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: *Pacific Hydro*

Completion Date: *30 November 2016*

Table of Contents

1. Service Orders 3
2. CSDN 23
3. Meter Data 31
4. OWN 34
5. RoLR Part B 36
6. Glossary and Framework 37
End 37

1. Service Orders

Old Clause No	New Clause No	Comments
1.1	1.1	The reference to ESC jurisdictional documents. Is ESC applicable to all jurisdictions?
1.8.2	1.3.2	Should the reference to 'Customer' be changed to 'End User'?
Figure 1	Table 1	Tariff Change – under 'Description of Use' who can request a change of Network tariff?
Figure 1	Table 1	Meter Investigation - A need to investigate ~~a *Connection Point*~~ can arise ~~in two distinct situations~~ where: Suggest the following rewording: • The customer believes there is a problem with the metering installation and requests their Retailer to investigate the possible meter fault; • The Retailer has grounds to proceed with an investigation e.g. suspected fraud/tampering, consistent abnormal meter data.
Figure 1	Table 1	Suggest this table is updated to show the reasons

		that can apply to the de-energisation of a site as per the section 4.1. I would expect there are only certain reasons that can be used with specific subtypes. These need to be clearly articulated to avoid rejection of service order requests. We need a re-energisation reason. The current processes have a Re-energisation subtype of 'After Disconnection for non-payment'.
Figure 3	Figure 1	Given the Procedures have been introduced the obligation for notification to be sent to other parties, it is suggested these diagrams be updated once the technical solution has been agreed on for the sending of transactions to notified parties and the management of positive/negative responses from the notified parties.
2.2.1	2.1.2	Suggest the following rewording: (b) A Prospective Retailer is only permitted to send the following ServiceOrderRequest: • a Supply Service Works with *ServiceOrderSubType* of Allocate NMI, Establish Temporary Supply, Establish Temporary in Permanent, Establish Permanent Supply; • a Special Read (excluding *ServiceOrderSubType* of Check Read); • Re-energisation;

		• Miscellaneous; • a Metering Service Works with a *ServiceOrderSubType* of Install Meter, Meter Reconfiguration.
2.2.1(g)	2.1.2(f)	Should this be Initiator not Retailer? ~~(g)~~(f) The Service Provider Recipient must send a *BusinessAcceptance/Rejection* to the Initiator ~~Retailer~~.
2.2.1(h)	2.1.2(g)	~~(h)~~(g) If a ~~Service Provider~~ Recipient wishes to reject a ServiceOrderRequest, the ~~Service Provider~~ Recipient must indicate the reason for rejecting a Request by the use of an appropriate *EventCode* in a *BusinessAcceptance/Rejection* transaction. Refer section 0 ~~4.4.1~~ for the list of relevant *EventCodes*. Required a reference for *EventCodes* located.
2.2.1(i)	2.1.2(i) (iv)	(iv) Include details of Notified Parties – is this the population of the NotifiedPartyID? If so, it should read 'Include the Participant ID(s) of the notified Party(ies)'.
2.2.1(j)	Deleted	The Service Provider must use reasonable endeavours to meet the original Timing Requirement for the completion of requested work that was inappropriately rejected. (j) On accepting the ServiceOrderRequest, the

		Service Provider must use reasonable endeavours to complete the work within the Required Timeframe for the Completion of the Requested Work. Suggest these clauses remain and apply to Supply Service Works; Metering Service Works will be a matter of contractual arrangement.
2.2.1(k)	2.1.2(k)	Suggest the following rewording: (k) Where the Recipient issues a ServiceOrderResponse with a *ServiceOrderStatus* of "Partially Completed" or "Not Completed" and the Initiator: (i) Is satisfied with the outcome, send a BusinessAcceptance/Rejection of Accept; (ii) Requires the work to be completed, raise a new ServiceOrderRequest (with a new ServiceOrderID); (iii) Considers that incomplete or incorrect information has been provided in the ServiceOrderResponse, the Initiator must send the Recipient a BusinessAcceptance/Rejection of Reject.
2.6	2.2	Assuming the *BusinessReceipt* results in a rejection, then should this be sent to the Notified Parties as the *BusinessAcceptance/Rejection* would not be received?
2.7.1	2.3	End-use Customer? Should this be End User as

