# B2B Procedures

- Service Orders
- Customer and Site Details
- Meter Data
- One Way Notification
- RoLR Part B
- Retail Electricity Market Procedures – Glossary and Framework.

## CONSULTATION

## CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant**: Ergon Energy - Network*

***Completion Date**: 2 December 2016*

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# 1. Service Orders

| Old Clause No | New Clause No | Comments |
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| | 2.1 Process Overview | As a Local Network Service Provider and a notified party on the Service Order (SORD) B2B transactions, we would like to ensure that we are sent all transactions in the lifecycle and not just those that are rejected.<br><br>Our preference is that for the transaction acknowledgments from the recipient, we receive both the "accepted" and the "rejected" statuses. If we are only to receive the "rejected" statuses, our processes will need to incorporate a wait time in case a rejection is still pending. If we receive either we will, upon acceptance, move the transaction onto the next phase in our process.<br><br>We are still expecting to receive the complete / not complete transaction from the recipient to the initiator on finalisation of the works. |
| | 2.1 Process Overview<br><br>Table 1: Supply Abolishment | It is noted that the decommissioning of a NMI may involve other situations in addition to the description provided of a "building to be demolished". Suggest the description is updated to:<br><br>**"For example,** where a building is to be demolished and supply is no longer required, **or, supply to the NMI is no longer required at the customer's request."** |

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| | 2.1 Process Overview<br><br>Table 1 Service Order Types and Subtypes | For Temporary Isolation, the following process is recommended:<br><br>• The Distribution Network Service Provider (DNSP) will manage the drop and the erect service as one job.<br>• If the job is not completed within the same day, the DNSP will update the NMI status to De-Energisation and send to market to advise the participants.<br>• Notified parties will get notified of the dropped service (and potentially NMI status).<br>• When the meter is rehung (job complete), the market is notified of the completed job.<br><br>Timeframes are also required for the corresponding ReEn process. |
| | 2.1. Process Overview<br><br>Table 1 Service Order Types and Subtypes | <u>Metering Service Works – Exchange Meters</u><br><br>It is noted that under Meter Service Works there are additional Service Order Sub Types that are not listed in the B2B Guide - table 1, p9, section 4. These are: 'Install Hot Water' and 'Change Timeswitch'. |
| | 2.1. Process Diagrams | Figure 3: Overview of generic request process for:<br><br>CustomerDetailsNotification or SiteDetailsNotification<br><br>It is noted that the process flow in the Procedure is currently illegible. |
| | 2.5. Where work will not be completed within the Required Timeframe | Clause 2.5(a) states:<br><br>(a) The obligations under this clause do not apply to non-regulated businesses.<br><br>It is suggested that a definition of a non-regulated business is required. Furthermore, we also suggest that the obligations of non-regulated businesses for re-energisation should also be specified. |
| | 2.13.3. Re-energisation | Clause 2.13.3(a) states: |

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| | | (a) The obligations under this clause do not apply to non-regulated businesses.<br><br>It is suggested that a definition of a non-regulated business is required. Furthermore, we also suggest that the obligations of non-regulated businesses for re-energisation should also be specified. |
| | 2.13.4. De-energisation | Clause 2.13.4(a) states:<br><br>(a) The obligations under this clause do not apply to non-regulated businesses.<br><br>It is suggested that a definition of a non-regulated business is required. Furthermore, we also suggest that the obligations of non-regulated businesses for re-energisation should also be specified. |
| | 2.13.7. Multiple Service Orders | Clause 2.13.7(a) states:<br><br>(a) The obligations under this clause do not apply to non-regulated businesses.<br><br>It is suggested that a definition of a non-regulated business is required. Furthermore, we also suggest that the obligations of non-regulated businesses for re-energisation should also be specified. |
| | 2.13.7.1 Multiple Service Orders for Multiple Retailers | It is recommended that an additional scenario be included in section 2.13.7.1, Figure 4 to state:<br><br>“When a De-energisation and a Transfer SORD are received concurrently from different Retailers for the same NMI, a DNSP is able to cancel the appropriate De-energisation request.” |
| | 2.13.7.1 Multiple Service Orders for Multiple Retailers<br><br>Figure 5 Multiple Service Order Scenarios | Scenario 4.<br><br>The description states 'De-energisation before Re-energisation'. Clarification is sought as to whether this should in fact be Re-energisation before De-energisation, as per the Service Order scenario for this order in columns two and three. |

