

IMPACT & IMPLEMENTATION REPORT – SUMMARY SECTION
(For AEMO to complete and administer)

Issue Number	IN019/11		
Impacted Jurisdiction (s)	Victoria and Queensland		
Proponent	Justin Luu	Company	AEMO
Affected Gas Markets(s) <ul style="list-style-type: none"> ▪ Retail ▪ Wholesale ▪ Bulletin Board ▪ STTM 	Retail	Consultation process (Ordinary or Expedited)	Expedited
Industry Consultative forum(s) used	GRCF and RBPWG	Date Industry Consultative forum consultation concluded	21 December 2012
Short Description of change(s)	Identifying the Current FRO for MRM and SDR service orders		
Procedure(s) or Documentation impacted	The following Procedures are impacted by the proposed changes: <ul style="list-style-type: none"> • Participant Build Pack 1 – CSV Data Format Specification • Participant Build Pack 1 – Process Flow Table of Transactions • Participant Build Pack 1 – Process Flow Diagrams • Participant Build Pack 4 – QLD Specific Build Pack • Gas Interface Protocol • Queensland Gas Interface Protocol 		
Summary of the change(s)	Process to obtain current financially responsible organisation (CFRO) for certain service order request (MRM and/or SDR).		
I&IR Prepared By	Justin Luu	Approved By	Danny McGowan
Date I&IR published	9 January 2013	Date Consultation under 135EE or 135EF concludes	30 January 2013
Contact address for written responses	Justin Luu, Regulatory Analyst, Australian Energy Market Operator, GPO Box 2008, Melbourne VIC 3001		
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IMPACT & IMPLEMENTATION REPORT – DETAILED REPORT SECTION

CRITICAL EXAMINATION OF PROPOSAL

1. Description of change(s) and reasons for change(s)

The industry has reviewed the opportunities for customers to request their current financially responsible organisation (CFRO) when they are attempting to remove an up stand or meter (job enquiry codes MRM (Meter Removal) or SRD (Service Disconnection Request)).

As this is usually completed when a site is being demolished or renovations are done on the site, the owner / owner's representative (e.g. builder) does not know the current Retailer of that site. As the service orders (MRM and SDR transactions) can only be raised by the CFRO of that site, multiple retailers may be contacted until the correct FRO is identified by the customer. Privacy laws prohibit the distribution business from passing on CFRO details to third parties.

In order to facilitate MRM and SDR service orders, a process was piloted whereby a Retailer can raise a helpdesk call with AEMO to identify a customer's current FRO. As a part of this process, it is expected that the Retailer will check that they are not the CFRO, capture the customer details, and send to AEMO's helpdesk with the subject of "Pilot Program". AEMO will then forward the calls onto the CFRO; the CFRO will contact the customer and put in the service order request with the Distributor.

Industry completed an initial Pilot program for a period of 3 months where one retailer (AGL) could raise these queries with AEMO's helpdesk. This program was deemed to have been successful, and the expansion of this program was extended to 12 months, beginning 21 December 2010 and concluded 22 December 2011 involving all Retailers. The Pilot Program is currently still running.

The aim of the extended Pilot Program was to ensure that this process captures the appropriate queries, with the actions resulting from the process matching the effort undertaken to input and retrieve the data. It was agreed at the RBPWG that if the calls that are being logged with AEMO (during the extended period) are outside the scope of this Pilot Program, the program will be reviewed and a decision made regarding its continuation.

With the assistance of Distributors, AEMO were able to capture the results from the Pilot Program and define a percentage success rate of all Pilot Program calls sent to AEMO helpdesk. The total number of Pilot Program calls processed was 165 with a success rate of 67.28%. The failure rate of 32.72% occurred when insufficient information was provided to AEMO.

