B2B Procedures Version 2.1

Final Determination Change Pack & Report

Prepared by:　　*Information Exchange Committee*

Version No:　　*1.00*

Date:　　*25 March 2014*

Table of Contents

1. Notice of Final Determination

This Notice of Final Stage Consultation informs all NEM Registered Participants, Metering Providers, Intending Participants and interested parties that the Information Exchange Committee (IEC) is conducting the final stage of consultation on Business-to Business (B2B) Procedures.

The consultation is being conducted under Clause 7.2.A.3(e) of the National Electricity Rules (the Rules) in accordance with the Rules Consultation requirements in clause 8.9 of the Rules.

2. Background

This document has been prepared to document proposed amendments to the B2B Procedures which have been in operation since 23 December 2004 and have been modified to support ongoing business improvements since that time.

This document proposes changes to the current B2B Procedures as recommended by the B2B and MSATS Reference Group (BMRG) to the IEC and provides information on the impacts of these changes. The information provided meets the requirements for changing the B2B Procedures as detailed in Sections 7.2A.3 and 8.9 of the National Electricity Rules.

The current procedures are B2B Procedures version v2.0.

The proposed changes have been considered by the IEC and endorsed by the IEC's B2B and MSATS Reference Group (BMRG). Version 2.1 was released for second stage of consultation on 23 January 2014 and submissions closed on 10 February 2014.

The changes under consultation have a proposed effective date of 15 May 2014.

3. Matter Under Consultation

The consultation relates to the B2B Proposal to amend the following B2B Procedures from Version 2.0 to Version 2.1;

1. Customer and Site Details Notification Process
2. Meter Data Process
3. One Way Notification Process
4. Service Order Process
5. Technical Delivery Specification
6. Technical Guidelines for B2B Procedures

The second stage of consultation closed on 10 February 2014. As requested by the IEC, all Participant responses received have been included in this change pack and relate to the following items:

002 Life Support Reconciliation

Changes to the Customer Details Reconciliation Process were originally proposed for the November 2013 Release but were removed from the consultation as a result of industry feedback. However, the associated aseXML schema changes have already been implemented. Following further investigation and a 'proof of concept' conducted in September 2013; the BMRG recommended updating the procedures to limit the Reconciliation Process to NMIs with Life Support customers only.

BMRG members requested a transitional period be put in place to allow additional time for the implementation of the B2B changes relating to "002 Life Support Reconciliation". This would allow those industry participants capable of using the process, and where both parties agree, to begin on 15 May 2014. It would also provide an extended timeframe for those participants who require additional time to make system changes.

As a result of this recommendation, it is proposed that there be a transitional timeframe of six months for these changes which will end on 14 November 2014.

009 Timing Requirements

This change relates to the timing obligations, for Retailers in raising a Customer Details Notification and a Distributor raising a Customer Details Request, in relation to a customer transfer or a New Connection. The aim is to have a consistent understanding across the industry as to what constitutes the completion of a customer transfer as well as the completion of a New Connection. In addition to this, a minimum timing requirement has also been added to the Distributor for raising a Customer Details Request to ensure that a Retailer has had sufficient time to be able to provide a Customer Details Notification.

010 Removal of Obsolete Business Event 'Agree that NMI is not Sender's'

In the B2B Procedure Technical Guidelines, the event 'Agree that NMI is not Sender's' for the Meter Data Process is proposed to be removed to avoid confusion. Currently it does not have an actual code specified.

After investigation it was found that the event 'Agree that NMI is not Sender's' originally had 1970 as the associated code. It has been determined that during the initial transposition of Business Events from the B2B Participant Build Pack to the B2B Procedure Technical Guidelines (B2B v1.7 consultation in 2009/2010), the event was not removed despite participant feedback indicating that it could be removed. A new *EventCode* was introduced for Customer and Site Details as part of B2B v2.0 that used code 1970.

011 Service Paperwork Reference Table

Reference in the B2B Procedure Technical Delivery Specification to the location of the Service Paperwork Reference Table has been updated to reflect the decommissioning of NEMConnect. The Service Paperwork Reference Table will be published on the AEMO website.

001 Minor Changes

In addition, a number of minor changes were identified and have been included in this consultation.

Responses to the Draft Determination were reviewed by the BMRG. The key issues that resulted in a number of procedure wording changes as detailed in section 7 are summarised below.

• Frequency of Life Support Reconciliations
The BMRG has proposed that Life Support Reconciliations occur four times per year during the months of January, April, July and October. The BMRG determined that the current wording provided participants with the ability to agree on conducting reconciliation in different months and no further changes were required.