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| | 3.3.3 Specific Timing Requirements<br><br>Figures 9 & 10 | In Queensland, timing periods for the completion of many of these works (such as Re-Energisation) vary and are determined based on feeder type (for example long rural / isolated feeder). These timeframes are outlined in the Electricity Distribution Network Code (EDNC) and they differ to many of the timeframes required in these Figures. As such, it recommended that it is made clear that to the extent of any inconsistency between this Procedure and any relevant jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency. While we note that clause 1.1 of the Procedure deals generally with inconsistency between it and other instruments, this does not currently include instruments such as Queensland's EDNC. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works (SSW) – Allocate NMI</u><br><br>*Address*<br><br>To ensure address details can be matched to a physical location correctly, the following types of addresses should be supplied for the SSW Allocate NMI sub type:<br><br>- Lot & Plan;<br>- Street Number; or<br>- Lot Number |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*LifeSupport*<br><br>There is no reason this should be mandatory for an Allocate NMI SO subtype. This field should be called out as being 'Not Required' (N) for Allocate NMI. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*FormReference*<br><br>It is noted that a reference to the EWR is required, which should be 'Mandatory' (M). |

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| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Allocate NMI<br><br>• *ServiceOrderCoordinationRequired;*<br>• *CoordinatingContactName;* and<br>• *Co-ordinatingContactTelephoneNumber*<br><br>As it is not expected that coordination will be required for an Allocate NMI SO, these fields should be called out as being 'Not Required' (N) for Allocate NMI. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Allocate NMI<br><br>In regards to:<br><br>• *CustomerConsultationRequired;*<br>• *CustomerContactName;* and<br>• *CustomerContactTelephoneNumber*<br><br>As it is not expected that customer consultation will occur for an Allocate NMI SO, these fields should be called out as 'Not Required' (N) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Allocate NMI<br><br>In regard to:<br><br>*AppointmentReference*<br><br>As we do not require an Appointment for an Allocate NMI SO, this field should be called out as 'Not Required' (N) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Allocate NMI<br><br>• *REC-Name;*<br>• *REC-BusinessName;*<br>• *REC-Telephone;*<br>• *REC-ID;* and |

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| | | • *REC-AttendanceRequied*<br><br>It is noted that we do not require these fields for an Allocate NMI SO. However, if the Financially Responsible Market Participant (FRMP) wishes to populate them, they can. As such, these fields should be called out as 'Optional' (O) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*NMI*<br><br>If the FRMP is aware of the NMI, they may choose to populate this field. As such, this field should be called out as 'Optional' (O) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*MeterInstallCode*<br><br>It is not envisaged that the FRMP will be aware of the metering type at the time of the Allocate NMI SO being raised. Therefore, we suggest this field should be called out as 'Not Required' (N) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*SwitchingServiceRequired*<br><br>It is noted that the FRMP is not required to populate the Switching Service Required field in an Allocate NMI SO. Therefore, we suggest this field should be called out as 'Not Required' (N) for an Allocate NMI SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Allocate NMI</u><br><br>*ProposedTariff*<br><br>It is not envisaged that the FRMP will be aware of what Tariff should be applied to the site at the time the Allocate NMI SO is being raised. Therefore, we suggest this field should be called out as 'Not Required' (N) for an Allocate NMI SO. |

