NMI Standing Data Review

Summary Pack – Pre-consultation meeting
December 2018

Context

On 14 November 2018 AEMO ran a workshop attended by 60 participants in Melbourne. The workshop was carried out with the following goals:

- ✓ To explore how the NMI Standing Data is used by industry and AEMO, and how the use is evolving with new industry reforms

- ✓ To provide insights to feed into the issues paper to support the consultation required to make the necessary changes

- ✓ For industry to provide AEMO a view on NMI Standing Data key issues and identify where further work may need to be done prior to the formal consultation in early 2019

This document provides a summary of the activities undertaken and captures some of the insights provided by participates.

Please note that all information in this package is indicative only and reflects the materials collected, informal discussions and recollection of the facilitators at the various locations.

Sessions

A	**Introduction** to the Workshop and to the NMI Standing Data Review
B	**Principles** for the Review
C	How can we **enhance retail outcomes** for consumers using NMI Standing Data?
D	**Metering** – standing data support for the backbone of our market
E	How can we provide better support for **embedded networks** using NMI Standing Data?
F	New and changed **roles and obligations** – can you do your role with existing standing data?
G	**Reporting and NMI Discovery** – participants need to get their information – changes needed?
H	Day wrap up and next steps

SESSION A: Why is the NMI standing data being reviewed

- NMI Standing Data was largely defined for NEM start, and reviewed for FRC start

- There have been key new reforms that have extended the level of competition in the retail and services market, and as a consequence new obligations, roles and participants

- There are new reforms underway to further impact these considerations

- Need to review the NMI Standing Data:
  - Complete, accurate and useful
  - Fit for purpose
  - Support new roles and initiatives

SESSION B: Principles for review

Attendees where asked to set the ground rules for the review:

- What standing data is needed to support new/changed roles?

- What standing data is needed to support new industry reforms?

- What are the options and rationalise (where required) through consultation

- Can we eliminate "Optional" fields?

- What about "free text" fields? Potential to move to structured fields?

- Are there any 'no-go' areas?

SESSION B: Principles for review

Summary:

- No change for the sake of change
- No optional data fields – mandatory or required only
- Balance between structure and free text
- Enforce NMI standing data procedures – data quality is an issue
- Market needs to be more of an enabler of service provision
- Traffic limitations major issue for all parties

- Quality and availability of data
- Standardisation of fields
- Compliance to be considered
- Fit for purpose
- Customer experience
- Reporting
- Retrospective population of data
- NO customer details in MSATS
- NMI discovery – full access for MC and ENM
- Which participant roles own the data, who can provide initial data set, who can provide ongoing.

The Future:
- Real time updates in Market systems
- Efficient, real time
- Bulk upload to be available to participants with no AEMO intervention
- Customer facing vs Participant facing data

SESSION C: How can we enhance retail outcomes for consumers using NMI Standing Data?

➔ *Better information about consumers will lead to improved retail experiences*

NMI Standing Data is a key tool that participants have to understand consumers and their needs. Can we improve what we know about the customer, and be able to unlock rich sources of data

- Location – improved address information, eg Geocodes, GPS

- Retail – should we capture a "product code" to better understand energy use?

- Life support information – can we use NMI Standing Data as a central repository for life support information?

This session aimed to get an understanding from participants as to how you could use this new information.

SESSION C: How can we enhance retail outcomes for consumers using NMI Standing Data?

Considerations were posed to stimulate discussion:

What other customer data would be of value?

Who should have access to these data?

Is this practical / costly to collect?

Life support	Location	Access	Other
• Life support flag only • Life Support – practicalities versus the rules. Who is going to own the provision of the life support detail? It currently doesn't work in MSATS when you have multiple owners	• Geocodes - yes & no, some participants did not see the value in this information. • GPS - collection may impose costs on MPB but what are the benefits? Not yet collected, but could reduce costs of site visits etc especially in rural or for unmetered locations • ENM - GPS for an entire shopping centre may not be appropriate. GPS for meter versus use for actual shop location, only serves for work at the meter and does not provide for face to face customer contact.	• Access to be reviewed – some want Prospective and Current to have access to the specific NMI only	• Identification of ENO and ENM • No Product Codes

SESSION D: Metering – standing data support for the backbone of our market

➔ *Better information supports better market outcomes*

Metering forms the backbone of energy markets, as metering facilitates market settlement, customer transfer, and is a physical link to the consumer. Opportunities have emerged to know more about the customer's metering installation, how it is installed and maintained, and how it is used.