• Consideration of message size limits
The final determination proposes that the timeframe to send multiple messages be increased from 4 hours to 6 hours.

• Transitional Period
The BMRG discussed the proposed changes in relation to the Transitional Period, and agreed by consensus with the rationale and proposed wording changes by Origin and AGL to the transitional clause 2.2.5A for consideration of the IEC.
AEMO provided a dissenting view that the wording of the transitional clause 2.2.5A remain as per the Draft Determination, noting that the existing clause 1.7b provides the option, if agreed between participants, to communicate a B2B Communication outside of the B2B, and that it was not necessary to provide an additional exclusion in a specific clause for the transitional period.

All submissions are detailed in section 7 below and are published on AEMO's website.

4. The Consultation Process

The following table is an outline of the consultation process to date.

Action	Start Date	End Date	Notes
IEC – Initial Meeting Agreement by the IEC that a prima facie case exist and that consultation should commence.	*14/11/2013*	*14/11/2013*	**Complete**
IEC issue notice of consultation for publication by AEMO	*15/11/2013*	*15/11/2013*	**Complete**
Participant submissions to be provided to AEMO.	*16/11/2013*	*23/12/2013*	Mandatory (min) 25 business days permitted for consultation responses. **Complete**
Submission receipt date	*24/12/2013*	*24/12/2013*	**Complete**
Consider all valid submissions and prepare the Draft Determination report. This includes the change marked procedures.	*27/12/2013*	*20/01/2014*	Within 20 Business days of the submission close date. **Complete**
IEC Meeting – Review Draft Determination	*21/01/2014*	*21/01/2014*	
Publish Draft Determination consultation (incl. change marked B2B Procedures)	*23/01/2014*	*23/01/2014*	
Participant submissions to Draft Determination to be provided to AEMO.	*24/01/2014*	*10/02/2014*	Mandatory 10 business days permitted for consultation responses. **Complete**
Submission receipt date	*10/02/2014*	*10/02/2014*	**Complete**
Consider all valid submissions and prepare the Final Determination report. This includes the change marked procedures	*11/02/2014*	*03/03/2014*	Within 30 Business Days of the submission close date. **Complete**
IEC Meeting – Review Final Determination	*25/03/2014*	*25/03/2014*	
AEMO Publish B2B v2.0 Final Determination	*26/03/2014*	*26/03/2014*	
B2B Procedure v2.0 effective date	*15/05/2014*	*15/05/2014*	Proposed implementation date at the time of publication of this document.

5. Consideration of consultation submission

5.1 List of submissions received

The IEC received 5 submissions from Participant organisations in response to the notice of second stage of consultation. The following is a list of respondents:

	Respondent	Participant type/role/Interested Party
1	AGL	Retailer
2	Energex	Distribution Network Service Provider
3	EnergyAustralia	Retailer
4	Origin Energy	Retailer
5	United Energy	Distribution Network Service Provider

Additional amendments to Clause 2.2.5.e.4 and 2.2.5.g of the B2B Procedures Customer and Site Details Notification Process were identified by the BMRG on 13-14 February 2014. AEMO invited industry to review these amendments on 17 February with responses closing on 25 February 2014. Responses to these amendments were received from AGL, Lumo Energy and United Energy.

Details of submissions received are provided in section 7. Individual submissions received can also be viewed on AEMO's website at:

http://www.aemo.com.au/Consultations/National-Electricity-Market/Open/Notice-of-Consultation-Business-to-Business-B2B-Procedures-Version-2_1

5.2 Meetings and forums

No additional meeting or forums were requested by industry participants.

5.3 On behalf of the IEC, the BMRG met on the 6 March 2014 to consider the submissions and develop recommendations to the IEC. Consideration of B2B Objective and B2B Principles

The IEC is required to consider the B2B Objective and B2B Principles in considering each submission received during the second stage of consultation (clause 7.2A.3(g) of the Rules).

The **B2B Objective** states:

The benefits from B2B Communications to Local Retailers, Market Customers and Distribution Network Service Providers as a whole should outweigh the detriments to Local Retailers, Market Customers and Distribution Network Service Providers as a whole.

The **B2B Principles** are:

- B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions in which there are no franchise customers;

- B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications;

- B2B Procedures should avoid unreasonable discrimination between Local Retailers, Market Customers and Distribution Network Service Providers; and

- B2B Procedures should protect the confidentiality of commercially sensitive information.

The IEC maintains that the proposed changes contained in this change pack satisfy the above B2B Objective and B2B Principles.