		referenced in other Procedures? Reference are made to Customer a number of times in the clauses, should this be changed to End User?
2.7.4	2.6	Suggest (e) follow (a) as these are Recipient related activities.
2.7.5	2.7(c)	Why has the reference to cost TBA been removed? If Recipients continue to use TBA product code then these clauses should remain.
	2.8(b)	The ~~Service Provider~~ Recipient must communicate this reply within 2 business days. Within 2 business day of what? Having received the ServiceOrderResponse with a negative *BusinessAcceptance/Rejection?*
2.13.2	2.13 Table 2 Timing Point Definition	'This is the timing point' has been deleted in some items but not all. Suggest each item commence with 'The point where…' Suggest 'D' be reworded to: The point where the Initiator receives the *BusinessAcceptance/Rejection* of 'Accept'. Where the Service Paperwork is missing this Accept shall include a warning - Missing Paperwork. Following a *BusinessAcceptance/Rejection* of Warning, this timing point commences the

		agreed period in which the Initiator must provide the Recipient the necessary Service Paperwork. Suggest 'E' be reworded to: The point where, the Recipient has not received the necessary Service Paperwork. The Recipient must provide a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an *ExceptionCode* of "Documentation Not Provided".
Figure 8	Table 3	Not allowed for De-energisation ServiceOrderRequests with *ServiceOrderSubType* of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)". There are no longer subtypes of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)" only de-energisation reasons. Suggest updating this table accordingly.
Figure 8	Table 3	Sensitive Load Sensitive load (such as a Life – Support Customer) and did not de-energise. Limited to De-energisation. ServiceOrderRequests only with a status of 'Not Completed'. Under the CSDN changes there are now two fields, one for sensitive Load and another for Life support. This table should be updated to reflect this change.

Figure 8	Table 3	No Comms Service provider unable to contact a remotely controlled device. Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'. Should this also apply to any remote service including re-energisations?
Figure 8	Table 3	Unknown Connection Status Service provider unable to determine connection status of a remotely controlled device. Limited to remote De-energisation ServiceOrderRequests with the status of 'Not Completed'. Should this also apply to any remote service including re-energisations?
2.13.5	2.13.2	This section needs to be updated to show the Allocate NMI is the first step in the new connection process. Also we now refer to Retailer and DNSP not Initiator and Recipient. This swapping between role and Initiator/Recipient is confusing. The following sections in the B2B Guide need to be provided in the appropriate Procedure. 3.1 (a) states: In some instances, certain B2B Communications can only be initiated by certain roles and are specified in the Procedures.

		And 3.2(a) states: For a given request, there is only one recipient. This recipient is the party responsible for the completion of the request and associated market messaging. For works that require multiple parties to carry out certain tasks, a separate request is generally needed for each task. This is to ensure that from a transaction perspective, only one party is providing a response to the request. 4. Provides a table of transactions; initiators, recipients and notified parties. And Appendix 1 of the B2B Guide references the paperwork required in each jurisdiction. In clause (b) what is the Connection Date? The date the supply is established, the date the meter is installed or the date the meter is energised?
2.13.7	2.13.3	Suggest the following rewording: (a) The obligations under this clause apply to regulated businesses.
2.13.7	2.13.3 (d)	(d) Suggest the following rewording: ServiceTime: (i) The DNSP must take into account the value in the ServiceTime field when scheduling the ServiceOrderRequest. (ii) For afterhours re-energisations, the Retailer must specify a ServiceTime of "Non-Business Hours" and must ensure the information in the SpecialInstructions field provides specific information regarding the situation and reason for the “Non-Business Hours” request. By

		nominating a ServiceTime of "Non-Business Hours" the Retailer indicates they will accept any “Non-Business Hours” charges. (iii) Where the Retailer does not wish to pay an after-hours fee a ServiceTime of “Business Hours” should be used. This indicates the Retailer will not accept after-hours charges and will accept a delay in service completion (within the bounds of agreed service levels) in preference to undertaking the work after-hours. (iv) Where the Retailer prefers the work to be undertaken within business hours but is willing to pay the after-hours fee where necessary in order to speed up completion, a ServiceTime of "Any Time" should be used. This indicates the Retailer will accept after-hours charges if the work needs to be undertaken outside Business Hours.
2.13.7 (f)	2.13.3 (g)	~~(f)~~(g) If the Retailer does not know what specific type of Re-energisation is required, the Retailer should not specify a *ServiceOrderSubType.* In 2.1 Table 1 there are no *ServiceOrderSubTypes* for Re-energisations.
2.13.7 (i)	2.13.3 (j)	~~(i)~~(j) In SA, where a Customer advises the Retailer they have already moved into the Site, the Site is energised (left energised or energised by the Customer) and the Retailer requires a move-in reading, the Retailer must raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of “Sticker Removal”. The ~~Service Provider~~DNSP will provide a meter

