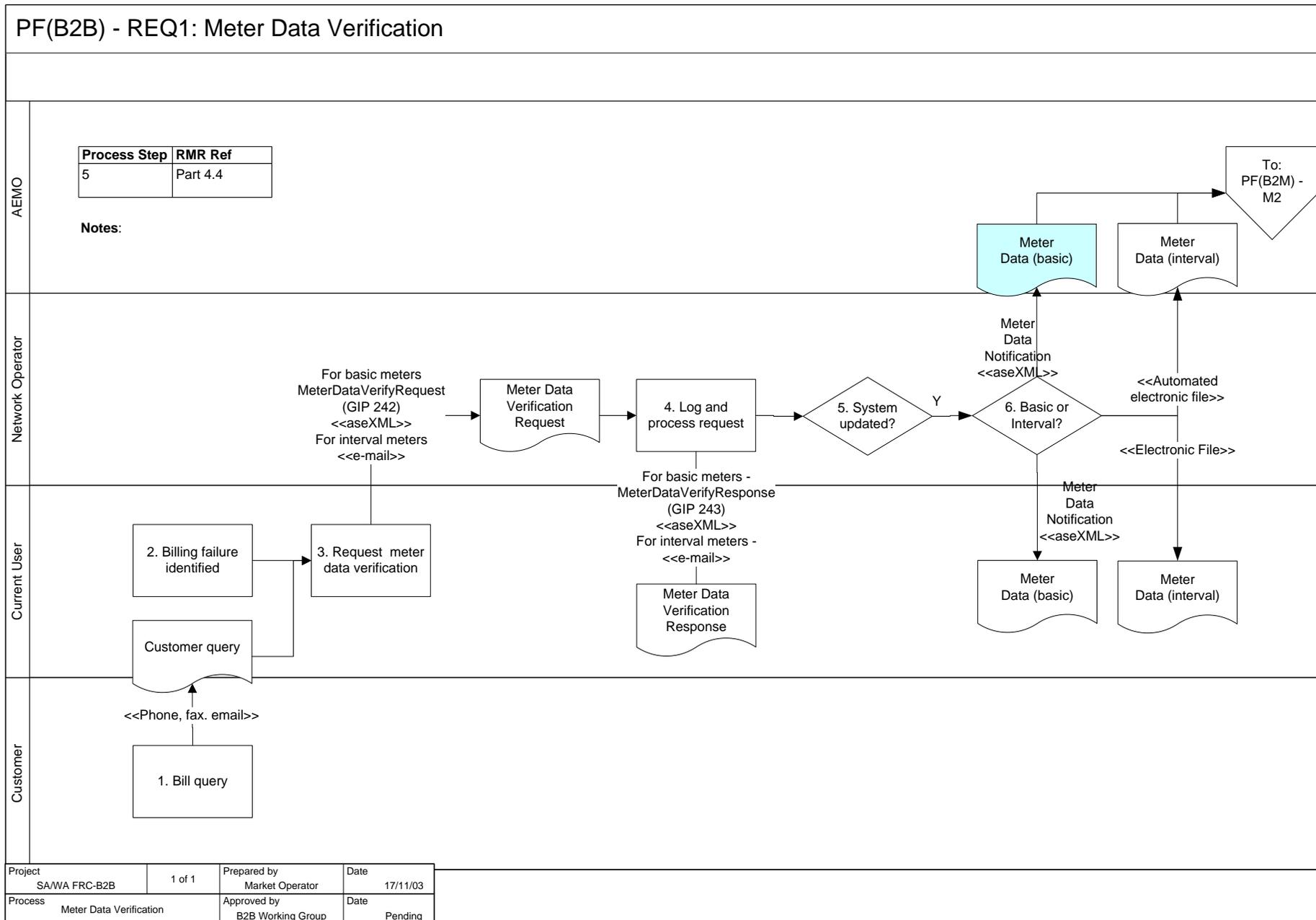


Process Flow: MR14: Downgrade from Interval to Basic for Tariff D (SA)