The total number of BAU service orders during the pilot program period is estimated to be 8400 based on data received from each

	<p>Distributor. The successful Pilot Program calls processed account to 1.32% of BAU service orders.</p> <p>These results were reviewed by the RBPWG in May 2012 and unanimous support was given by all Retailers for inclusion of the Pilot Program into the Gas Interface Protocol (GIP).</p> <p>Currently in South Australia and Queensland, there is an industry agreed process in place and the extension of the piloted program was not required. This IIR therefore excludes the changes from the Queensland specific Participant Build Pack.</p>
<p>2. Reference documentation</p> <ul style="list-style-type: none"> ▪ Procedure Reference ▪ GIP/Specification Pack Reference ▪ Other Reference 	<ul style="list-style-type: none"> • Participant Build Pack 1 – CSV Data Format Specification • Participant Build Pack 1 – Process Flow Table of Transactions • Participant Build Pack 1 – Process Flow Diagrams • Participant Build Pack 4 – QLD Specific Build Pack • Gas Interface Protocol • Queensland Gas Interface Protocol
<p>3. The high level details of the change(s) to the existing Procedures</p> <p>This includes:</p> <ul style="list-style-type: none"> ▪ A comparison of the existing operation of the Procedures to the proposed change to the operation of the Procedures ▪ A marked up version of the Procedure change (see Attachment A) 	<p>The specific changes are described in Attachment A, B, C, D, E & F.</p>
<p>4. Explanation regarding the order of magnitude of the change (eg: material, non-material or non-substantial)</p>	<p>It is expected that there will be a process impact on Participants as the pilot program has been running for over 12 months, participants will be required to make changes to incorporate the pilot program as a business as usual process.</p> <p>Therefore, it is considered that this change will be ‘non-substantial’ as this process is already in place.</p> <p>There are no system implications on Participants or AEMO.</p>

ASSESSMENT OF LIKELY EFFECT OF PROPOSAL

<p>5. Overall Industry Cost / benefit (tangible / intangible / risk) analysis and/or cost estimates</p>	<p>Stakeholder consultation</p> <p>As prescribed in the “Approved Process”, participants and stakeholders were asked to complete and submit Stakeholder Assessment Forms (SAFs). Submissions closed on 21 December 2012. Four of a possible 14 registered participants in the Victorian retail gas markets, submitted a SAF response. Comments received on the costs/benefits of the proposed change are summarized below:</p>
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	<p><u>Impact assessment</u></p> <p><i>Customer impacts</i></p> <p>Responses received indicated that there will be positive customer impact, as this change would see an improvement in managing customer requests for MRM and SDR.</p> <p><i>Scale of importance of change</i></p> <p>Participants were asked to rate the importance of the proposed change for their organization taking into account the industry as a whole. A rating was given using a scale from 1 to 10 (1 less important, 10 extremely important).</p> <p>The median for those responses ranked the change 8 out of 10.</p> <p><i>Estimated costs assessment</i></p> <p>The total cost to implement this change is estimated to be minimal for participants' business process changes. AEMO has estimated the costs associated with responding to Pilot Program calls to be \$5775 per annum, this estimate has been calculated with resourcing effort at approximately 30 minutes per call with an associated costs of \$35 per request.</p> <p>There were no ongoing costs identified by Participants.</p> <p><u>Benefit assessment</u></p> <p><i>Benefits Identified:</i></p> <p>Responses indicated that tangible benefits were quantified between \$20,000 and \$30,000 based on operational efficiencies, reduction in duplicate requests and reduction in errors where there is no agreed process. Additionally intangible benefits were noted as improved customer perception of retailers and reduced numbers of complaints (internal and ombudsman related).</p> <p><u>Overall Outcome</u></p> <p>As a result of the SAFs, AEMO assesses that the net benefit to industry is between \$14225 and \$24225.</p> <p>Overall, the SAFs revealed tangible and intangible benefits for the industry when compared to the implementation costs for this change.</p>
<p>6. The likely implementation effect of the change(s) on stakeholders (e.g. Industry or end-users)</p>	<p>This change is expected to be implemented on 1 March 2013.</p> <p>The process impact to introduce this new process to allow Retailers to obtain the CFRO for certain service order requests (MRM and/or SDR) will be the ongoing use of AEMO resources which is estimated to be \$35 per request.</p> <p>To ensure this new process is operating as per its intent, ad-hoc validation of the information received by AEMO will be validated with Distribution businesses.</p> <p>The use of this transaction by Retailers for purposes other than MRM or SDR transactions will result in non-compliant behaviour and will be subject to the compliance processes as published on AEMOs website.</p> <p>Responses from the consultation also supported the above and noted that it will improve market efficiency and effectiveness.</p>
<p>7. Testing requirements</p>	<p>Not required.</p>