		reading in accordance with the Metrology Procedure, undertaking field work if necessary. Where this code is used, the *CustomerPreferredDateAndTime* must not be retrospective where the meter type is 6. In 2.1 Table 1 there are no *ServiceOrderSubTypes* for Re-energisations.
2.13.8	2.13.4 (a)	Suggest the following rewording: (a) The obligations under this clause apply to regulated businesses.
2.13.8 (b)	2.13.4 (c)	~~(b)~~(c) The Retailer must use the *ServiceOrderSubType* to indicate what type of de-energisation is required. If no detail is provided, the ~~Service Provider~~ DNSP's normal practice will apply. Does the Retailer still need to populate the De-energisation Reason when the *ServiceOrderSubType is 'blank'*? This is a mandatory field for a de-energisation service order.
2.13.8	2.13.4 (d)	(i) The Retailer must use a *ServiceOrderSubType* of "Remove Fuse (Non-payment)" or "Pillar box, Pit or Pole top (Non-payment)" for a de-energisation for nonpayment. There is no *ServiceOrderSubType* of "Remove Fuse (Non-payment)". With the change to include the De-energisation Reason this is now a combination of *ServiceOrderSubType* of "Remove

		Fuse and De-energisation Reason Non-payment (DNP). This is not clear in the B2B Guide, Section 5.1.3. (vi) Suggest the following rewording: "Customer On-Site" is not a valid *ExceptionCode* for ServiceOrderType De-energisation with a ServiceOrderSubType Remove Fuse or De-energisation and a Reason of Non-payment.
2.13.10	2.13.5	Suggest the following rewording: (a) Where the request for a special read is associated with an End User transfer, the prospective Retailers must initiate the transfer into MSATS within 2 business days of the date the Special Read ServiceOrderRequest was sent (or as required by the CATS Procedure or jurisdiction regulations). Where a Special Read has already occurred, the prospective Retailer must still initiate a transfer request in MSATS within 2 business days.
2.13.15	2.13.7 (a)	Suggest the following rewording: (a) The obligations under this clause apply to regulated businesses.
2.13.15 (d)	2.13.7 (e)	Suggest the following rewording: ~~(d)~~(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. Scenarios 1-6, detailed in section ~~02.12.15.2~~, allow for this practice.

		Need to insert the correct reference for Scenarios 1-6.
Figure 9 Figure 10	Figure 4 Figure 5	The content of these tables need to be reviewed to ensure consistent information is provided. E.g. why would the Current FRMP for a NMI raise an Allocate NMI for that same NMI?
3.3.5	3.3.3 (i)	Suggest the following rewording: (i) These apply to regulated businesses.
4.1 *RetServiceOrderID*	4.1 *ServiceOrderID*	Suggest the following rewording: Used for tracking. For ActionType = “Cancel” and “Resend” it must be the number sent in the initial ServiceOrderRequest. For ActionType = “New” or “Replace” it must be a new (unused) number, unique for the Initiator/Recipient combination.
4.1 *MeterSerialNumber*	4.1 *MeterSerialNumber*	Suggest the following rewording: Not required where the requested work affects all meters for the NMI. Required where the requested work does not affect all meters for the NMI. This field repeats to allow details for multiple *meters*. Not Required for a “Cancel” ServiceOrderRequest.
4.1 *ServiceOrderAddress*	4.1 *ServiceOrderAddress*	Suggest the following rewording: Site address where the requested work is to be done. Provided in either a structured format (where available), otherwise unstructured.

		This field is Mandatory for an Allocate NMI ServiceOrderRequests where the NMI is not provided.
4.1 *AccessDetails*	4.1 *AccessDetails*	Suggest the following rewording: Where the Customer has supplied special access details, the Retailer must provide these describing fully the access details and without using abbreviations. For Example: • "Customer Reports No Access Requirements", • "Not Known To Initiator" • <Description of access requirement> Refer B2B Procedure: Customer and Site Details Notification for more information. This information does not replace information previously provided in a SiteAccessNotification. Not Required for a "Cancel" ServiceOrderRequest.
	4.1 *LifeSupport*	Include - Not Required for a "Cancel" ServiceOrderRequest.
4.1 *SafetyCertificateMethodSent*	4.1 *SafetyCertificateMethodSent*	Suggest the following rewording: A code indicating how the safety certificate is provided: • "Fax" • "Email" • "Online" = Available to the Recipient from an internet Site • "OnSite" = Left on Site or already provided by Customer/Agent (eg. REC) Not Required for a "Cancel"