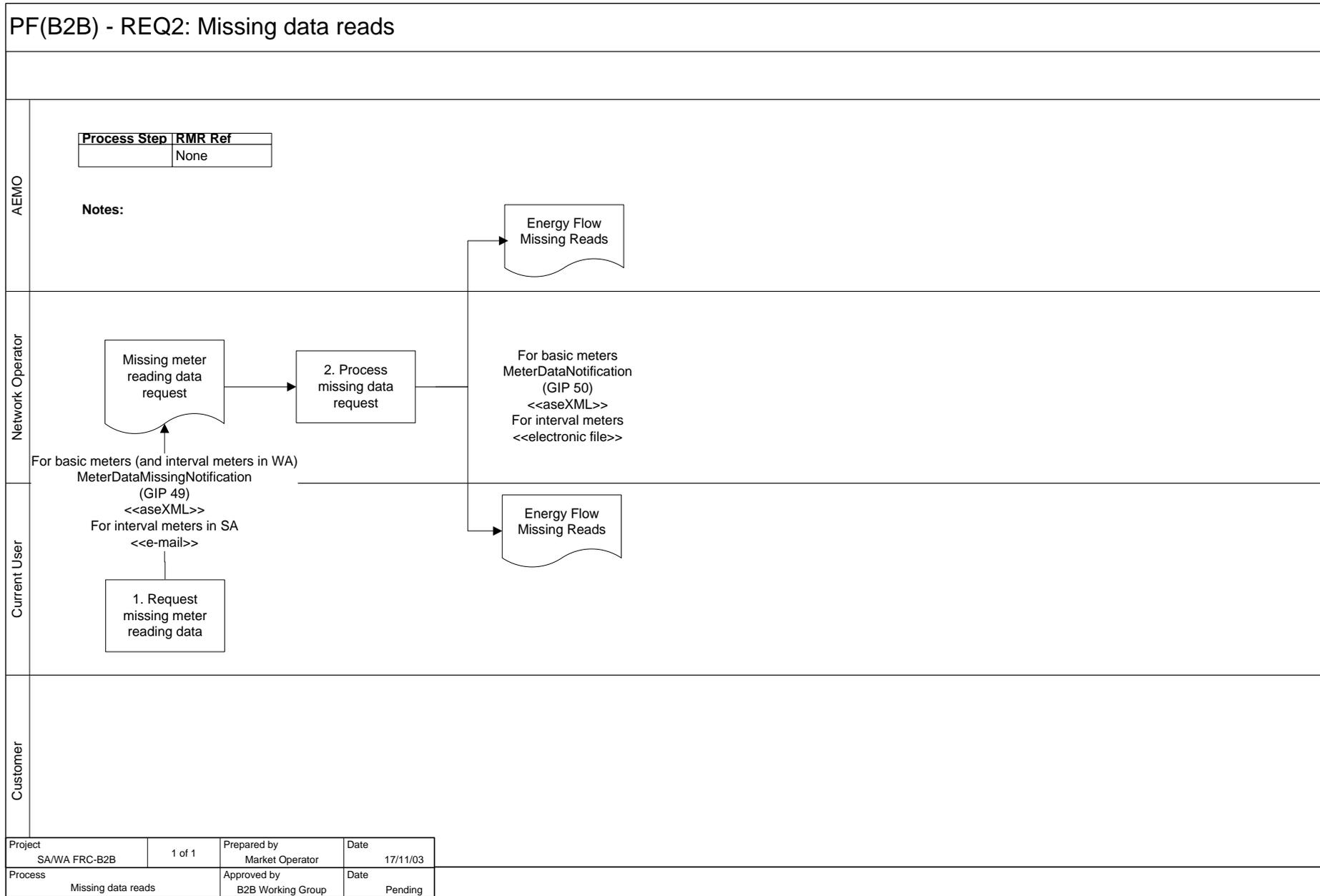


Requests and Service Orders

Process Flow: REQ1: Meter Data Verification

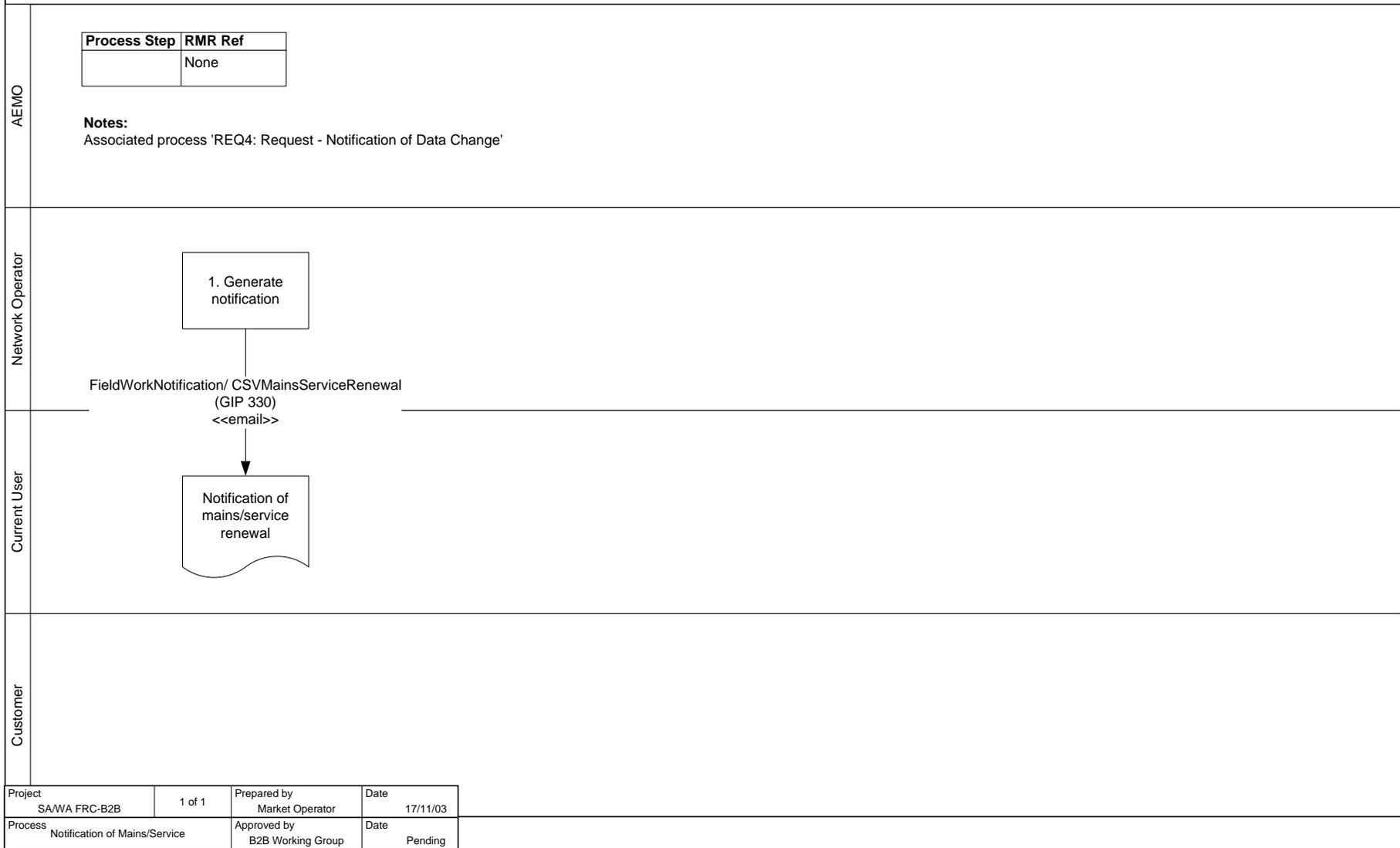


Process Flow: REQ2: Missing data reads



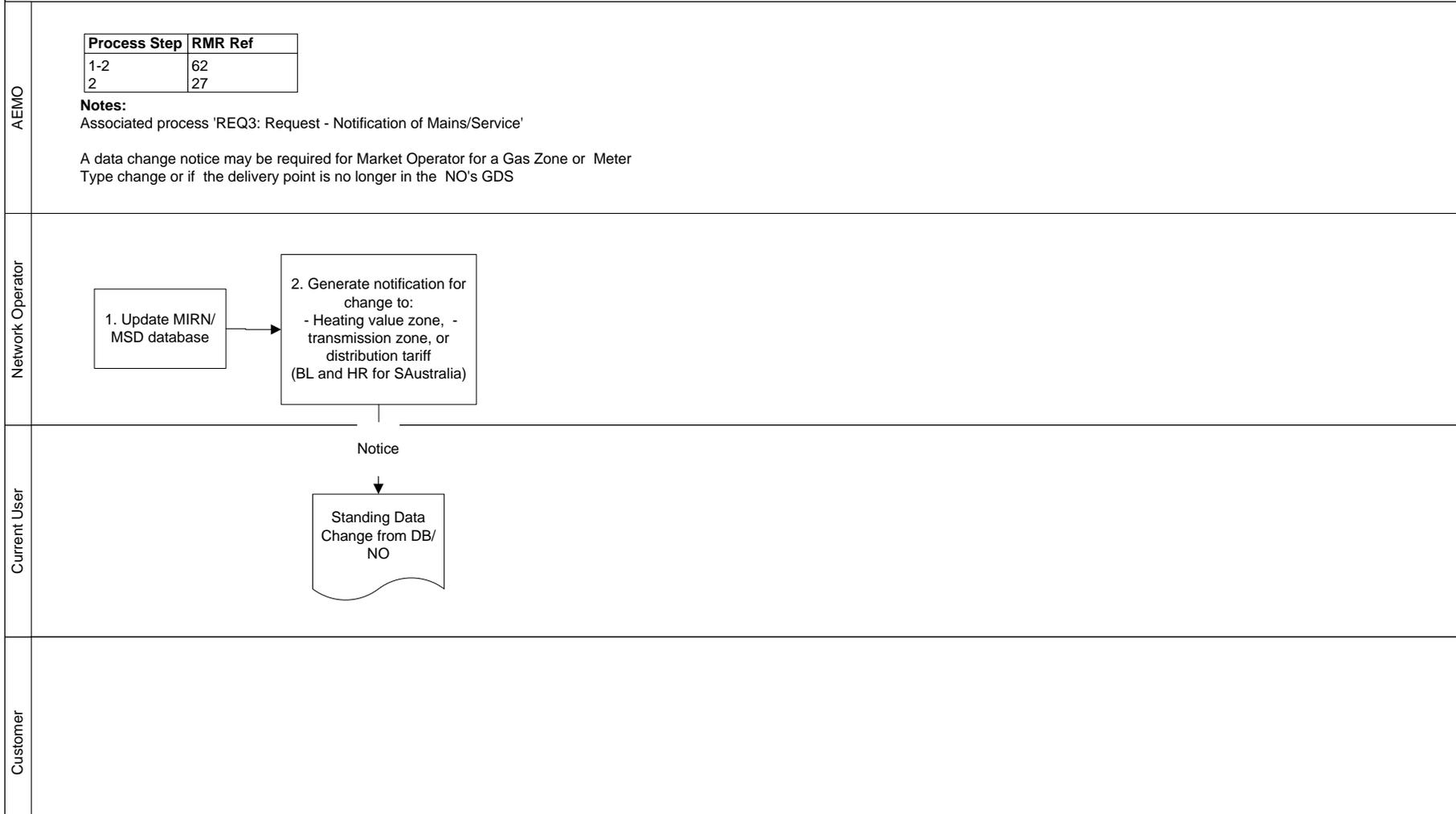
Process Flow: REQ3: Notification of Mains/Service

