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**: Typographical Amendments and Grammar only – Red Energy and Lumo Energy*

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1. Service Orders

Old Clause No	New Clause No	Comments
	Table of Contents	Format: Remove the 'space' between 1.2 and Definitions and Interpretation as highlighted below **1. INTRODUCTION** 1.1. Purpose and Scope 1.2. Definitions and Interpretation 1.3. Related AEMO Documents
	2.1.1. Communication Process Diagram	Figure 2 Appointment Notification The diagram is out of focus and illegible.
	2.1.2 General Principles	Update the following to replace Retailer with Initiator as highlighted: (e) The Recipient must return a *BusinessReceipt* to the ~~Retailer~~ Initiator to confirm that they have received the ServiceOrderRequest. (f) The Recipient must send a *BusinessAcceptance/Rejection* to the ~~Retailer~~ Initiator.
	2.2 Acknowledging Receipt of the ServiceOrderRequest	Reference issue: The following requires the relevant section/clause referenced. (d) Reasons for a rejection or validation errors must be advised to the Initiator using the *EventCodes* detailed in section 0) *BusinessAcceptance/Rejection*.
	2.5 Where work will not be completed within the Required Timeframe	Recommendation that the double negative is removed: (a) The obligations under this clause do not apply to non-regulated businesses. To be replaced with: (a) The obligations under this clause ~~do not~~ applies to ~~non~~ regulated businesses.

	2.5 Where work will not be completed within the Required Timeframe	Spelling/Formatting issue A space is required between r & t as highlighted below: (g) If the Recipient becomes aware of an inability to meet the Required Timeframe then, prior to sending a *BusinessAcceptance/Rejection,* the Recipient must telephone the Initiatorto negotiate an acceptable date and confirm any arrangements via the *BusinessAcceptance/Rejection*. An example would be where the Recipient needs to make special arrangements for a large or complex Site.
	2.6 Raising a ServiceOrderResponse	Spelling issue Notified rather than Notidied as highlighted (e) The Recipient must include the same full list of Notidied Parties in the ServiceOrderResponse as specified in the original ServiceOrderRequest raised by the Initiator.
	2.7. Use of Status, Exception and Product Codes in ServiceOrderResponses	Consistent use of Recipient is to be applied to the following: (c) Where the work done by the ~~Service Provider~~ Recipient does not match what was requested in the ServiceOrderRequest, the *ProductCode* must correspond to the actual work done, not what was requested. An example of this situation is where the ~~Service Provider~~ Recipient reconciles concurrent Requests for the same NMI (refer 2.13.7.d).
	2.8. Closing the Service Order Process	Spelling issue Recipient rather than Recipiet as highlighted (b) The Initiator has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection*) and the Recipient has investigated and communicated a reply with the results of the investigation to the Initiator. The Recipiet must communicate this reply within 2 business days.
	2.13.3 Re-energisation	Recommendation that the double negative is removed: (a) The obligations under this clause do not apply to non-regulated businesses. To be replaced with

		(a) The obligations under this clause ~~do not~~ applies to ~~non-~~regulated businesses.
	2.13.3 Re-energisation	Grammar Issue, recommended update follows: (h) The DNSP must not reject a Re-energisation ServiceOrderRequest if the Site is already energised. ~~They It~~ The DNSP must return an appropriate ServiceOrderResponse and provide a meter reading.
	2.13.4 De-energisation	Recommendation that the double negative is removed: (a) The obligations under this clause do not apply to non-regulated businesses. To be replaced with (a) The obligations under this clause ~~do not~~ applies to ~~non-~~regulated businesses.
	2.13.4 De-energisation	Formatting issue Removal of comma in the following clause: (d) For a De-energisation ServiceOrderRequest for non-payment,:
	2.13.7 Multiple Service Orders	Recommendation that the double negative is removed: (a) The obligations under this clause do not apply to non-regulated businesses. To be replaced with (a) The obligations under this clause ~~do not~~ applies to ~~non-~~regulated businesses.
	2.13.7 Multiple Service Orders	Reference issue: The following requires the relevant section/clause referenced as highlighted (e) Where there is a physical Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a physical re-energisation followed by a physical de-energisation fuse removal followed by a fuse insertion. Scenarios 1-6, detailed in section 0, allow for this practice.