		ServiceOrderRequest.
4.1 *SpecialInstructions*	4.1 *SpecialInstructions*	Suggest the following rewording: Any special instructions the Initiator wishes to convey to the Recipient. Mandatory where: • A value of 'Yes' is used in *CustomerConsultationRequired*; • A value of "Other Multi-phase" is used in *SupplyPhases*; • A value of "Other" is used in *MeteringRequired*; • Where ActionType = "Replace"; • It supports exceptional arrangements for urgent (high priority) ServiceOrderRequests; • Where ServiceOrderType = "Meter Reconfiguration"; • Where ServiceOrderType = "Supply Service Works " and any tariff or metering requirements are not already provided; • Where ServiceOrderType = "Metering Service Works" and any tariff, metering requirements or any other special requirements need to be advised; • Where ServiceTime = "Non-Business Hour". This does not replace information previously provided in a SiteAccessNotification.
4.1 *ServiceOrderCoordinationRequired*	4.1 *ServiceOrderCoordinationRequired*	Suggest the following rewording: "Yes" = Where the Initiator has made

		arrangements regarding co-ordination for the completion of the work requested. “No” = where no such arrangements have been made. Required for a “Cancel” ServiceOrderRequest where *SpecialInstructions* are provided. Or is it expected the field will be ‘blank’ if no arrangements have been made?
4.1 *CoordinatingContactName*	4.1 *CoordinatingContactName*	Add the following: Mandatory where the *ServiceOrderCoordinationRequired = “Yes”*
4.1 *CoordinatingContactTelephoneNumber*	4.1 *CoordinatingContactTelephoneNumber*	Add the following: Mandatory where the *ServiceOrderCoordinationRequired = “Yes”*
4.1 *CustomerConsultationRequired*	4.1 *CustomerConsultationRequired*	Suggest the following rewording: “Yes” = where the Recipient is requested to consult with the Customer to make arrangements for the completion of the work requested. Where ‘Yes’ is used, the reason for the consultation must be provided in the *SpecialInstructions*. “No” = where no such consultation arrangements are required. Not Required for a “Cancel” ServiceOrderRequest unless *SpecialInstructions* is provided. Or is it expected the field will be ‘blank’ if no arrangements have been made?
4.1 *CustomerContactName*	4.1 *CustomerContactName*	Add the following:

		Mandatory where the *CustomerConsultationRequired = "Yes"* Also change Customer to End User.
4.1 *CustomerContactTelephoneNumber*	*4.1 CustomerContactTelephoneNumber*	Add the following: Mandatory where the *CustomerConsultationRequired = "Yes"*
4.1 RP	4.1 RP	Suggest the following rewording: MC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequests with a Sub Type of Allocate NMI. Not Required for a "Cancel" ServiceOrderRequest.
4.1 MDP	4.1 MDP	Suggest the following rewording: MDP's Participant ID. Mandatory for Supply Service Works ServiceOrderRequests with a Sub Type of Allocate NMI. Not Required for a "Cancel" ServiceOrderRequest.
4.1 MPB	4.1 MPB	Suggest the following rewording: MPB's Participant ID. Mandatory for Supply Service Works ServiceOrderRequests with a Sub Type of Allocate NMI. Not Required for a "Cancel" ServiceOrderRequest.
4.1 MPC	4.1 MPC	Suggest the following rewording: MPC's Participant ID. Mandatory for Supply Service Works ServiceOrderRequests with a Sub Type of Allocate NMI. Not Required for a "Cancel" ServiceOrderRequest.

4.1 *NMIStatusCode*	4.1 *NMIStatusCode*	Please provide an explanation as to why this field has been removed.
4.1 *SwitchingServiceRequired*	4.1 *SwitchingServiceRequired*	This has changed from a Yes/No field to a "For Example". There needs to be defined values for the field. Are "In the Meter" and "External" the only values?
4.1 *ProposedTariff*	4.1 *ProposedTariff*	Suggest the following rewording: The new Network Tariff required by the Initiator. Allowed values are the Network's Tariff Code as gazetted by the Regulator and recorded in MSATS at the Meter register ID level. The field can be repeated as necessary where multiple tariffs are required. Not Required for a "Cancel" ServiceOrderRequest.
4.2. *ActionType*	4.2 *ActionType*	Suggest the following rewording: Allowed value: "Closure"= closing out a Service Order "Resend" = resending a ServiceOrderResponse previously closed.
4.2 *RetServiceOrderID*	4.2 *ServiceOrder*	Suggest the following rewording: Used for tracking. This is the same field as the one provided in the Initiator's ServiceOrderRequest. The Format must match exactly that used in the ServiceOrderRequest (including leading or trailing zeros and spaces).
4.2 *NotifiedPartyID*	4.2 *NotifiedPartyID*	Notified Party (Retailer or DNSP or ENM or MDP or MPB or MPC or MC) Participant ID. Should the Notified Party's ID(s) match that sent