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| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>*NMIChecksum*<br><br>It is considered that to the extent the NMI is mandatory, the checksum should also be Mandatory. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>In regard to:<br><br>• *RP;*<br>• *MDP;*<br>• *MPB;* and<br>• *MPC*<br><br>It is considered that these fields within the Supply Service Works Service Order should only be 'Mandatory' (M) for the Allocate NMI SO. As such, all other SO's should have the field called out as 'Not Required' (N). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>All Service Order Types</u><br><br>*EmbeddedNetworkParentName*<br><br>The definition currently reads "Valid MSATS pParent identifier". The additional "p" should be removed. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>In regard to:<br><br>• *CustomerType(s);*<br>• *AverageDailyLoad;* and<br>• *MaximumDemand*<br><br>It is noted that these fields are not required for a Supply Abolish SO and should be called out as 'Not |

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| | | Required' (N) for Supply Abolish SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>In regard to:<br><br>• *REC-Name;*<br>• *REC-BusinessName;*<br>• *REC-Telephone;*<br>• *REC-ID;* and<br>• *REC-AttendanceRequied*<br><br>It is noted that these fields are not required for a Supply Abolish SO and should be called out as 'Not Required' (N) for Supply Abolish SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>In regard to:<br><br>• *InstallationType;*<br>• *SupplyPhases;*<br>• *MeteringRequired;*<br>• *OffPeakRequirements;*<br>• *MeterInstallCode;*<br>• *SwitchingServiceRequired;* and<br>• *ProposedTariff* |

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| | | It is noted that these fields are not required for a Supply Abolish SO and should be called out as 'Not Required' (N) for Supply Abolish SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Abolishment</u><br><br>In regard to:<br><br>• *InstallationType;*<br>• *SupplyPhases;*<br>• *MeteringRequired;*<br>• *OffPeakRequirements;*<br>• *MeterInstallCode;*<br>• *SwitchingServiceRequired;* and<br>• *ProposedTariff*<br><br>It is noted that these fields are not required for a Supply Abolish SO and should be called out as 'Not Required' (N) for Supply Abolish SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Alteration</u><br><br>It is recommended that a field to identify the nature of the work is included. Otherwise the FRMP will be required to populate the required work in the *Special Instructions* field. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Supply Alteration</u><br><br>• *RP;*<br>• *MDP;*<br>• *MPB;* and<br>• *MPC*<br><br>These fields within the Supply Service Works Service Order should only be 'Mandatory' (M) for the |

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| | | Allocate NMI SO. As such, all other SOs should have the field called out as 'Not Required' (N). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Establish Temporary, Establish Temporary in Permanent and Establish Permanent<br><br>*NMIChecksum*<br><br>It is considered that to the extent the NMI is mandatory, the checksum should also be Mandatory. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Establish Temporary / Establish Temporary in Permanent / Establish Permanent<br><br>*FormReference*<br><br>As identified in our comments on the B2B Guide, the EWR or Form A is required prior to the Allocate NMI being issued. This field should therefore be called out as 'Mandatory' (M) for an Establish Temporary / Permanent / Temporary in Permanent SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Establish Temporary / Establish Temporary in Permanent / Establish Permanent<br><br>*FormReference*<br><br>As identified in our comments on the B2B Guide, the EWR or Form A is required prior to the Allocate NMI being issued. This field should therefore be called out as 'Mandatory' (M) for an Establish Temporary / Permanent / Temporary in Permanent SO. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | Supply Service Works – Establish Temporary / Establish Temporary in Permanent / Establish Permanent<br><br>• *RP;*<br>• *MDP;* |

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| | | • *MPB;* and<br>• *MPC*<br><br>These fields within the Supply Service Works Service Order should only be 'Mandatory' (M) for the Allocate NMI SO. As such, all other SOs should have the field called out as 'Not Required' (N). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Establish Temporary / Establish Temporary in Permanent / Establish Permanent</u><br><br>*SwitchingServiceRequired*<br><br>It is noted that where this field has been populated with 'YES', then the FRMP is to provide details of the switching service in the 'OffPeakRequirements' field, which should then be called out as being 'Mandatory' (M) for the Establish Temporary / Permanent / Temporary in Permanent SO. We suggest moving the 'OffPeakRequirements' field to after the 'SwitchingServiceRequired' field. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Temporary Isolation</u><br><br>It is recommended that the 'OffPeakRequirements' field is moved to after the 'SwitchingServiceRequired' field, as we consider this is a more logical process flow. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Supply Service Works – Temporary Isolation</u><br><br>• *RP;*<br>• *MDP;*<br>• *MPB;* and<br>• *MPC*<br><br>It is considered that these fields within the Supply Service Works Service Order should only be 'Mandatory' (M) for the Allocate NMI SO. As such, all other SOs should have the field called out as |