<p>8. AEMO's preliminary assessment of the proposal's compliance with section 135EB:</p> <ul style="list-style-type: none"> - consistency with NGL and NGR, - regard to national gas objective - regard to any applicable access arrangements 	<p><u>Consistency with NGL and NGR</u></p> <p>AEMO's view is that the proposed change is consistent with the NGL and matters about which Procedures can be made within section 135EA of the NGR. Implementation of this change is consistent with the policy intent on AEMO establishment. The change is also consistent with the operation and intention of other regulatory instruments such as the NERR.</p> <p><u>National Gas Objective</u></p> <p>"Promote efficient investment in, and efficient operation and use of, natural gas services for the long term interests of consumers of natural gas with respect to price, quality, safety, reliability and security of supply of natural gas."</p> <p>The proposed change promotes and facilitates the efficient operation of the gas market and is in the long term interests of consumers. This proposed change creates a single process agreed by industry which leads to reduced errors and improved customer experience.</p> <p><u>Applicable Access Arrangements (AA)</u></p> <p>AEMO has not received any information from stakeholders (including Distribution businesses) on the potential implications for applicable AA for the Victorian gas distribution system as a result of the proposed changes described in this document.</p>
<p>9. Consultation Forum Outcomes (e.g. the conclusions made on the change(s) whether there was unanimous approval, any dissenting views)</p>	<p>As a result of the consultation completed to date, AEMO has received submissions from AGL, Origin, Energy Australia and Multinet. Results of this consultation outlined below:</p> <ul style="list-style-type: none"> • A participant recommended changes to the wording in Participants Build Pack 1 – CSV Data Format Specifications. The recommended changes do not affect the intent of the clause and have been agreed to by AEMO. • A participant noted the proposed change does not include changes to Participant Build Pack 4 – QLD Specific Build Pack which is necessary when transactions are not required by QLD Retail Market. AEMO agreed to this change.

RECOMMENDATION(S)	
<p>10. Should the proposed Procedures be made, (with or without amendments)?</p>	<p>AEMO recommends that the proposed amendment to the Build Pack as described in the Attachments should be made.</p>
<p>11. If applicable, a proposed effective date for the proposed change(s) to take effect and justification for that timeline.</p>	<p>AEMO proposes that this change be effective on 1 March 2013. The consultation timeframe for this IIR close on 30 January 2013. AEMO decision will be published by 6 February 2013.</p>

**ATTACHMENT A –
PROPOSED PARTICIPANTS BUILD PACK 1 – CSV DATA FORMAT SPECIFICATIONS**
Blue represents additions Red and strikeout represents deletions – Marked up changes

6.24 Obtain CFRO for MRM and/or SDR Service Order Requests (T356)

This email notification is an ad-hoc ~~type~~ request used by the Retailer where they have received a request to undertake a who has been contacted by a customer who is attempting to ascertain who their current FRO (CFRO) is, to put through a MRM (Meter Removal Request) or SDR (Service Disconnection Request) service order and they are not the FRO for the MIRM.

Having confirmed they are not the FRO the Retailer will:

- ~~The Retailer will check that they are not the Financially Responsible Organisation, capture the customers' details~~
- ~~and if required complete a MIRM discovery (if required) and, then~~
- ~~send an email to AEMO Helpdesk with the subject "OBTAIN CFRO FOR MRM AND/OR SDR".~~

AEMO will forward the ~~call email~~ onto the CFRO; the CFRO will contact the customer and ~~raiseput in~~ the service order request with the Distributor.

Note: the email will be sent to the CFRO as identified in AEMO's meter register. Where the MIRM does not exist in AEMO's meter register, AEMO will assume that it belongs to the host retailer and will send the email to the appropriate host retailer. The method of data delivery will be via email.

Transaction 356		
Heading/Column designator	Mandatory/ Optional	Comment
Fro_Name	M	Contains initiating retailer
NMI	M	
Person_Name_Given	M	Contains customer name
ContactDetail_PhoneNumber_1	M	
ContactDetail_PhoneNumber_2	M	
Site Address	M	Contains supply point address which includes postcode
Suburb_Or_Place_Or_Locality	M	

Service Order Request	M	“SDR” = Service Disconnection Request “MRM” = Meter Removal Or both.
Other Information	O	

7. Data Dictionary

CSV Data Element Name	Attribute / Format	Length / Decimal Places	Allowed Values / Comments
Service Order Request	Char	10	“SDR” = Service Disconnection Request “MRM” = Meter Removal Or both.
Site Address			Standard Form

**ATTACHMENT B –
PROPOSED PARTICIPANTS BUILD PACK 4 – QUEENSLAND SPECIFIC BUILD PACK**
Blue represents additions Red and strikeout represents deletions – Marked up changes

3. Transactions not required for Queensland

The following table shows the transactions, from the Table of Transactions (Participants Build Pack 1) which are not used in the Queensland Retail Market.