		in the ServiceOrderRequest? Or will the recipient notify parties not identified in the ServiceOrderRequest?
4.2 *NMI*	4.2 *NMI*	Suggest the following rewording: NMI (as used by MSATS). This field is Mandatory for all Responses except for Responses to Supply Service Work ServiceOrderRequest with a sub type of Allocate NMI where the ServiceOrderStatus is “Not Completed”.
4.2 *ServiceOrderAddress*	4.2 *ServiceOrderAddress*	For details of the ADDRESS structure, refer B2B Procedure Technical Guidelines for B2B Procedures. This is not a correct reference. Is it now found in the Technical Delivery Specification?
4.2 *ExceptionCode*	4.2 *ExceptionCode*	Suggest the following rewording: Mandatory for ServiceOrderStatus of “Not Completed” and “Partially Completed”. Exception Codes applicable to “Not Completed” are: “Unable To Access“ “No Supply“ “Unsafe“ “Initiator Cancellation“ “Recipient Cancellation“ “Other“ “Unknown Load” “Documentation Not Provided” “Request Submitted By Another Initiator” “De-energisation Not Completed Due To A Re-

		energisation” Exception Codes applicable to De-energisation Service Orders where the ServiceOrderStatus is “Not Completed” are: “Customer Prevented“ “Customer On-Site“ “New Customer On-Site“ “Sensitive Load“ Exception Codes applicable to ServiceOrderStatus “Partially Completed ”: “Metering Problem“ “Reading Problem“ “Other“ Exception Codes applicable to ServiceOrderStatus “Completed”: “Meter Reading Only Undertaken Due To Prior Re-energisation“
4.2 *ServiceProviderRecipientContactTelephoneNumber*	4.2 *ServiceProviderRecipientContactTelephoneNumber*	Should this field be mandatory where the RecipientContactName is populated?
4.3 *CustomersPreferredDateAndTime*	4.3 *CustomersPreferredDateAndTime*	Reference is made to new connections. There are no new connection service order types post 1 December 2017 and assume appointments can now apply to other service order types. Suggest removal of the reference to new connections.
4.4 Event Codes	4.4 Event Codes	The Request falls outside the Recipient’s regulatory and contractual obligations. Why has ‘and contractual’ been removed from EventCode 1957?
A. Do the content and the structure of the Service Order Transactions meet industry needs?		

The division of the service orders into Supply (undertaken by the DNSP) and Metering (undertaken by the MC/MPB) would appear to satisfy the need to distinguish between the regulated services provided by distributors and the competitive metering services managed by the MC. New data fields have been added to the service order request to facilitate the interactions between multiple parties that will now be required as a result of the introduction of metering competition. However, two significant concerns need to be addressed:

1. Table 1. in the B2B Guide lists the Initiators, Recipients and Notified Parties for each of the service order type and subtype combinations. The key provided prior to the Table indicates the Current or Prospective role statuses can initiate, receive or be notified. This needs to be clarified for each service order type and subtype so participants know the status of the role in which they can initiate, receive or be notified of a request and build their systems and processes accordingly. Remove the reference to MP. MP is not a market role and should be changed to MPB.
2. The 'splitting' of the new connection process as a result of the division into metering and supply services has potential adverse impacts for both participants and customers. For example, it is assumed only a Prospective Retailer can raise an allocate NMI. Can the same or another Prospective Retailer raise a request to establish supply without the Create NMI being completed in MSATS? If so how will this be managed by the Distributor? Is it expected the Prospective Retailer will wait until the Create NMI is complete in MSATS, up to 5 days, before they can issue the service order request for supply? What occurs where two different Prospective Retailers send an allocate NMI request? The Multiple Service Order Scenarios do not address any of these questions. Ultimately the time to connect the customer could be impacted whilst participants resolve these issues if clear processes are not agreed and documented in the Procedure.