5.4 MSATS

AEMO has advised that there is no assessed impact to the Market Settlements and Transfers Solution (MSATS) Procedures or the NEM RoLR Processes; Part A - MSATS Procedure: RoLR Procedures; Part B - B2B Procedure: RoLR Process as a result of this B2B Proposal.

6. IEC Recommendation - Draft Determination

Under Clause 7.2A.3 of the Rules, the IEC recommends draft determination, that the B2B Procedures be amended to include Version 2.1 of the following B2B Procedures:

1.   Customer and Site Details Notification Process
2.   Meter Data Process
3.   One Way Notification Process
4.   Service Order Process
5.   Technical Delivery Specification
6.   Technical Guidelines for B2B Procedures

The consultation documents will be published on the AEMO website following IEC recommendations, scheduled for 26 March 2014.

7. Proposed Changes

This section lists the changes proposed to the B2B Procedures: Version 2.0.

Proposed changes have been categorised as Procedure changes as follows;

Table 7.1 covers the proposed changes to the B2B Procedure Customer and Site Details Notification Process.

Table 7.2 covers the proposed changes to the B2B Procedure Service Order Process.

Table 7.3 covers the proposed changes to the B2B Meter Data Process.

Table 7.4 covers the proposed changes to the B2B Procedure One Way Notification Process.

 able 7.5 covers the proposed changes to the B2B Procedure Technical Guideline for B2B Procedures.

Table 7.6 covers the proposed changes to the B2B Procedure Technical Delivery Specification.

NOTE: All proposed additions as part of the Draft Determination to the B2B Procedures are highlighted in red colour text. All proposed deletions from the B2B Procedures are highlighted in red strike through text. Example: ~~Reference.~~ Changes proposed as part of the Final Determination are highlighted in blue colour text.

7.1   Proposed changes to the B2B Procedure Customer and Site Details Notification Process

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.1.1	002	• *Update Figure 4 Customer Details Reconciliation Process as follows:* **Clause 2 Customer & Site Details Process** **2.1 Process Diagrams** Figure 4: Overview of Customer Details Reconciliation Process **Customer Details Reconciliation Process** *[Note: a larger version of the revised process flow is also embedded below.]* B2B 2.1 Final Det CSDN Reconciliation F			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.1.2	002	• *Remove reference to Reconciliation Process in section 2.2.3 Customer Details Request, as it would no longer be used for mass updates of information:* **Clause 2.2.3 Customer Details Request** a. The DNSP must only send a <u>CustomerDetailsRequest</u> 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. b. The DNSP must only send a maximum of one			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
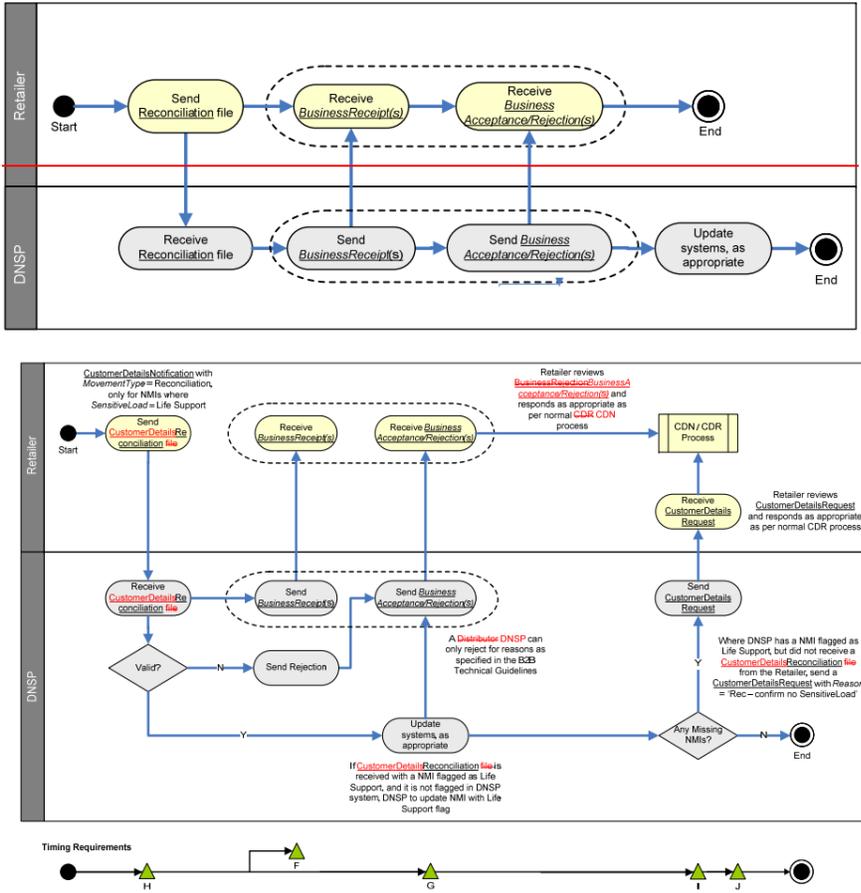
Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		CustomerDetailsRequest per NMI per day. c. The Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest. The Retailer must not provide a SiteAccessNotification in response to a valid CustomerDetailsRequest. d. The DNSP ~~must not~~ can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer. ~~If a mass update of information is required, the Reconciliation Process must be used.~~			