Pre-installation information	Asset management and maintenance
Identification of metering equipment	Are there other issues relating to metering that need to be considered?

How do we ensure appropriate information is available to support metering arrangements in the market:

- Identification of metering equipment
- Capability of metering equipment
- Maintenance status
  - LV CT Testing?
- Dates for testing, replacement, commissioning, decommissioning

SESSION D: Metering – standing data support for the backbone of our market

Pre-installation information			
	• Shared fusing • Enforce quality of data • New connection updates to know when meter can be hung – jurisdictional differences • Configuration of sites that meter is servicing • Isolation points • Meter boards - size, meter types, asbestos, • Phase availability at site • Load control (internal/external) • Indication for solar and battery • Test and inspection dates • CT or whole current indication in MSATS • Enumerated controlled load • Meter type • Asset meter access info	• GPS coordinates • Meter location data • CT/VT ratio set format • Network device info • Post-Power of Choice (PoC) - C7 reliance to get information for new install, pre-PoC - had relationship so you could email. C7 doesn't provide all that is needed. • Mandatory fields to be retrospectively populated for metering, allows good customer outcome for metering installation, it needs to be discoverable for incoming MCs. • MC Standing Data Request. • Source of control load, DNSP/MPB meter, enumerations	• Field for Interval length meter read at, eg, 5, 30 etc • Data family failure field Issues/future: • Poor quality data in meter registers, even though mandated • Real time for meter updates in MSATS • Real time de-en/re-en status • Visibility for transfer/churns to be considered, special reads versus meter change, two jobs down to one.

SESSION D: Metering – standing data support for the backbone of our market

Asset management	• Customer option to inspect meter rather than meter exchange • CT and meter – last test dates • Prewire cable is single phase only. • 3 phase meter installed • Controlled load or relay number information	• Load control on the site (and where is it, in a network device or in the meter), • Last test and inspection dates for meter, • LV CT test dates • CT/VT test info • Family field and associated data	

Other issues	• Life support site flag
	• GPS coordinates of the meter
	• Geocodes
	• Embedded generation types = PV, wind, battery
	• MFIN / type discoverable filed to prospective party
	• Solar flag
	• Batteries flag
	• Site access
	• Customer portal where they can update:
	  • Meter location
	  • Address information
	• Updates sent to all relevant parties
		• Comms available / service availability
		• Metering connection type
		• Metering phases
		• NO consumer data
		• MC and NM to have full access for NMI Discovery
		• Life support status – updated by process owner
		• ENO visibility
		• GPS collection – possibly too expensive to collect for MPB
		• Life support – validation date
		• Prospective FRMP / MC need access
		• Agreed upon pain point
		• Practicality is important
			• Embedded generation - DER Register, linkage between this and standing data
			• Link this all to 5MS and opening the MSATS documents
			• Traffic light reports need review
			• Removal of all limitations to query CATS
			• External parties that need to access CATS eg solar providers - review of all access
			• Mandatory/required fields - enforcement by MSATS to complete, facilitate the communication for B2M
			• Review how Address discovery works, currently inaccurate, leads to poor customer engagement

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SESSION E: How can we provide better support for embedded networks using NMI Standing Data?

- Arrangements for Embedded Networks have evolved significantly through changes to the NER and NERR, esp. introduction of the ENM

- This session seeks to understand if the current NMI Standing Data provide adequate support for managing these customers.

Considerations were posed to stimulate discussion:

Are embedded networks and their customer sufficiently identified?	Embedded Network Managers – do they have the standing data to manage their customers?	Identification of metering equipment in embedded networks?	Are there other issues relating to embedded networks that need to be considered?

SESSION E: How can we provide better support for embedded networks using NMI Standing Data?