PF(B2B) - REQ3: Notification of Mains/Service



Process Flow: REQ4: Notification of Data Change

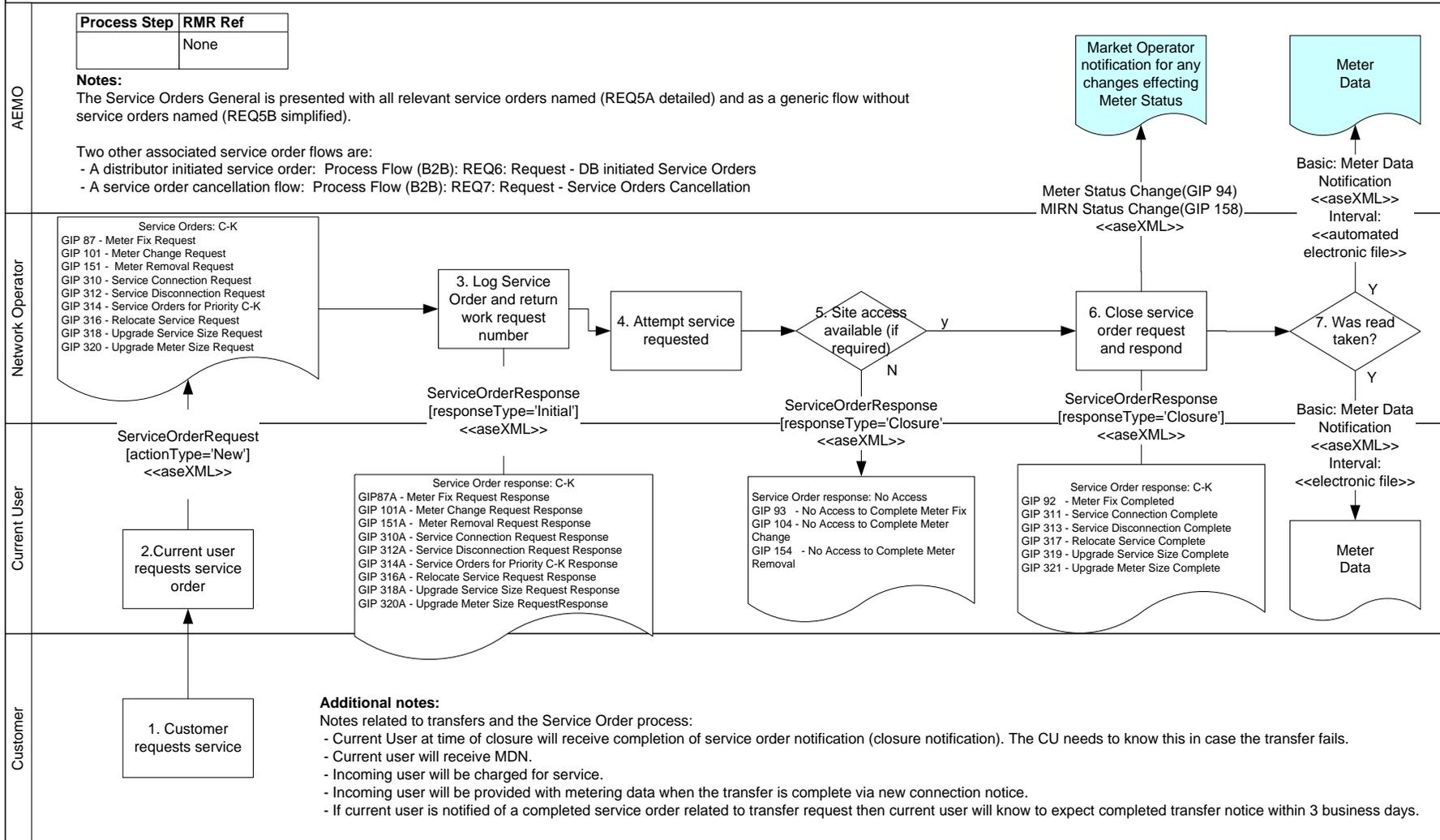
PF(B2B) - REQ4: Notification of Data Change



Project SA/WA FRC-B2B	1 of 1	Prepared by Market Operator	Date 17/11/03
Process Notification of Data Change		Approved by B2B Working Group	Date Pending