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| | | 'Not Required' (N). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>De-energisation / Re-energisation</u><br><br>It is considered that the Meter Serial Number should be Mandatory (M) in both Re-energisations and De-energisations. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>De-energisation / Re-energisation</u><br><br>*SafetyCertificateId*<br><br>Clarity is required as to what / where the SafetyCertificate is used (for example is this jurisdictional?). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>De-energisation / Re-energisation</u><br><br>*SpecialInstructions*<br><br>It is suggested that pre-defined comments are used in this field, rather than free form which is not currently used on the basis that it can create confusion. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>De-energisation / Re-energisation</u><br><br>*CustomersPreferredDateandTime*<br><br>The Service Orders state:<br><br>“Mandatory for Re-Energisation SO requests if SO Sub Type is Retrospective Move-in…”<br><br>However, it is noted that there are no SO subtypes for Re-energisation, but this subtype should be included as it enables the DB to prioritise Re-energisation service orders. |

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| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>De-energisation</u><br><br>It is noted that DNSPs require the ability to notify the market of a De-energisation for safety (e.g. fire). |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Re-energisation</u><br><br>*De-EnergisationReason*<br><br>It is noted that no format field has been specified. |
| | 2.13.3. Re-energisation | It is noted that sub-clauses (f) and (g) imply there needs to be a SO Re-Energisation subtype. However, we also note there are no subtypes specified for Re-energisations. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | The B2B Guide (Table 1: Table of B2B Transactions and Participants) specifies that there is a new Special Read Subtype of 'Blank'. However it is noted that the SO Process Procedure does not specify the subtype in the Transaction table. As such this should be included. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Special Read</u><br><br>In regards to:<br><br>• *RP;*<br>• *MDP;*<br>• *MPB;* and<br>• *MPC*<br><br>It is noted that these fields are not required for a Special Read and as such should be called out as 'Not Required' (N). |
| | 4.1. ServiceOrderRequest | <u>Metering Service Works – Exchange Meters</u> |

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| | Transaction Data<br><br>Figure 11 Transaction table | *ActionType*<br><br>If an SO is resent, the 'Resend' should be a carbon copy of the original request/response, as SO changes are not processed in this manner. If the SO changes the original SO should be cancelled and a new SO sent.<br><br>*This applies to all SO's. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Metering Service Works – Exchange Meters</u><br><br>*SafetyCertificateMethodSent*<br><br>The field is repeated within the same message, this appears to be an error as two fields cannot have the same name. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Metering Service Works – Exchange Meters</u><br><br>*SafetyCertificateMethodSent*<br><br>Confirmation is required as to whether this field is jurisdictional and the use of the field in each Jurisdiction. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Metering Service Works – Exchange Meters</u><br><br>*ServiceOrderCoordinationRequired*<br><br>It is considered that the purpose of this field is not clear. For example, how is this anticipated to work? If a party is nominated and doesn't accept nomination, what is the process to dispute? Are there any fees associated with coordination? |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Metering Service Works – Exchange Meters</u><br><br>*SwitchingServiceRequired*<br><br>It is considered that this field should be a YES/NO field as per the current B2B Process to allow for automated processes. |