2. CSDN

Old Clause No	New Clause No	Comments
	3.1 (d) Table 2	Providing a CustomerDetailsRequest as part of a ~~an End User~~ Customer Details Reconciliation under section 2.2.3. Providing a CustomerDetailsNotification as part of a ~~an End User~~ Customer Details Reconciliation under section 2.2.3. Section 2.2.3 does not exist.
	3.2 (b) (ii) (A)	t~~T~~he receipt of the ~~Service Order~~ Supply connect or Install Meter Service Order completion notifications, Should this read "Supply Connect <u>and</u> Install Meter Service Order completion notifications"? Given "D" states the site must be energised I would expect this can only happen when the supply and metering are connected.
	3.2 (d) (i)	the Service Order completion notification ~~(New connection or Allocate NMI transaction in NSW)~~, Which service orders need to be completed? Supply Connect and Meter Install?
9.2.2	4.1 (b)	(b) A Retailer must initiate a CustomerDetailsNotification if it becomes aware of changes to customer outage details or a Life Support situation arises. Should this be the "Current Retailer"?

9.2.2	4.1 (c)	Suggest the following rewording: (c) The Current Retailer must provide the complete set of available information they hold in each Notification transaction, not just information changes. Where the Current Retailer does not Provide information is the non-Mandatory fields (as defined in Section 4), this means the Current Retailer does not hold this information.
9.2.2	4.1 (d)	This clause is confusing. There is reference to the Initiator, Recipient, Retailers, DNSP and MPB. It needs to be clear who can provide the information and the party or parties who should receive it. The table in the B2B Guide states the Customer details is provided by the Retailer, the Site Access is provided by either the Retailer, Distributor or Meter Provider and the Pre-Installation Data is provided by the Old Metering Provider. Suggest the following rewording: It is within a Recipient's sole discretion as to whether they update their records on the basis of the information provided by the Initiator of a Notification. If the Recipient 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.
9.2.2	4.1 ~~(f)~~	As the Retailer, Metering Provider or Distributor can now make a request for site access details to one or other of these parties (according to the Table in the B2B guide p.11), suggest the following changes: (f) Participants must only send updates where the Customer or the Participant has initiated the Changes. Participants must not send updates based on information received from MSATS or other participants. This prevents the cyclical transmission of information between participants.

9.2.2	4.1 (g)	Now other parties such as the MP, DB and Old MP (should this be Current MPB as the New MPB is making the request and therefore the role has not yet changed?) are responsible for initiating notifications; the following rewording is suggested: The Initiator of a notification must investigate and provide an updated notification where necessary within 5 business days of receiving a rejection for a notification.
9.2.3 (b)	4.2 (b)	Suggest the following rewording: A DNSP or MPB must only send a maximum of one CustomerDetailsRequest per *NMI* per day.
9.2.4.1 (a)	4.3.1 (a)	(a) The initiator of the CustomerDetailsNotification will always be a Retailer. Should this be the Current Retailer or has the definition of Retailer changed? Current Retailer has been replaced with Retailer throughout this Procedure. Retailer is not a defined term in the Glossary and Framework and the reference to the Roles in section 4.2 provide no explanation of when the roles apply to the provision of notifications.
9.2.4.1(c)	4.3.1 (c)	Retailers must send the relevant Notification to the DNSP, MPB (and MC as required) whenever they become aware of Customer Changes. Why is the Retailer required to send Customer Details Notifications to the MPB when the MPB is appointed by the MC? The Retailer has a direct relationship with the MC and would negotiate with them to determine if they or the MPB is to receive customer detail updates.

9.2.4.2 (a)	4.3.2 (a)	Initiator and Retailer are used interchangeably in this clause. Suggest Current Retailer be used as they are the only participant who should send this transaction.
9.2.4.2 (b)	4.3.2 (b)	Having been advised by the DNSP of the life support situation, I assume the Current Retailer will update their systems based on this information and as per clause 4.1 (f) not provide an update back to the DNSP; or is it expected that a Customer Details Notification will be sent?
9.2.5 (a)	4.4(b)	Suggest the following rewording as I expect the provision of the reconciliation with the MC will be negotiated between the Current Retailer and their appointed MCs: (a) The Retailer must conduct the Customer Details Reconciliation with the DNSP. A Customer Details Reconciliation will be conducted as agreed between the Current Retailer and the MC.
9.2.5 (e)	4.4(e)	As there is the potential for multiple parties to receive the CustomerDetailsReconciliation, suggest the following rewording: For NMIs provided by the Current Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the Recipient(s) as having Life Support, the Recipient(s) must accept the transaction(s) and update their records accordingly.
	4.5	According to the B2B Guide, the following roles can make a Site Access Request; Retailer, Meter Provider (assume MPB) and DNSP. Assume that only those in the current roles can make the request as per clause 4.5 (a). The following rewording is suggested: (a) The Current Retailer can generate a SiteAccessRequest to the Current MPB or DNSP for a NMI. The Current MPB can generate a