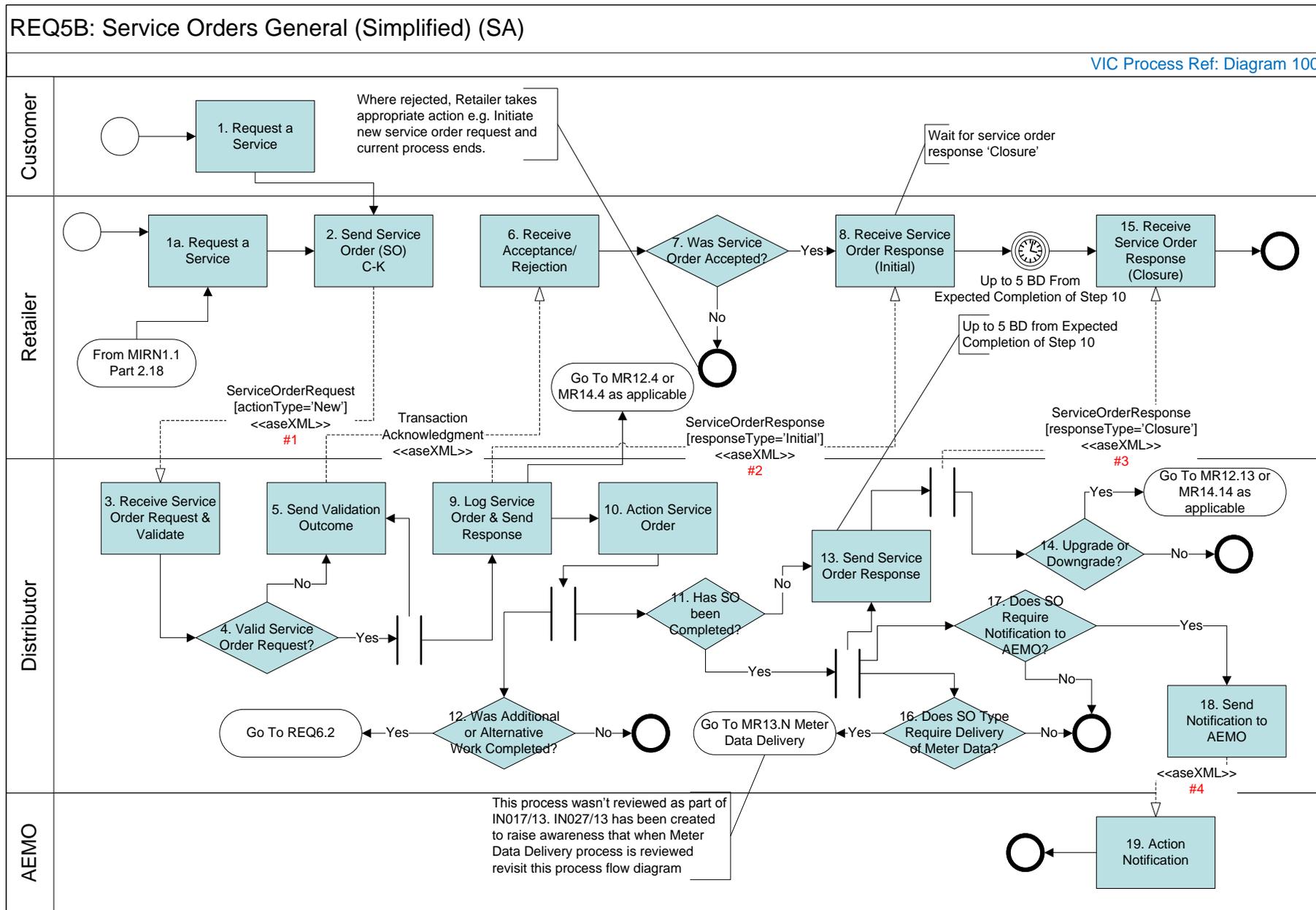
Process Flow: REQ5A: Service Orders General (detailed) WA

PF(B2B) - REQ5A: Service Orders General (detailed)



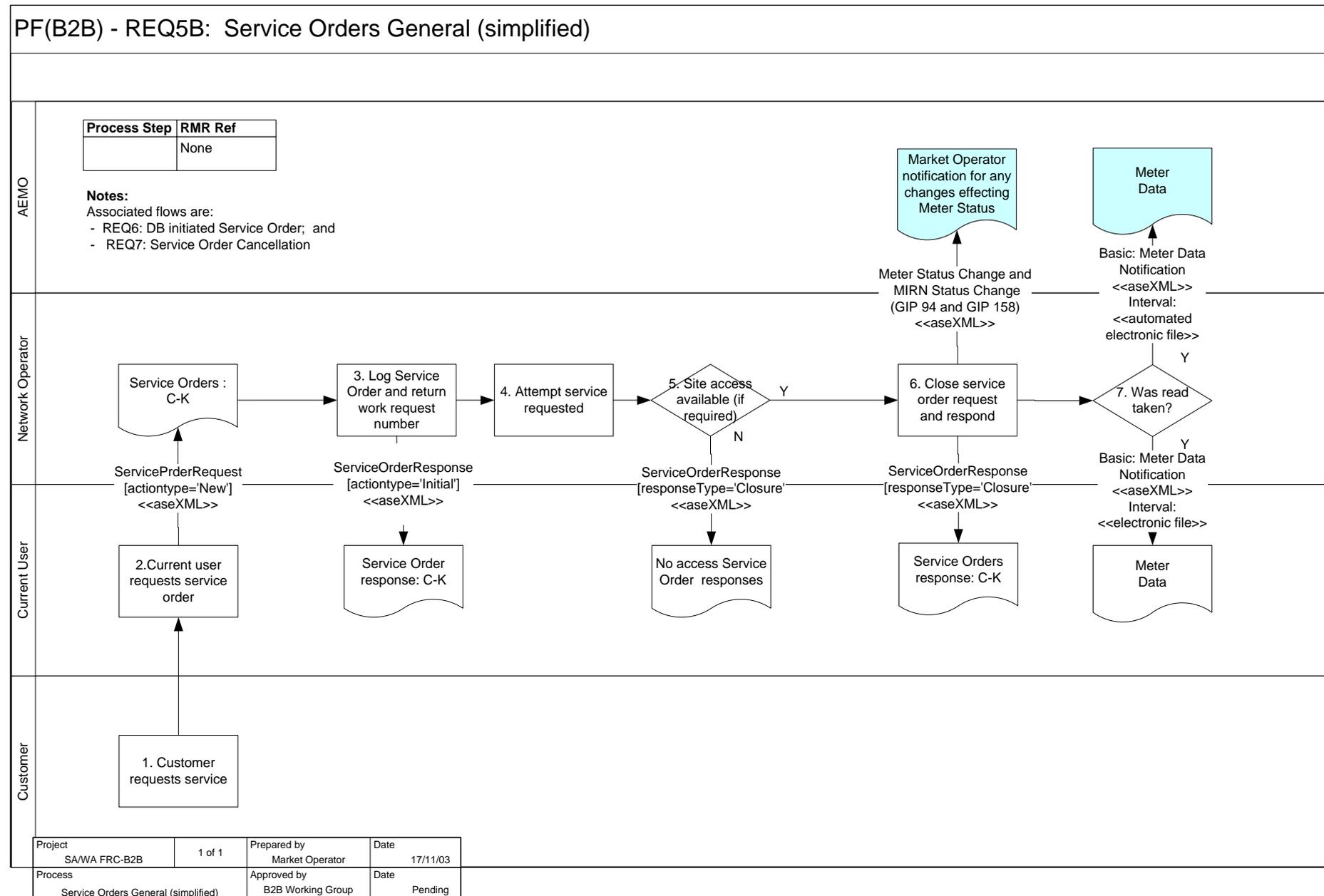
Project	SA/WA FRC-B2B	1 of 1	Prepared by	Market Operator	Date	17/11/03
Process	Service Orders General (detailed)		Approved by	B2B Working Group	Date	Pending