Summary:

- NSP2 on parent NMI
- ENM to have NMI discovery via EN code
- AEMO validation of CR2025 re LR
- "Host network" for child NMIs in MSATS
- All Embedded Network NMIs to be discoverable – on or off market
- Link Embedded Network Operator (ENO) to Embedded Network Manager (ENM)
- How to orchestrate mandated meter change on parent?
- Link interval period length for parent and child for meter compatibility
- No historical data available
- Not easily identifiable between parent and child

- Compliance and monitoring
- Want reporting on parent NMI (like C7 but for parent)
  - for all relevant parties
- ENO contact details - Car Park
- EN report
- Allow Embedded Networks to have access to change the customer classification – a lot of the NMIs are setup incorrectly and need a change from residential to business
- ENM discovery for parent NMI to then look at child NMI
- ENM participant field
- Child associated to parent NMI
- Churn process for ENO to appoint new ENM

SESSION F: New and changed roles and obligations – can you fulfil your role with existing standing data?

Key changes

- Introduction of MC
- Removal of RP exclusivity

Affected roles

- LNSP
- Retailer
- MC/MPB/MDP

What new or changed fields are needed?

SESSION F: New and changed roles and obligations – can you fulfil your role with existing standing data?

Metering:

- CT/VT last test date
- CT/VT next scheduled test date
- Connection type
- Controlled load scheme – network/meter
- Shared fuse/isolator
- Load type
- Type 4A reason
- Locks
- Life support (real time)

- Allow for CTs and VTs in each record

- *NMI*
- *Meter Property No*
- *Use (Revenue/Check)*
- *NER Type*
- *Meter Model*
- Connection Type (WC/LVCT/HV)
- *Meter Accuracy Class*
- *Meter Last Test Date*
- *Meter Next Test Date*
- Meter Commission/Inspection Date
- CT Serial No - A Phase
- CT Serial No - B Phase
- CT Serial No - C Phase
- *CT Connected Ratio*

[*Bold Italics* means current field]

- CT Accuracy Class
- *CT Type*
- CT Last Test Date
- CT Next Test Date
- VT Serial No - A Phase
- VT Serial No - B Phase
- VT Serial No - C Phase
- *VT Connected Ratio*
- VT Accuracy Class
- *VT Type*
- VT Last Test Date
- VT Next Test Date

Embedded Networks:

- Host network
- Use of NSP2 field for ENM, or
- ENM participant field
- Functionality changes
- NMI discovery base on EN code
- Update ROLR
- Customer classification update (Retailer's job)
- ENC report with all child NMIs with status code
- NSP2 on parent NMI
- ENM to have NMI discovery via EN code
- AEMO validation of CR2025 re LR
- "Host network" for child NMIs in MSATS

- All EN NMIs to be discoverable – on or off market
- Link Embedded Network Operator to Embedded Network Manager
- How to orchestrate mandated meter change on parent?
- Link interval period length for parent and child
- No historical data available
- Not easily identifiable between parent and child
- Compliance and monitoring

- Want reporting got parent NMI (like C7 but for parent)
  - to all relevant parties
- EN report
- Allow Embedded Networks to have access to change the customer classification – a lot of the NMIs are setup incorrectly and need a change from residential to business
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SESSION G: Reporting and NMI Discovery – participants need to get their information – changes needed?