		SiteAccessRequest to the Current MPB or DNSP for a NMI. The DNSP can generate a SiteAccessRequest to the Current MPB or DNSP for a NMI.
	4.6 (a)	Retailers must send the relevant Notification to other related parties (DNSP, MPB (and MC as required) whenever they become aware of Site Access Changes. Why is the Retailer required to send Site Access Notifications to the MPB when the MPB is appointed by the MC? The Retailer has a direct relationship with the MC and would negotiate with them to determine if they or the MPB is to receive site access updates. The MC is not mentioned in the Table p.11 of the B2B Guide as either an initiator or a Recipient of the Site Access Request or Notification, yet is referred to in the clauses in the Procedure.
	4.6 (b)	Suggest the following rewording: (b) The DNSP and MC/MPB, as agreed with the Current Retailer, can only send a SiteAccessNotification on receipt of a valid SiteAccessRequest.
		The DNSP and MPB can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer. As the Current Retailer can now request site access information from the DNSP and/or MC/MPB, should this clause also apply to the Current Retailer?
	4.7	According to the B2B Guide only the New MP (MPB?) can request the Pre Installation Data from the Current, not Old MP (MPB?) as the participant in the role has not changed. Have deleted the reference to Section 3.5 as it cannot be found. Suggest the

		following rewording: (a) The New MPB must only send one PreInstallationDataRequest per *NMI* per day (b) The Current MPB must send a *BusinessAcceptance/Rejection* to the Initiator following validation of a PreInstallationDataRequest. (c) The Current MPB must send PreInstallationDataResponse details of the *metering installation* for the requested *NMI*. (d) The details provided in a PreInstallationDataResponse must be current as at the date and time that it was sent.
	4.7.1	Suggest the following rewording: An MPB may commence a PreInstallationRequest process where they: (a) have been nominated as the New MPB for a *NMI* in MSATS and the change request is in a pending status; and (b) require information from the Current MPB regarding a *metering installation,* or *metering point(s)* in order to carry out its responsibilities as an MP.
	5.1 Table3	Change MBP to MPB.
	5.1 Table3 SpecialNotes	Suggest the following rewording: Any additional information the Initiator wishes to convey to the Recipient. Mandatory if Reason is “Other” or “Data Quality Issue”.
11.1	5.2	*PhoneNumber1 PhoneNumber2 EmailAddress* Change Initiator to

		Current Retailer. *AccountContactName,* LifeSupportContactName – *change "Should be" to "Is".* LSEmailAddress Change Initiator to Current Retailer
	5.4	AccessDetails – should it be End User and not Customer?
	5.5	The details in Table 1 of the PreInstallationDataRequest contains the following and it is suggested these fields be added to the other transaction Tables for consistency and accuracy. Also need to include "M" in the Use column for Recipient ID. **Field** **Format** **Use** **Definition** *InitiatorID* VARCHAR(10) M Initiator's Participant ID as published in MSATS. *InitiatorRole* VARCHAR(4) M Initiator's Role as published in MSATS. *RecipientID* VARCHAR(10) Recipient's Participant ID as published in MSATS. *RequestID* VARCHAR(15) M Initiator defined reference, used for reference and tracking. Must be a new (unused) number, unique for the Initiator.
A. Who has the obligation(s) in an Embedded Network to notify any relevant participant(s) of Life Support? B. How do participants communicate customer Life Support information in an Embedded Network? C. Are B2B communications required? Note: The Embedded Network Operator (ENO) is not required to be a B2B Participant.		

The Current Retailer for the Child NMI would notify the DNSP of Life Support for a child NMI using a B2B communication so as to avoid delays in passing on this critical information. If the Parent of the embedded network and the ENM also require this information, the most effective way of communicating Life Support would be to create an MSATS transaction whereby the Prospective/Current Retailer would send this to MSATS and in turn MSATS would publish it to the relevant DNSP, Parent, Parent MPB, Child MPB and ENM. All of these participants have an obligation to use MSATS.

D. Should the SiteAccessNotification be available for parties related to a NMI to send new or updated site hazards and access details?
E. Which participant(s) should be considered the 'master of record' holder for this information?

The following participants have a 'need to know' concerning access information for a site; Retailer, Distributor and MPB. As per the B2B Procedures, these participants, as they become aware of access information, will advise the other parties and at their discretion these parties will update their records. It is suggested the Distributor and MPB have ownership of this information as they will have the need to visit the site.