Process Flow: REQ5B: Service Orders General (SA - simplified)



#1, 2, 3 & 4 Refer to REQ5B Det for the transactions involved

Process Flow: REQ5B: Service Orders General (WA - simplified)



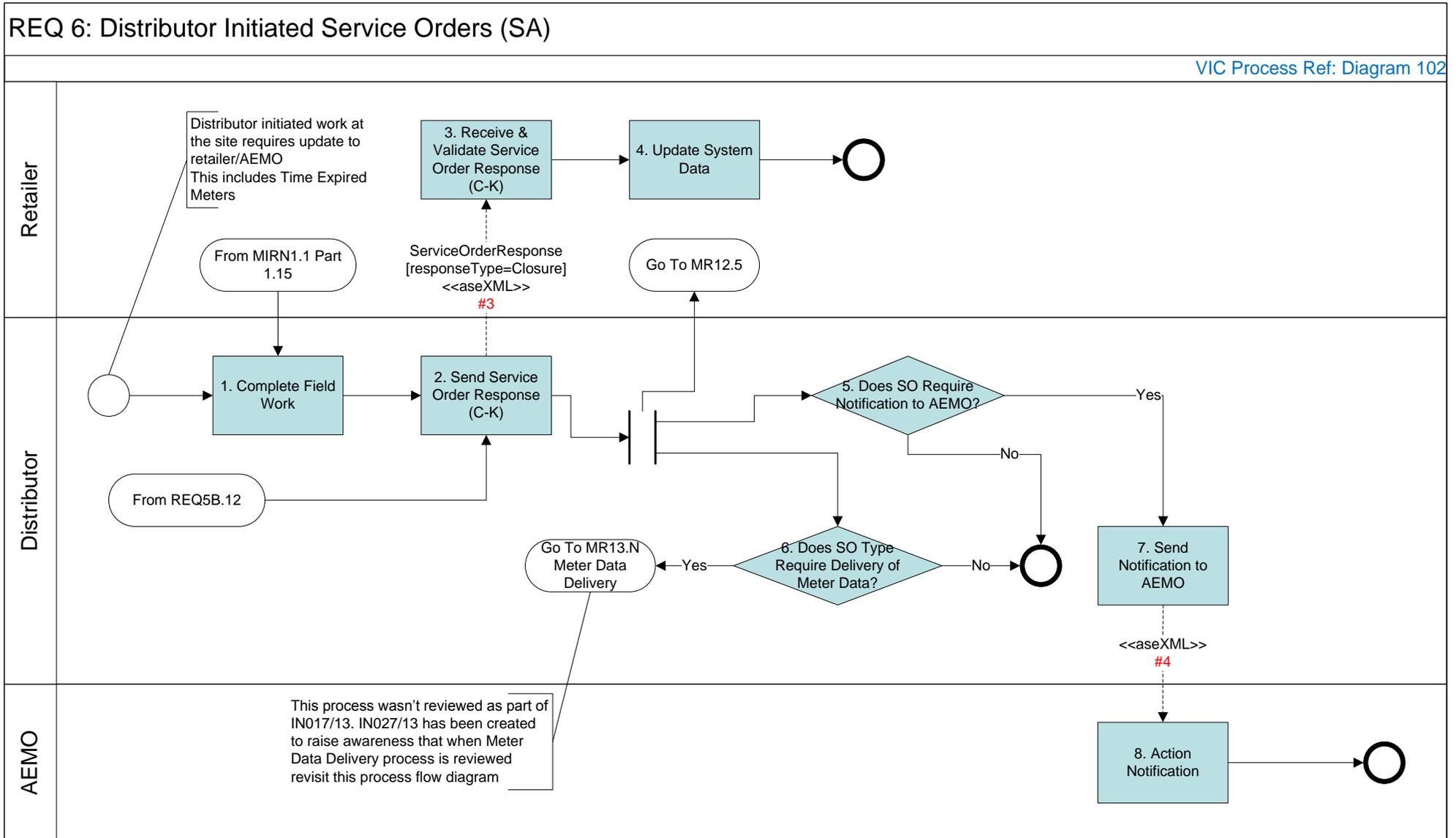
REQ5B: Det: Service Orders Transaction Table (SA)

REQ5B Det: Service Order Transaction Table

#1 Service Orders Request C-K	#2 Service Order Response C-K (Initial)	#3 Service Order Response C-K (Final)	#4 Status Change Response
GIP 87 - Meter Fix Request (JEC = MFX)	GIP 87A - Meter Fix Request Response	GIP 92 - Meter Fix Completed	GIP 94 - Meter Fix Notification
		GIP 93 - No Access to Complete Meter Fix	
GIP 101 - Meter Change Request (JEC = MCH)	GIP 101A - Meter Change Request Response	GIP 104 - No Access to Complete Meter Change	
		GIP 108 - Meter Change Completed	
		GIP 125 - Meter Upgrade Completed	
GIP 151 - Meter Removal Request (JEC = MRM)	GIP 151A - Meter Removal Request Response	GIP 154 - No Access to Complete Meter Removal	GIP 158 - MIRN Status Update Notification
		GIP 157 - Meter Removal Completed	
GIP 310 - Service Connection Request (JEC = SCR)	GIP 310A - Service Connection Request Response	GIP 311 - Service Connection Complete	
GIP 312 - Service Disconnection Request (JEC = SDR)	GIP 312A - Service Disconnection Request Response	GIP 313 - Service Disconnection Complete	GIP 158 - MIRN Status Update Notification
GIP 314 - Service Orders for Priority C-K (JEC = All JEC's)	GIP 314A - Service Orders for Priority C-K Response	GIP 315 - Service Orders Completed for Priority A-K	
GIP 316 - Relocate Service Request (JEC = RSR)	GIP 316A - Relocate Service Request Response	GIP 317 - Relocate Service Complete	
GIP 318 - Upgrade Service Size Request (JEC = USR)	GIP 318A - Upgrade Service Size Request Response	GIP 319 - Upgrade Service Size Complete	
GIP 320 - Upgrade Meter Size Request (JEC = UMS)	GIP 320A - Upgrade Meter Size Request Response	GIP 321 - Upgrade Meter Size Complete	