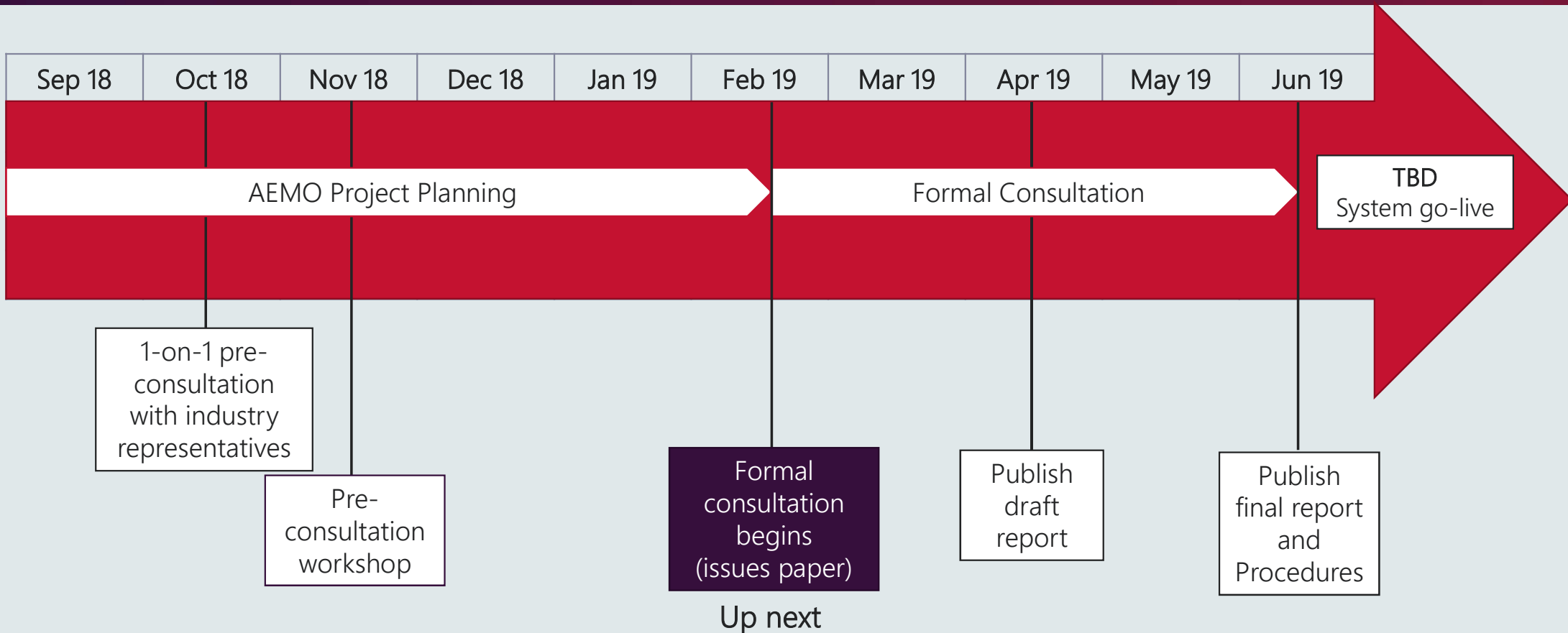We have now explored new Standing Data requirements.

We now seek to understand if the existing NMI Discovery fields and reporting options available still fit for purpose.

- Are there issues relating to consumer engagement and NMI Discovery that need to be considered?
- Are NMI Discovery data elements still relevant? Do we need to adjust old ones and/or create new ones?
- C1, C4 and C7 reports – do they still give you what you need?
- Any others?
- Are there any issues here to consider around IT limitations?

SESSION G: Reporting and NMI Discovery – participants need to get their information – changes needed?

NMI Discovery data elements	• External parties may need access to info – eg installers
	• Remove limitations to query CATS tables via CATS GUI
	   • Any query
	   • Any time
	   • By field
	• Addresses via NMI discovery still inadequate
	• MC NMI discovery
	• Transaction limits
	• Real time data
	• All info to FRMP
	• Site info to MC/MP
		Parking Lot
		• Use of MarketNet Connection – operability
		• ENM/ENO ROLR
		• 256K 512K upgrade
		• Embedded Network Operator contact details

Reporting	**C1, C4, C7 Reports** • Potential FRMP • Metering points	IT limitations • Real time updates • Transaction limits • Faster access to data • MPs/MCs – concurrent requests • MSATS needs to be THE source of truth

Indicative next steps – dates TBC

Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19

AEMO Project Planning ➔ **Formal Consultation** ➔ **TBD** System go-live

1-on-1 pre-consultation with industry representatives

Pre-consultation workshop

Formal consultation begins (issues paper)

Up next

Publish draft report

Publish final report and Procedures

Contact

🌐 https://www. aemo.com.au/Stakeholder-Consultation/Consultations/MSATS-NMI-Standing-Data-Consultation

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