Table of Transactions	
Ref No	Transaction Type
15	Disconnection Read
17A	Energy flow for Disconnection Read Response
39	Heating value for the day
56	MIBB – INT91
57	Heating Value for the day
186	Transfer Notice
195	Objection notification or objection withdrawal notification
199	Transfer cancellation
201	Problem notice
209	Withdrawal Transfer Notice
213	Notice of Read Failure
221	New Transfer Date
225	Transfer Termination Notice
230	Notice of Transfer
265	MIBB – INT254
266	MIBB – INT91
267	MIBB – INT171
296	Allocation of numbers for MIRNs for TPO
297	MIRN standing data for TPO
335	Metering Data Monthly
336A	Retailer Churn
334	Network DUoS Billing Details (Tariff H)
356	<u>Obtain CFRO for MRM and/or SDR</u>
910-1060	Transactions relating to Retailer of Last Resort

**ATTACHMENT C –
PROPOSED PARTICIPANTS BUILD PACK 1 – PROCESS FLOW TABLE OF
TRANSACTIONS**

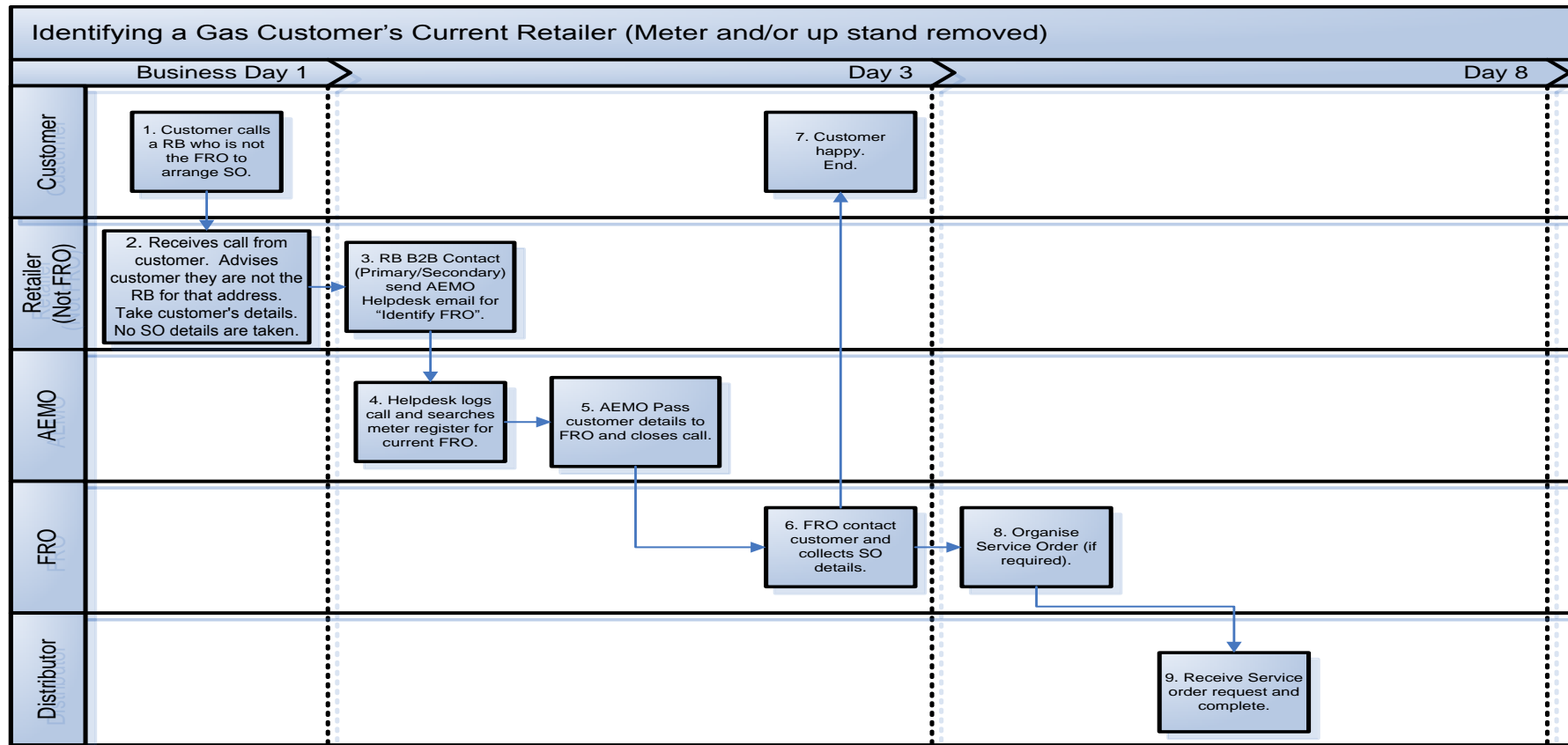
Blue represents additions Red and strikeout represents deletions – Marked up changes