JEC = Job Enquiry

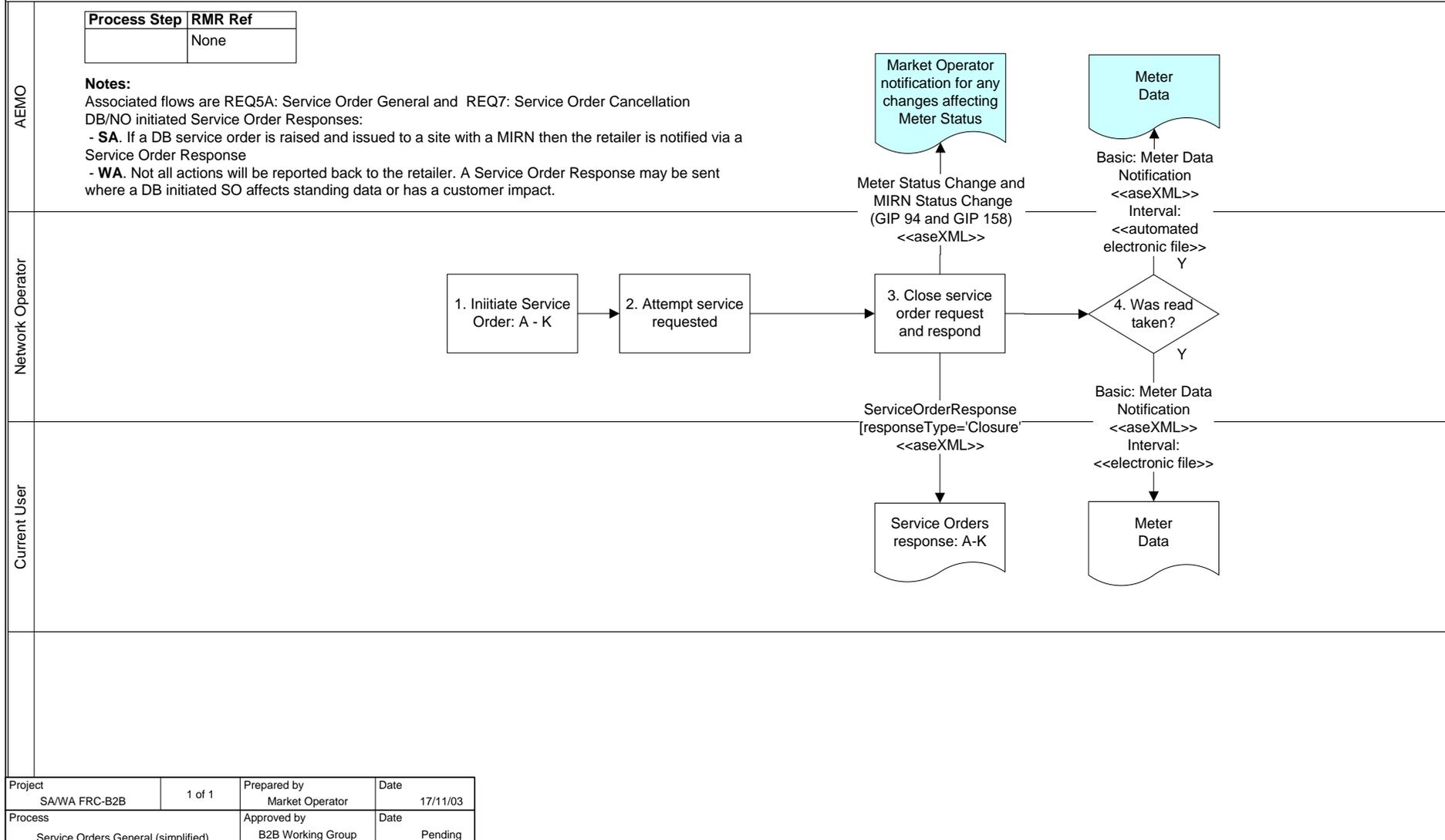
Process Flow: REQ6: DB initiated Service Orders (SA)



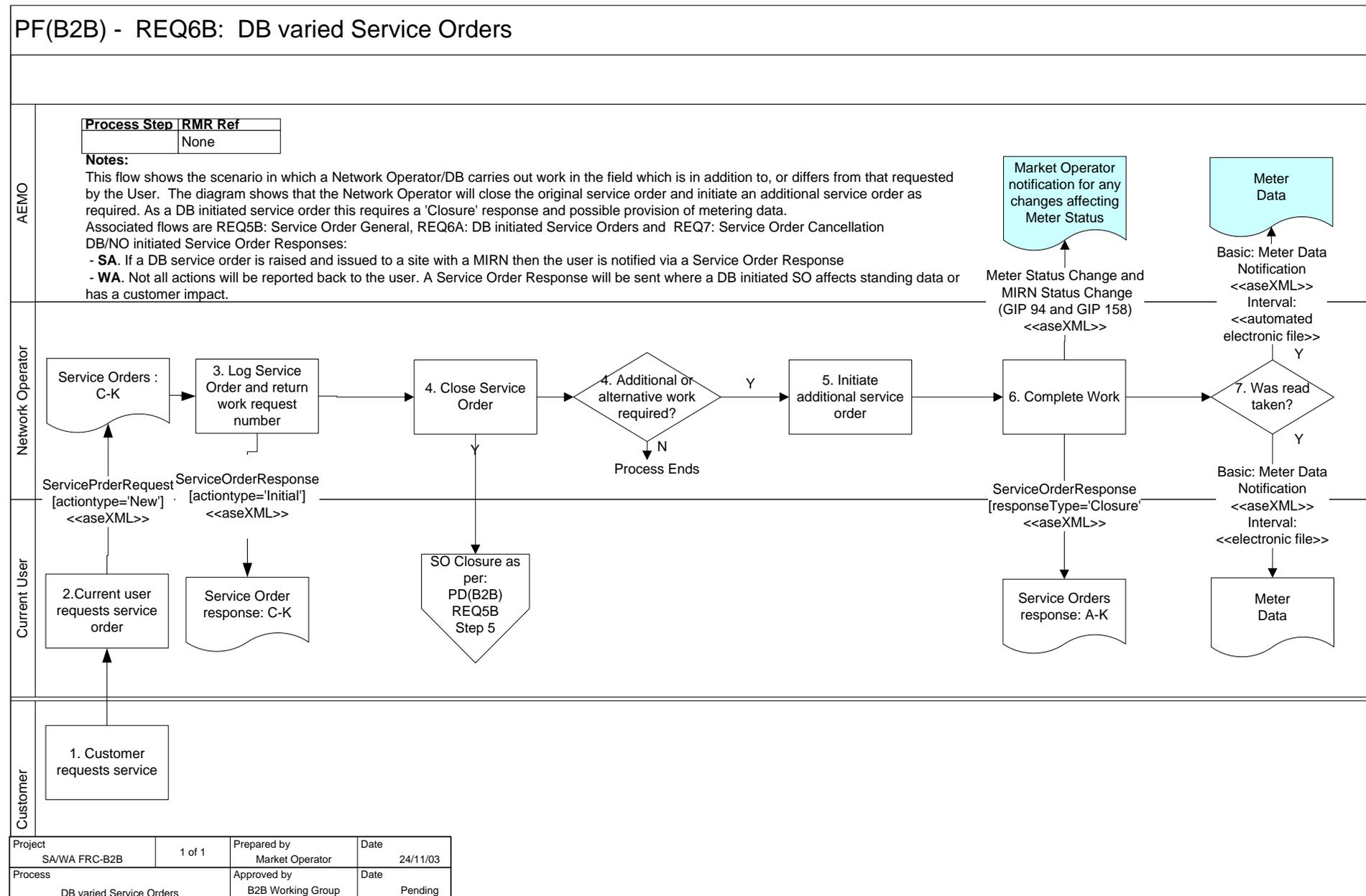
#3 & 4 Refer to REQ5B Det for the transactions involved