		(f) The scenarios, detailed in section 0, assume that the De-energisation ServiceOrderRequest has a *ConfirmedDe-energisation* value of "No".
	2.13.7.1. Multiple Service Orders for Multiple Retailers	For consistency the heading should be updated to include Initiator i.e. 2.13.7.1. Multiple Service Orders for Multiple Retailers (Initiators)
	2.13.7.1. Multiple Service Orders for Multiple Retailers	Figure 4 Service Order summary the headings should include Initiator, i.e. Current Retailer (Initiator) & Prospective Retailer (Initiator)
	2.13.7.1. Multiple Service Orders for Multiple Retailers	Inclusion of Initiator in the following clause: (c) In these scenarios, other Service Order Types that can be raised by a Prospective Retailer (Initiator) and Re-energisations Service Orders are interchangeable. Where the multiple ServiceOrderRequests involve these other Service Order Types, the processes are the same as for Re-energisations and De-energisations.
	2.13.7.3. Scenario Process Description - Scenario 7	Grammar & spelling issues: Initiator to be updated to Initiators and ServRecipient to Recipient (b) Upon receipt of Metering Service Works or Meter Reconfiguration and any other type of ServiceOrderRequests from different Initiator, the ServRecipient will contact both parties to confirm the Requests.
	3.2.2 Use of Timing Periods	Spelling issue: Bi-laterially should be bi-laterally for the following section: Table 5: Timing Period Definitions Timing Period = Completion of the Requested Work Usage = This period represents the timeframe for the performance of the work requested (either where a regulatory or bi-laterially agreed timeframe exists).
	3.3.3. Timing Requirement for Completion of the Requested Work	The annotation has been duplicated within page 31 for Figure 10 Timing Period for completion of work * This Timing Requirement does not have a regulatory basis.

		* This Timing Requirement does not have a regulatory basis.
	4.1 ServiceOrderRequest Transaction Data	Spelling issue: Parent instead of pParent for the following: Field = *EmbeddedNetworkParentName* Definition = Valid MSATS pParent identifier. Not Required for a "Cancel" ServiceOrderRequest.

2. CSDN

Old Clause No	New Clause No	Comments
		Red/Lumo Energy recommends that *connection point* is replaced with NMI throughout this procedure. Eg. **4.3.1. Initiating a Customer Details Notification** (b) The Retailer must confirm a contact for the management of outages and supply issues for each ~~*connection point*~~ NMI and provide this information via the CustomerDetailsNotification for each ~~*connection point*~~ NMI
	2.1. Process Diagrams	Figure 3: Overview of generic request process for CustomerDetailsNotification or SiteDetailsNotification is illegible.
	2.1. Process Diagrams	Figure 4 Overview of CustomerDetailsReconciliation Process CustomerDetailsNotification with *MovementType* = Reconciliation, only for NMIs where *SensitiveLoad* = Life Support The above is to be updated to reflect the new fieldname of Life Support, i.e. *LifeSupport* = Y
	3.2 Other Timing Requirements	Format issue - CustomerDetailsNotification and SiteAccessNotification to be underlined as highlighted below: (b) In all other situations, the CustomerDetailsNotification and/or SiteAccessNotification must

		be provided within one business day of the relevant data being updated or changed.
	3.2 Other Timing Requirements	Format issue - Removal of o as highlighted below: (d) 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; (i) the completion notification for the CATS Create, ~~o~~;
	4.1 Common Business Rules for Notifications	For consistency, recommend that Initiator and Recipient are included in the following as highlighted: (d) It is within a Recipient's sole discretion as to whether they decide to update their records on the basis of the information provided by Retailers (Initiators). If the Recipient (DNSP or ~~the~~ MPB) does not accept the information provided by the Initiator, they must send a *BusinessAcceptance/Rejection* with an appropriate *EventCode* and details of the Initiator's data being rejected
	4.2 Common Business Rules for Notifications	For consistency, recommend that Initiator is included in the following as highlighted: (a) A ~~DNSP or MPB~~ (Initator) must send a CustomerDetailsRequest when they it reasonably believes that the information in the Customer and Site Details notification have not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.
	4.2 Common Business Rules for Notifications	Grammar issue - Update as highlighted below with the removal of it. (a) A DNSP or MPB must send a CustomerDetailsRequest when they ~~it~~ reasonably believes that the information in the Customer and site Details notification have not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.
	4.2 Common Business Rules for Notifications	Update the following clause from (a) A DNSP or MPB must send a CustomerDetailsRequest when they it reasonably believes that the information in the Customer and site Details notification have not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.