Ref No	X Ref	Basic, Interval or Both	GIP NON-GIP	Category	Procedure Ref	Comment in ref to procedure	Process Map ID	Trans Type	Trigger	From	To
356		Basic	GIP	99. Non Procedures Transaction			13.0	Obtain CFRO for MRM and/or SDR	Retailer contacted by customer requesting MRM and/or SDR	Retailer Market Operator	Market Operator Current FRO

Purpose	Type	Method	Data Elements - Received (MIRN/NMI Interchangeable)	Data Elements - Sent back	Timing	Volume /Freq	Priority - H, M, L	Comments
Customer or RB requires special read. This could be for the purposes of a Final Read (moving out), Reference Read (tenant move-out only), Account Investigation Read or Transfer Read.	B2M M2B	Email notification	Fro_Name NMI Person_Name_Given ContactDetail_PhoneNumber1 ContactDetail_Phonenumner2 Site Address Suburb_Or_Place_Or_locality Service Order Request Other Information	Return Code			L	Previously known as the Pilot Program.

**ATTACHMENT D –
PROPOSED PARTICIPANTS BUILD PACK 1 – PROCESS FLOW DIAGRAMS VER 3.2**
Blue represents additions Red and ~~strikeout~~ represents deletions – Marked up changes

1.23 DIAGRAM 13.0 – CUSTOMER REQUEST TO RETAILER



**ATTACHMENT E –
PROPOSED GAS INTERFACE PROTOCOL CHANGES**
Blue represents additions Red and strikeout represents deletions – Marked up changes

GAS INTERFACE PROTOCOL

PREPARED BY: ~~Gas Retail Market Development~~Retail Development
and Change Implementation

DOCUMENT REF: ~~296630~~

VERSION NO: ~~10~~1.0

DATE: ~~30-01-July~~March 20123

FINAL :

Version History

VERSION	DATE	AUTHOR(S)	CHANGES AND COMMENTS
8.0	01/07/2010	S. Monaco	<ul style="list-style-type: none"> • Ensure document complies with AEMO standard and styles • Check and replace references (where applicable) to NGR with relevant NGR & RMP references • Update terminology to correspond with current usage and definitions • Update acronyms to the current vernacular • Replace obsolete references, such as ORG • Add References to Predecessors
9.0	17/04/2012	S. Monaco	<ul style="list-style-type: none"> • Update references to Participant Build Pack 2 to version 3.1 and Retail market Procedures to Version 3.
10.0	30/07/2012	S. Macri	<ul style="list-style-type: none"> • IN027/11 (NECF Changes) Changes for Customer Classification and schema • IN016/10 CoC digit increase. • IN007/11 PLN digit increase
11.0	01/03/2013	J. Luu	<ul style="list-style-type: none"> • IN029/12 Pilot Program BAU Process

Gas Interface Protocol artefacts to take effect as of ~~30 July 2012~~ 01 March 2013