Process Flow: REQ6: DB initiated Service Orders (WA)

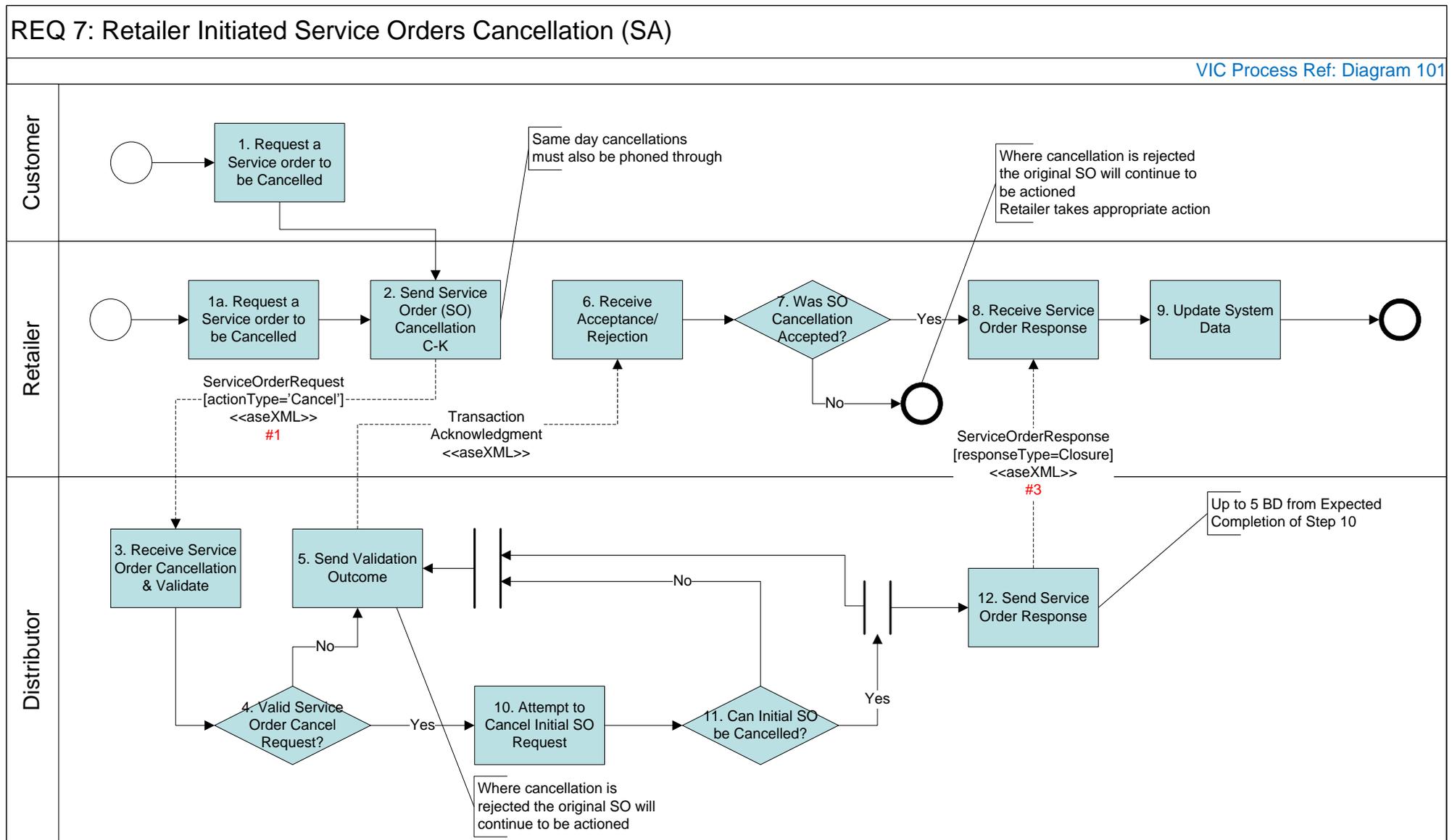
PF(B2B) - REQ6: DB initiated Service Orders



