B2B Guide

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: *Origin Energy*

Completion Date: *2 December*

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<tr><th>Clause</th><th>Heading</th><th>Comments</th></tr>
<tr><td>1.2 (a)</td><td>Document Control</td><td>Whilst the document can be updated without formal consultation need to clarify how it is then communicated to participants ahead of the changes taking effect. All participants will have system change lead times to assess and implement a possible change to the guide</td></tr>
<tr><td>1.2 (c)</td><td>Document Control</td><td>Need the industry working group to be in place to manage any proposed changes post consultation and pre Dec 1, 2017– what is the timeline and process for this to be implemented</td></tr>
<tr><td>3.3 (f)</td><td>Notified Parties</td><td>Hyperlink missing</td></tr>
<tr><td>4 Table 1</td><td>Table of B2B Communications</td><td>
<table>
<tr><td>Service Orders</td><td>De-energisation</td><td>Supply Isolation</td><td>De-Energise the customer upstream of the point of attachment</td><td>RB</td><td>DB</td><td>MDP & MP or MC</td></tr>
<tr><td>Service Orders</td><td>Special Read</td><td>Blank</td><td>Perform a field visit to obtain a meter reading</td><td>RB</td><td>MDP (or DB for Type 5/6)</td><td>X</td></tr>
<tr><td>Service Orders</td><td>Special Read</td><td>Check Read</td><td>Perform a field visit to obtain a meter reading</td><td>RB</td><td>MDP (or DB for Type 5/6)</td><td>X</td></tr>
<tr><td>Service Orders</td><td>Special Read</td><td>Final Read</td><td>Perform a field visit to obtain a meter reading</td><td>RB</td><td>MDP (or DB for Type 5/6)</td><td>X</td></tr>
<tr><td>Service Orders</td><td>Miscellaneous Services</td><td>NO SUB TYPE - Ignore if populated</td><td>An ad-hoc service request</td><td>Any</td><td>Any</td><td>Any</td></tr>
<tr><td>Customer and</td><td>Customer Details</td><td>No Sub type</td><td>Request from a DNSP or an MP to a</td><td>DB or MP</td><td>RB</td><td>X</td></tr>
</table>
Special Read purpose should read as ‘ obtain read’ shouldn’t be specific to say ‘perform field visit’ as not always required and will not be for Type 4 meters
</td></tr>
<tr><td>5.1.2</td><td>Adds and Alts</td><td>Jurisdictional regulators, Industry groups need to be accountable to educate their members on the requirements on industry</td></tr>
</table>

		process / paperwork
5.1.4	Service order coordination	Support the coordination process but remove the examples as it could be interpreted as only being applicable in these cases
5.2.7	Pre Installation Request	This should be allowable for a FRMP as it will significantly help in planning meter exchanges before the work is issued to MP's. Knowledge of site characteristics, locks, access, hazard would all be useful to know when planning a meter roll out.
6.2.3.1	Initiating a Customer Details Notification	~~(ii) At completion of an Allocate NMI where the customer details and access requirements are assigned to the new NMI, or;~~ Retailers generally will trigger a customer details notification when an account is established for a customer. This requires the metering to be in place and connected therefore it isn't feasible to send a CDN at the Allocate NMI stage as this is just a request for a NMI and roles for that site.