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| | | Provided the *SwitchingServiceRequired* field is reverted back to YES/NO, then where the FRMP selects 'YES', a subsequent field is required to be populated identifying the type of service required, e.g. *TypeOfSwitchingServiceRequired* [VARCHAR(80)]. |
| | 4.1. ServiceOrderRequest Transaction Data<br><br>Figure 11 Transaction table | <u>Metering Service Works – Exchange Meters</u><br><br>*ProposedTariff*<br><br>It is unclear whether this field is required as it assumes the FRMP is aware of what Network Tariff is required. |
| | 4.2. ServiceOrderResponse Transaction Data<br><br>Figure 12 Service Order Transaction | In regard to:<br>• *ProductCode1;*<br>• *ProductCode2*<br>• *ProductCode3*<br><br>It is noted that Product Codes are required to be an infinitely repeating group, i.e. not limited to the three that currently exist. |
| | 4.2. ServiceOrderResponse Transaction Data<br><br>Figure 12 Service Order Transaction | *ResponseType*<br><br>It is suggested that in the SO Response, clarity is required as to who the NotifiedPartyID's are when a resend occurs. In our view, these should relate to the last received SO request as roles might change if the SO is processed over a long period of time or there are multiple resends. |

# 2. CSDN

| Old Clause No | New Clause No | Comments |
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| | 4.3.2 Life Support | When we receive a de-energisation request from a retailer, our systems check whether the request is for a Life Support Customer. This effectively provides a double check in the process in case the retailer's initial de-energisation request does not flag the presence of a Life Support customer.<br><br>This clause places no requirement on MCs to be notified of a Life Support customer. If MCs do not have access to market data, when receiving a retailer de-energisation request the existing "double check" in the process will be lost.<br><br>As such, it is recommended that 4.3.2 includes MC notification of Life Support Customers.<br><br>The management of Life Support customers on Embedded Networks also requires a process to be outlined. |
| | 4.5. Site Access Request | It is considered that this should not be classified as a 'mass transaction', as the request will be used to update our hazard information prior to undertaking site visits. |
| | 5.2. CustomerDetailsNotification | *PhoneNumber1*<br><br>It is considered that this should be a mandatory field. |
| | 5.5. PreInstallationDataRequest Data | *SpecialNotes*<br><br>We do not currently see any value in this field as it stands (VARCHAR(240)). If this field is required it |

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| | Table 1 PreInstallationDataRequest Data | must be standard values in order to assist automated processes. |
| | 5.7.1. Applicable Business Events | It is noted that an applicable Business Event to reject the Pre Installation Data request is required, where a request has been raised by a non-prospective MP.<br><br>Further, an applicable Business Event to reject the PID request is required where a party is no longer the MP in MSATS. |
| | 5.2. CustomerDetailsNotification | It is noted that the Usage field for each of the following CDN transactions is blank:<br>• LSPhoneNumber2<br>• AccountContactPhoneNumber2<br><br>Furthermore we note there are multiple values (which are not required) in the Usage field for the following:<br>• AccountContactPhoneNumber1<br>• LSPhoneNumber1 |
| | 5.5 PreInstallationDataRequest Data<br><br>5.6 PreInstallationDataResponse Data | It is noted that the following Usage field is blank in both the PreInstallDataRequest and PreInstallDataResponseTransaction Data sections:<br>• RecipientID |
| | 2.1 Process Diagrams<br><br>Figure 2 CustomerDetailsNotification process (Notification sent by an Initiator) | Clarification is required that if the confirmation of CDN does not occur within one business day, the recipient will Escalate with the initiator (process). |

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| | 4.3.2. Life Support | Sub-clause (a) currently states:<br><br>"In addition to informing a Recipient through the B2B e-hub, the Retailer must immediately advise the DNSP by telephone when they becomes aware of Life Support situation".<br><br>It is noted that the "s" in becomes is not required. |
| | 4.7.1. PreInstallation Process | Clarification is required as to whether the only required recipient of this process is the outgoing MP. |
| | 5.2. CustomerDetailsNotification | *BusinessName*<br><br>It is noted that there is no field 'CustomerName' in the transaction. As such we seek clarification as to whether this refers to the 'OutageContactName' or the 'AccountContactName'. |
| | 5.2. CustomerDetailsNotification | *PhoneNumber1*<br><br>This should be Mandatory. |
| | 5.2. CustomerDetailsNotification | *EmailAddress*<br><br>As noted in the description, this should be provided if recorded by the initiator. As such, clarification is sought as to whether this should be Required (R) and not Mandatory (M). |
| | 5.2. CustomerDetailsNotification | It is noted that the *AccountContactPhoneNumber1* has M/N,R & R in the one field and nothing in the *AccountContactPhoneNumber2*. As such we seek clarification on whether this is intentional or should be amended. |
| | 5.2. CustomerDetailsNotification | It is noted that the *AccountContactEmailAddress* has both M and R referenced in the field. As such, we seek clarification on whether this should be M or R? |
| | 5.2. CustomerDetailsNotification | It is noted that the *LSPhoneNumber1* and *LSEmailAddress* - has M/N,R & R in the one field and nothing in the *LSPhoneNumber field*, which we consider *needs to be populated.* |
| | 5.2. CustomerDetailsNotification | *LifeSupportEvidence* – it is considered that the LifeSupport evidence requirements could be better defined. Specifically, is the N value only applicable where the Initiator has been advised of the |