Process Flow: REQ6B: DB varied Service Orders WA

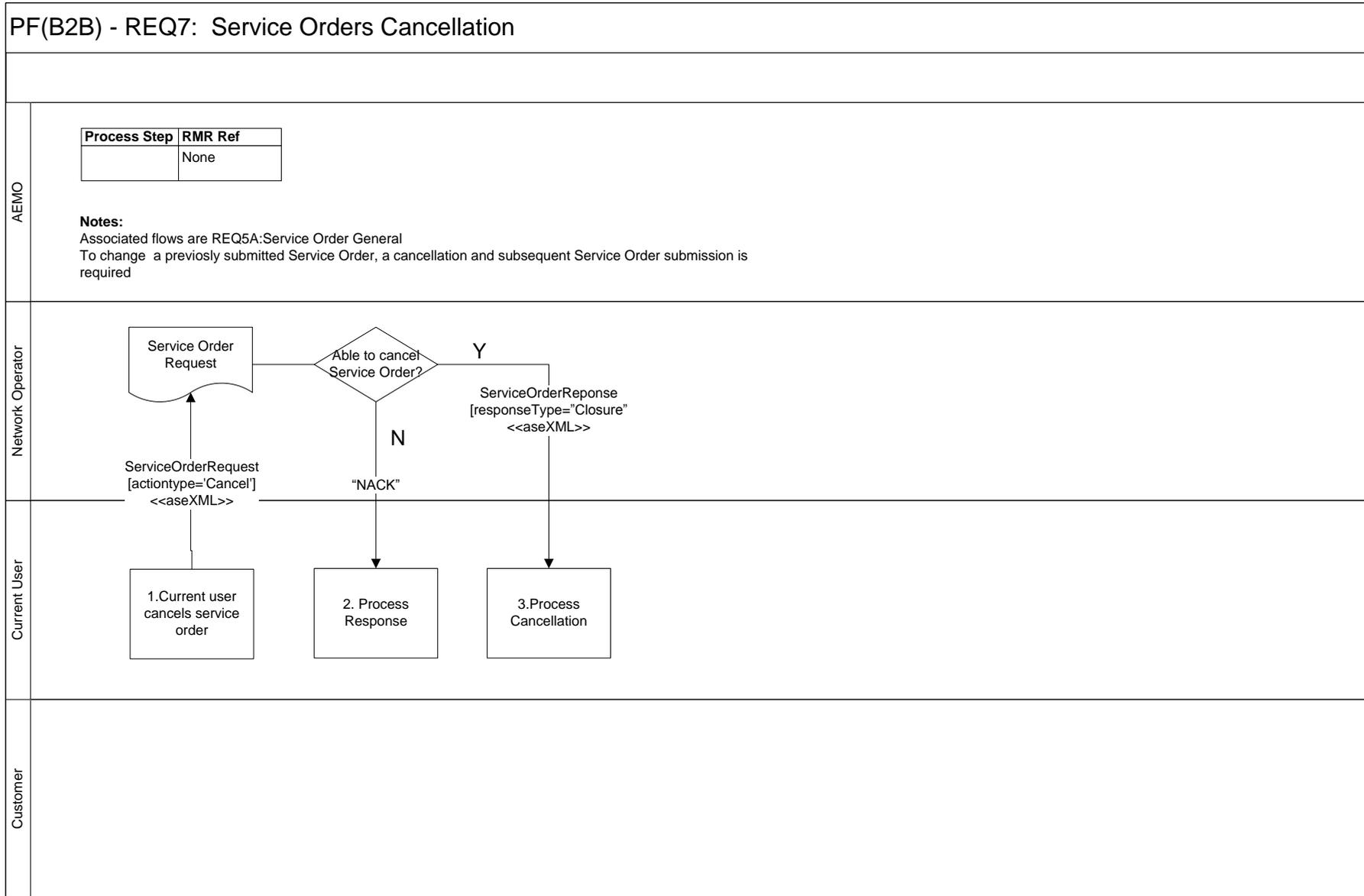


Process Flow: REQ7: Retailer Initiated Service Orders Cancellation (SA)



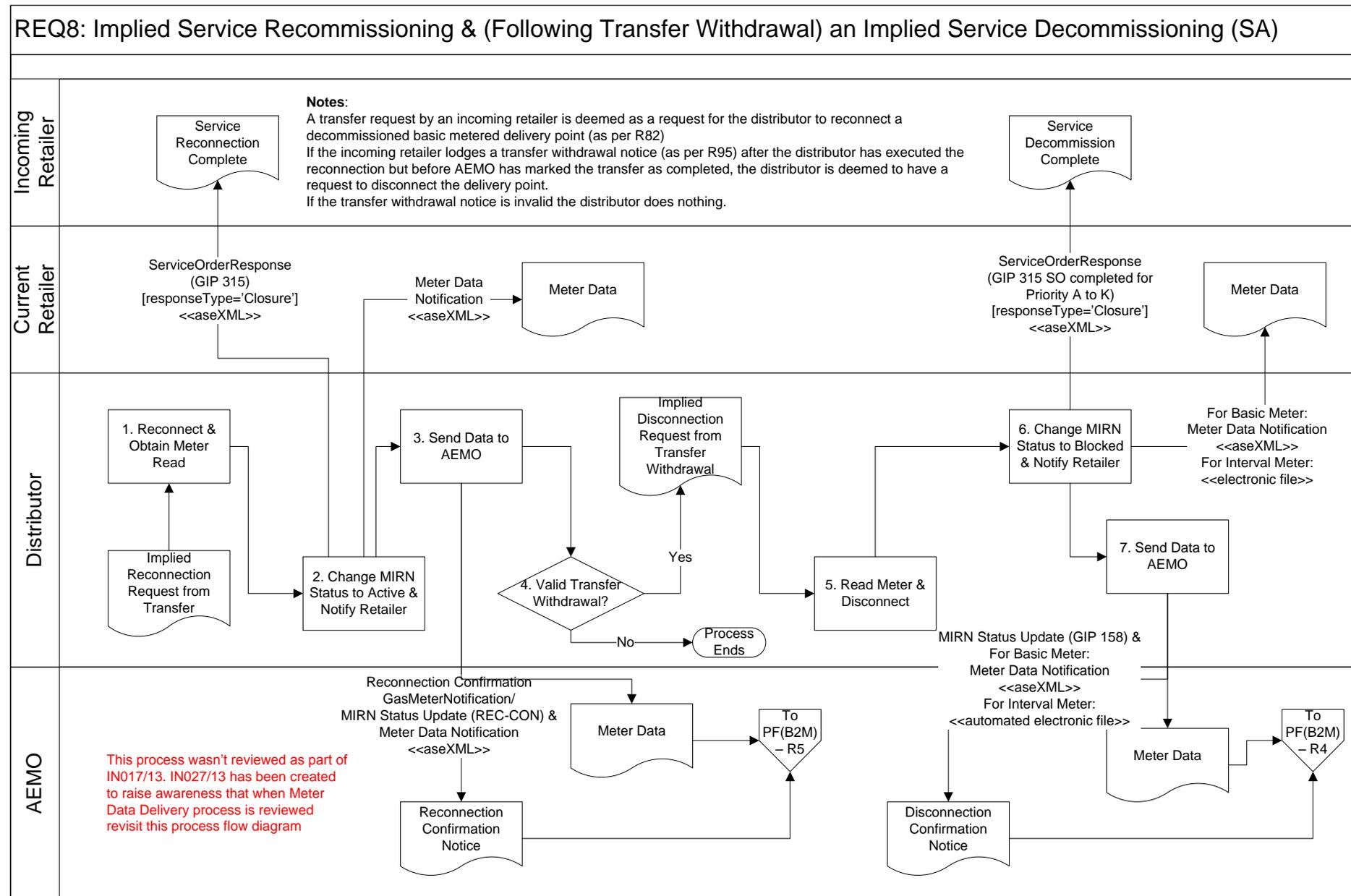
#1 & 3 Refer to REQ5B Det for the transactions involved

Process Flow: REQ7: Service Orders Cancellation (WA)



Project SAWA FRC-B2B	1 of 1	Prepared by Market Operator	Date 14/11/03
Process Service Orders Cancellation		Approved by B2B Working Group	Date 14/11/03

Process Flow: REQ8: Implied service recommissioning and (following transfer withdrawal) an implied service de-commissioning (SA)



Process Flow: REQ8: Implied service re-commissioning and (following transfer withdrawal) an implied service de-commissioning (WA)

PF(B2B): REQ8: Implied service re-commissioning and (following transfer withdrawal) an implied service decommissioning