		To (a) The DNSP or MPB must only send a CustomerDetailsRequest when they reasonably believe that the information has not been previously provided by the Retailer in a Notification transaction or that the information they hold is incorrect.
	4.2 Common Business Rules for Notifications	Grammar and format issues - Update the following from (b) A DNSP or MPB must only send only a maximum of one CustomerDetailsRequest per *NMI* per day. To The DNSP or MPB must only send a maximum of one CustomerDetailsRequest per NMI per day.
	4.2 Common Business Rules for Notifications	Recommendation the Initiator is included in this clause, e.g. (a) (a) An Initiator ~~DNSP or MPB~~ must send a CustomerDetailsRequest when they ~~it~~ reasonably believes that the information in the Customer and site Details notification have not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.
	4.3.1 Initiating a Customer Details Notification	Update the following from: (b) The Retailer must confirm a contact for the management of outages and supply issues for each *connection point* and provide this information via the CustomerDetailsNotification for each *connection point* To (b) The Retailer must confirm a contact for the management of outages and supply issues for each NMI and provide this information via the CustomerDetailsNotification
	4.3.1 Initiating a Customer Details Notification	Update the following from: (c) Retailers must send the relevant Notification to the DNSP, MPB (and MC as required) whenever they become aware of Customer Changes.

		To (c) Retailers must send a CustomerDetailsNotification to the DNSP and may send it to other parties whenever they become aware of customer changes.
	4.3.2 Life Support	Update the following from: (a) 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 To (a) In addition to submitting a CDN the Retailer must immediately advise the DNSP by telephone when they become aware of Life Support situation
	4.3.2 Life Support	Format issue - The annotation is incorrect, i.e. it should be 1 and the section number to be referenced is to be updated. (a) 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.[2] 2 Refer *SensitiveLoad* field in section 0.
	4.3.2 Life Support	Format issue - An annotation for 3 has not been included. (b) The DNSP must immediately advise the Retailer by telephone when they become aware of a Life Support situation).[3]
	4.3.2 Life Support	Format issue as highlighted below: (b) The DNSP must immediately advise the Retailer by telephone when they become aware of a Life Support situation).3 The DNSP must subsequently send an email to the Retailer as soon as practicable after the telephone call confirming the Life Support situation. The email from the DNSP to the Retailer must at a minimum include the following information about the Life Support situation: (i) NMI (ii) Site address (iii) Life Support Equipment (iv) Customer details (if available) (A) Account Holder Name

		(B) Patient Name The Changes are effective from the time of the telephone call from the DNSP to the Retailer.
	4.3.2 Life Support	Recommendation that the example within the following clause is removed: (c) Where the requirements for Life Support are no longer appropriate ~~(for example, an occupier at the Site no longer meets the Jurisdictional requirements to be classified for Life Support)~~, the Current Retailer must send a CustomerDetailsNotification containing the following:
	4.3.3 Sensitive Load	Recommendation that *connection point* is replaced with NMI and removal of 'to the *connection point*.' (a) Sensitive load applies to a ~~*connection point*~~ NMI to indicate that the Retailer reasonably believes there are economic, health or safety issues associated with loss of *supply*. ~~to the connection point.~~
	4.4 Customer Details Reconciliation	The B2B Guide page 29 does not include any considerations recommend the removal of the highlighted statement above. (e) The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. Some considerations for this agreement are listed in the B2B Guide. For NMIs provided by the Current Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP, MC or MPB as having Life Support, the DNSP, MC or MPB must accept the transaction(s) and update its records accordingly with Life Support.
	4.6 Site Access Notification	Update with the correct transaction name

3. Meter Data

Old Clause No	New Clause No	Comments
	2.3 - Figure 1	MDN process – Removal of all south arrows for the MDP role PMD process – Removal of all south arrows for the Participant role