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| | | requirement of LS, but has not received medical documentation yet? |

# 3. Meter Data

| Old Clause No | New Clause No | Comments |
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| | 2.2.6 | It is not clear why this process is required. Specifically, meter read requests are provided for under 2.2.3. |
| | 2.5.5 | Clarity is required as to which party is allowed to make the one Meter Installation Inquiry per day – the incoming or the incumbent Market Participant at the NMI? |
| | 2.5.6 | This clause relates to 2.2.6 and, as such, it is not clear why this is required as Meter Read requests are provided for under 2.2.3. Further, the process outlined is inconsistent with previous requirements for such market procedures as it is missing timeframe and operational procedure requirements, such as those outlined in 2.5.3 - Provide Meter Data (for the 2.2.3 Provide Meter Data Process). |
| | 3.8 Applicable Events<br>Table 13 Meter Data Process - Business Event Details | Meter Installation Inquiry Request<br>It is not expected that DNSPs will receive this transaction as the Type 6 MP.<br>However, if we do receive and need to reject this transaction, we will require an appropriate Event Code. The event code should identify that the metering is not capable or that it is a Type 6 or legacy Type 4**.** |
| | 3.4. MeterInstallationInquiryRequest Data | There should be no requirement for DNSPs to respond to these requests for legacy Type 4 meters as these meters may not contain all the details required to complete this request. As such, for |

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| | | legacy Type 4 meters DNSPs should be able to reject these data requests. |

# 4. OWN

| Old Clause No | New Clause No | Comments |
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| | 2.1. Message Types | It is considered that a transaction to alert an MPB that a Supply Abolishment has occurred and that the MPB will need to collect their metering assets is required (as per previous IEC drafts of the OWN). |
| | 3. PROCESS DIAGRAMS AND TIMING REQUIREMENTS | It is noted that timings for Low Priority Business Accept / Reject Timings are required (to the extent that these will not be included in the Technical Specification). |
| | 4.1.1(b)(v) Notice of Metering Works | As the fields within this notice require repeating, it is recommended that the delivery format needs to be XML (not NMW). |
| | 4.1.2. Meter Exchange Notification<br>Figure 4 Meter Exchange Notification field values | It is recommended that consideration be given to including the following new fields to support appropriate use by the Initiator / Recipient;<br>• METER SERIAL NUMBER – used to identify specific meter(s) where fault issue occurs.<br>• NETWORK DEVICE ID – used to identify specific network device where fault issue occurs.<br>• EVENTNAME – used to allow tracking of specific projects / programmes etc. |
| | 4.1.3 (c) | The OWN States:<br>“The header and footer I record details….”<br>It is noted that the 'I' should replaced by 'C', as this is the header and footer records (as per p8, section 4.1.4). |