3. Meter Data

Old Clause No	New Clause No	Comments
	2.1	Suggest the following rewording: Table 1 details the business communication processes associated with meter data and metering installations to which this Procedure applies. It indicates which Business Documents are used to initiate and respond to the request and provides a brief description of each.
	2.1 Table 1	Verify Meter Data - An Initiator can query MDFF data to ensure that the latest version is being queried. ~~The process by which a Participant queries MDFF Data~~. Th~~is is normally executed~~ Normally initiated after a ProvideMeterDataRequest ~~to ensure that the latest version of data is being queried~~ has been completed. The first sentence in this clause does not make sense.
	2.2.5 (a)	are authorised to receive the information; and What qualifies a participant to be authorised to request the information? The B2B Guide states the DB (DNSP) or RP (I assume this is a typo and should be RB (Current Retailer). Therefore suggest the following rewording: (a) Are the DNSP or Current Retailer for the NMI; and

	2.2.5 (b)	(b) require information from the Current MP regarding a *metering installation*. The MP is not a role in the NEM; assume it is the Current MPB?
	2.2.6 (a)	…are authorised to receive the information; and What qualifies a participant to be authorised to request the information? The B2B Guide states the DB (DNSP) or RB (Current Retailer). Therefore suggest the following rewording: (a) The DNSP or the Current Retailer for the NMI may commence a RemoteOnDemandMeterReadRequest.
2.12	2.5.3 (a)	Suggest the following rewording: A Recipient of a ProvideMeterDataRequest must determine which Meter Readings the Participant Initiator has requested in accordance with the following:
2.13.1	2.5.4.1	The Table reference should be Table 4.

A. Should the Remote on Demand Meter Read be included in the Meter Data Process or the Service Order process?

This is a fee for service activity and in order to manage the charges associated with these requests, as with existing service order charges, it is suggested this transaction be part of the service order process. It is expected the service order response would contain the appropriate product code and would follow the special read process by providing the metering data in an MDN.

B. Should the Meter Installation Inquiry be included in the Meter Data Process or the Service Order process?

As this is a fee for service activity, as with the Remote on Demand Read, this should be a service order, with the service order

response containing the data requested.

4. OWN

Old Clause No	New Clause No	Comments
1.9.1 (a)	1.5 (a)	Not all of the participant roles listed here are shown in the Table on p.11 of the B2B Guide. There is no indication as to the status of the role: Current, New or Prospective.
2.5	2.3 (a) (i)	Suggest the following rewording: A *BusinessAcceptance/Rejection* with *Status* of "Accept" is to be used to indicate acceptance of the B2B Transaction, including the format and content of the Business Document and the entire file has been accepted.
5.1.2	4.1.3	The B2B Guide indicates the DB (DNSP) sends the Network tariff Notification to the RB (current Retailer). Suggest these are the roles referred to in this clause.
5.1.2 Figure13	4.1.3 Figure 5	Suggest the following rewording: Column7 - METERID Faceplate serial number of the completed meter(s) installation/removal. Must match the meter number(s) that will be/is populated in MSATS. Column 12 - REASONFORCHANGE The reason for Network Tariff change. A few examples are provided below: Need to have a complete list of industry agreed codes.

	4.1.4 Figure 6	Column 11 REASONFORINTER The reason for Planned Interruption. A few examples are provided below: Need to have a complete list of industry agreed codes. Column9 REASONFORNOTICE The reason for Meter Fault or Issue. A few examples are provided below: Need to have a complete list of industry agreed codes.
	4.1.6	According to the B2B Guide, the Notice of Metering Works is from the MP (MPB) to DB (DNSP). Suggest these roles are referred to in this clause. Also, what are the status of the roles; New, Current, Prospective?
		Suggest the following rewording: Column 11 METERID Faceplate serial number of the meter(s) that have been installed/removed. Must match the meter number(s) that will be/is populated in MSATS.

5. RoLR Part B

Old Clause No	New Clause No	Comments
		Pacific Hydro has no Comments on the RoLR Part B changes.

6. Glossary and Framework

Clause	Heading	Comments
1.3	Related AEMO Documents	Should this heading be changed to Related Documents as the B2B Procedures are the responsibility of the IEC?
3	Glossary	Is there a need to identify the Procedures where the term is used? Generally the Glossary would be referenced when a term in a Procedure requires clarification; so the Procedure would already be known. If there is a need to identify the source of the term, suggest an additional column in the table to identify B2B, MSATS, Both.
		aseXML - A communication standard for energy transactions ~~in XML~~. A set of schemas and usage guidelines that specify how data ~~should~~ is to be exchanged in FRC conditions in the gas and electricity industries in Australia. Do we need the reference to gas?
		ASP - *Accredited Service Provider*. Expand the definition. Who are they, what do they do and where do they operate?
5.3	Explanatory Material	Should these be included in 1.3?

End