		Meter Data Verification – Removal of all south arrows for the Participant role Double sided arrows – These require review
	2.3 - Figure 2	Arrows require review.
	2.3 - Figure 3	Diagram/Process flow missing
	2.3 Figure 4	Review arrows business accept/reject
	Table 3 Timing Periods	Spelling errors *BusinessReciept* for Requests Should be *BusinessReceipt* for Requests *BusinessReciept* for MeterDataNotification/Response
	2.5.4	Inclusion of the following terms and definition within the Glossary *NMISuffix, MeterSerialNumber, NMIConfiguration*
	2.5.4.1 Table 4	Remove annotation: [1] Must only be used after a ProvideMeterDataRequest is completed. Statement is included within the 'Use' Used where the Initiator reasonably believes that they have not received a complete set of data. This code must only be used following a ProvideMeterDataRequest that has resulted in incomplete MDFF Data being provided.
	2.5.4.1 Table 4	Remove annotation, statement: 'This code must only be used following a ProvideMeterDataRequest….' is included within all of the 'Uses'
	3.7 BusinessAccept/Reject Table 11	Confirmation on clause 2.6 should be included because it does not exist. Refer to Clause 2.4, 2.5, 2.6 and guide for usage.

	3.7 BusinessAccept/Reject Table 12	Table 4.5 does not exist: A code to indicate the reason for the rejection. Applicable codes are in the table at 4.5. Confirmation required if the reference should be table 13
	3.7 Table 13	**Meter Data Process - Business Event Details** Clauses referenced throughout this table do not exist in this Procedure, confirmation required as to which procedure or the correct clause is referenced.
	3.8 Table 13 Meter Data Process - Business Event Details	**New Business events** • No Contract • Service Not Provided • No Comms **TBC – Ensure that the codes are updated upon final determination**

4. OWN

Old Clause No	New Clause No	Comments
	1. Introduction	1.2 needs to be corrected for Definitions and Interpretation in table of contents; and then each section number needs correcting throughout the Introduction.
	3.1 Process Diagrams and Timing Requirements; all Transactions	Figure 2. Timing points to A to C This should read: Timing points to A to D (as this is what is represented in the diagram and table)
	Figure 3 One Way Notification field values	Unclear what the P stands for in the acronym: *NotificationDetail* Contains embedded data in for One Way Notification.

		Each OWNP (OneWayNotification) can only carry one *NotificationDetail* Payload type. Include payload in the brackets: (OneWayNotificationPayload)
	Figure 3 One Way Notification field values	Missing extra dot points: REASONFORNOTICE The reason for Meter Fault or Issue. A few examples are provided below: • Area Event Used when an area has been affected by an event such as HV injection, fire, flood and the meter is likely to have failed.Consumption Threshold Breach – Used when an end users consumption has breached a jurisdictional or meter capacity level Free Text – Used for other descriptions/reasons Additional dot point in the above • Area Event Used when an area has been affected by an event such as HV injection, fire, flood and the meter is likely to have failed. • Consumption Threshold Breach – Used when an end users consumption has breached a jurisdictional or meter capacity level • Free Text – Used for other descriptions/reasons
	Figure 6 Planned Interruption Notification field values	Column 11 REASONFORINTER – This field should not be mandatory
	4.1.3	Current B2B version: b. The DNSP should use the examples provided where these are applicable to the *REASONFORCHANGE* and only use free text where none of these standards texts are applicable. The DNSP must use the text "No change" when under clause 5.1.2(c) a data record is included in the transaction but the existing tariff is to remain. Include the above highlighted (b) The Initiator should use the examples provided where these are applicable to the *REASONFORCHANGE* and only use free text where none of the standard texts apply.
	4.1.6 Notice of Metering Works Data	Figure 8; Column21 - Misspelling: Not Rrequired Should read: Not required
	4.2 BusinessAcceptance/Rejection Transaction Data	Inconsistencies between referring to this as: a. BusinessAcceptance/Reject

		b. Business Acceptance/Reject Should there be a space between Business and Acceptance through the document or not?
	Figure 10 Business Reject – Event Block	Inclusion of all event codes not limited to 2003 and reference is to be made to Figure 11 Non negative number. An event code of 2003.

5. RoLR Part B

Old Clause No	New Clause No	Comments

6. Glossary and Framework

Clause	Heading	Comments