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| | 4.1.5. Meter Fault and Issue Notification Data<br><br>Figure 7 Meter Fault and Issue Notification field values | Column8 - *SUPPLYON*<br><br>It is suggested that 'SUPPLYON' be defined and detail included on how this is to be used?<br><br>If the intent of this is to allow work prioritisation by the Retailer, we recommend the following also be included;<br>• Supply Available Y/N; and<br>• Customer is taking Load Y/N (i.e. has the site been de-energised/isolated or has the meter been bridged) |
| | 4.1.5. Meter Fault and Issue Notification Data<br><br>Figure 7 Meter Fault and Issue Notification field values | Column 9 - *ReasonForNotice*<br><br>It is recommended that additional reasons be included to indicate:<br>• Physical damage to a meter;<br>• Theft / Tampering<br><br>Furthermore, in regard to "Meter Verification - used where the DNSP has opened and resealed the meter seals and the Recipient may need to check the seals", clarity is required as to who will be responsible for checking the seals.<br><br>Finally, where a DNSP attends a Type 1-4 metered site and the meter is found to be faulty, it is considered that the transaction should stipulate that the DNSP can notify the retailer of the fault via this OWN. |
| | 4.1.5. Meter Fault and Issue Notification Data<br><br>Figure 7 Meter Fault and Issue Notification field values | It is recommended that the following new fields are included to support appropriate use by Initiator / Recipient;<br><br>• METER SERIAL NUMBER – used to identify specific meter(s) where fault issue occurs.<br>• NETWORK DEVICE ID – used to identify specific network device where fault issue occurs.<br>• EVENTNAME – used to allow tracking of specific projects / programmes etc. |
| | 4.1.5. Meter Fault and Issue Notification Data | It is considered that if the DNSP is required to identify all meters at a site if one is faulty, the CSV would not be an appropriate format. Specifically, we note that it would be most efficient to deliver this report in one file, therefore requiring the transaction to be undertaken in XML. |

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| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 8 - *WORKTYPE*<br><br>It is recommended that a number of pre-defined values are developed for the fields as per the example, rather than using free text which can create inconsistencies. An 'Other' field could be created for free text to be utilised if there is no match in the pre-defined values. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 11 - *METERID*<br><br>It is noted that this field will need to be repeated for every affected meter and thus all meters should be included. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 12 - *METERSTATUS*<br><br>It is noted that if all meters are required to be included, a status of "No change" will also be required. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 13 - *METERTYPE*<br><br>It appears that “1 Phase Multi Element” type is described by the previous types and is therefore not required. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | It is recommended that a field of *EQUIPMENT* with a usage of Yes/No is required for both:<br><br>Column 22 - *EQUIPMENTNUMBER*<br>Column 23 – *EQUIPMENTTYPE* |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 25 - Column 29<br><br>It is recommended that repeatable fields are not used here as it breaks the format (i.e. 25-29 are all related to a single equipment).<br><br>Furthermore, we suggest that CSV is not the appropriate format for this transaction and that XML would be more appropriate. |

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| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | It is recommended that the following new field be included to support appropriate use by Initiator / Recipient:<br><br>• ACTION – used to identify the specific action undertaken, i.e. Installed, Removed, Failed, Re-purposed (a meter with an internal relay left onsite as an External Relay/Network Device), etc. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 24 - *CHANNEL*<br><br>Clarification is required as to what is expected to be populated in this field. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Column 30 - *READING*<br><br>Due to its importance, this field should be moved up higher in the transaction sequencing. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Columns 22 and 23 refer to "*EQUIPMENT*". However, the definition in these fields suggests that this 'equipment' could be a *NETWORK DEVICE* (as it refers to "control equipment"). As such, it is recommended that a definition of *EQUIPMENT* is provided in order to differentiate these fields from the *NETWORK DEVICE*. |
| | 4.1.6. Notice of Metering Works Data<br><br>Figure 8 Metering Works Notification field values | Where a DNSP meter is faulty, subject to theft or tampering, additional fields are required for the Initiator to state if there is an issue with the meter/other useful information. We suggest the following values for inclusion:<br><br>• Meter faulty<br>• Theft<br>• Tamper<br>• Generation |

## 5. RoLR Part B

| Old Clause No | New Clause No | Comments |
|---|---|---|
| | | No comment. |

## 6. Glossary and Framework

| Clause | Heading | Comments |
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| | GLOSSARY | Please include the definition of 'Non-Regulated Business'. |
| | GLOSSARY | Please include the definition of 'Equipment'. |