REQUIREMENT	DOCUMENTS	VERSION
Retail Market Procedures	Retail Market Procedures (Victoria)	45.0 (authorised under the NGL and NGR effective)
Participant Build Pack 1	Process Flow Table of Transactions This contains: - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MIRN and Meter states.	3.24
	Process Flow Diagrams	3.24
	CSV Data Format Specification	3.24
Participant Build Pack 2	Participant Build Pack 2 Interface Definitions	3.2
	Participant Build Pack 2 Usage Guide	3.0
	Participant Build Pack 2 Glossary	3.0
Participant Build Pack 3	B2B System Specification	3.0
	B2B System Architecture	3.0
	Participant Build Pack 3 Interface Definitions	3.1
Guidelines for Development of A Standard for Energy Transactions in XML (aseXML)	The Guidelines for Development of A Standard for Energy Transactions in XML (aseXML) which participants have subscribed to for Victorian Gas is available from www.aemo.com.au/asexml	3.2
aseXML Schemas	The complete set of aseXML schemas and examples which participants have subscribed to for Victorian Gas is available from www.aemo.com.au/asexml	R29

**ATTACHMENT F –
PROPOSED QUEENSLAND GAS INTERFACE PROTOCOL CHANGES**
Blue represents additions Red and strikeout represents deletions – Marked up changes

QUEENSLAND GAS INTERFACE PROTOCOL

PREPARED BY: Retail Development and Change
ImplementationMarket Performance
DOCUMENT REF: 320512
VERSION NO: 78.0
DATE: 3001 JULYMARCH 20123
FINAL

Version History

VERSION	DATE	AUTHOR(S)	CHANGES AND COMMENTS
4.0	01/07/2010	D.McGowan	<ul style="list-style-type: none"> • Ensure document complies with AEMO standard and styles. • Check and replace references (where applicable) to NGR with relevant NGR & RMP references. • Update terminology to correspond with current usage and definitions • Update acronyms to the current vernacular • Replace obsolete references such as ORG • Add References to Predecessors
4.1	21/03/2011	S. Monaco	<ul style="list-style-type: none"> • Update the reference to RMP
4.2	01/07/2011	Z. Gemmell	<ul style="list-style-type: none"> • Update version numbers for RMP and PBP4 • Remove Interim Master MIBB Report List from artefacts
5.0	01/12/2011	Z. Gemmell	<ul style="list-style-type: none"> • Update artefact references
6.0	17/04/2012	S. Monaco	<ul style="list-style-type: none"> • Update references to Participant Build Pack 2 to version 3.1 and Retail Market Procedures (Queensland) to version 7.
7.0	30/07/2012	S. Macri	<ul style="list-style-type: none"> • IN027/11 (NECF Changes) Changes to Customer Classification and schema • IN016/10 CoC digit increase. • IN007/11 PLN digit increase
8.0	01/03/2013	J.Luu	<ul style="list-style-type: none"> • IN029/12 Pilot Program BAU Process

Gas Interface Protocol artefacts to take effect as of ~~01 July 2012~~ 01 March 2013

GIP Item #	Category	Documents	Version
1	Retail Market Procedures (Queensland)	Queensland Retail Market Procedures	87.0 (authorised under the NGL and NGR)
2	Participants Build Pack 4	The Queensland Specific Participant Build Pack 4	76.0
3	Deleted		
4	Participant Build Pack 1	AEMO Process Flow Table of Transactions This contains: - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MORN and Meter states.	3.24
5	Participant Build Pack 1	Process Flow Diagrams	3.24
6	Participant Build Pack 1	CSV Data Format Specification	3.24
7	Participant Build Pack 2	Participant Build Pack 2 Interface Definitions	3.2
8	Participant Build Pack 2	Participant Build Pack 2 Usage Guide	3.0
9	Participant Build Pack 2	Participant Build Pack 2 Glossary	3.0
10	Participant Build Pack 3	B2B System Specification	3.0
11	Participant Build Pack 3	B2B System Architecture	3.0
12	Participant Build Pack 3	Interface Definitions	3.1
13	Guidelines for Development of A Standard for Energy Transactions in XML (aseXML)	The Guidelines for Development of A Standard for Energy Transactions in XML (aseXML) which participants have subscribed to for Victorian Gas is available from http://www.aemo.com.au/asexml/	3.2
14	AseXML Schemas	The complete set of aseXML schemas and examples which participants have subscribed to for Victorian Gas is available from http://www.aemo.com.au/asexml/	R29