8.1.3	002	• *Amendments to section 2.2.5 Customer Details Reconciliation to reflect that it is only for sites with Life Support, and that DVD delivery is no longer an option (given the reduced dataset, it should be reasonable to expect participants to be able to use B2B).*
		
		• *Minimum frequency of reconciliation has been increased from twice yearly to quarterly.*
		
		• *Note: 4.4.2.c of the B2B Procedure Customer and Site Details Process refers to the section in the B2B Technical Guidelines for the list of applicable EventCodes.*
		
		Clause 2.2.5 Customer Details Reconciliation
		a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular ~~or as required~~ basis as agreed between Participants. ~~For timing requirements see Clause 2.2.5.f.~~ The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least four times per year, during the months of January, April, July and October. Where agreed between the Participants using the CustomerDetailsReconciliation transaction, Participants may conduct the Reconciliation Process more frequently or in different months to those specified.
		b. The Reconciliation Process provides the DNSP with a ~~complete~~ snapshot of all NMI~~'s,~~ for which the Retailer is financially responsible, where the customer is flagged with Life Support~~,~~ and as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~.
		c. The Reconciliation Process must use the CustomerDetailsNotification transaction with *MovementType* equal to "Reconciliation". This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction.
		d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be ~~identical~~ a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B Procedure ~~procedure~~ Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in accordance with Clause 2.2.3 of this Procedure.
		e. The following apply to the delivery of CustomerDetailsReconciliation transactions:
		   1. The required delivery method for the CustomerDetailsReconciliation transaction and its Business Signals is the B2B e-Hub.~~, and if the B2B e-Hub cannot be used the backup delivery method must be a DVD (any DVD Type).~~
		   2. The Retailer and DNSP must agree the timing of the Reconciliation. This agreement shall consider at least the following criteria:
		     ~~i. File limits;~~
		     i.~~ii.~~ Conflicting scheduled reconciliations with other Participants~~participants~~;
		     ii.~~iii.~~ IT Support availability; and
		     iii.~~iv.~~ Other impacting activities.~~; and~~
			AGL
			Where it advises;
			4. A Retailer must send only one file for a CustomerDetailsReconciliation
			for each Reconciliation, unless otherwise agreed between participants.
			
			To future proof the procedures incase the size of regular 'reconcilliation's should increase (e.g this could incur if there is an increase in volume of LS customers, increase in volume post a RoLR event or company acquistions) AGL proposes the following insertion be added.
			
			Proposed revised text:
			4. A Retailer must send only one file for a CustomerDetailsReconciliation
			for each Reconciliation, unless the file size exceeds the allowable message size of 1MB as published under 4.8 Size of asexml Messages of the B2B Procedure Technical Delivery Specification or as otherwise agreed between participants.
			
			Where it advises under
			2.2.5A Transitional Provision for Customer Details Reconciliations
			
			b. During the Transition Period, Participants must continue to conduct
			reconciliations of Customer Details in accordance with Old clause 2.2.5,
			unless both the Retailer and the DNSP, for a relevant transaction, agree that
			New clause 2.2.5 will apply.
			
			AGL proposes the following changes to align the wording to correctly reflect the discussions held at Industry in which only reconcillation of Life Support customers will apply from May 2014 as per the procedures.
			
			Proposed revised text:
			2.2.5A Transitional Provision for Customer Details Reconciliations
			
			b. During the Transition Period, Participants must continue to conduct
				H
				
				H
					United Energy preferred that the frequency of Life Support Reconciliations in clause 2.2.5.a commence in February instead of January. The BMRG noted that the additional sentence "… Participants may conduct the Customer Details Reconciliation more frequently or in different months to those specified" already proposed as part of the Draft Determination addressed concerns raised by United Energy, and the BMRG agreed by consensus to leave the months as per the Draft Determination.
					
					The BMRG unanimously agreed with Energex and Origin's minor wording changes in relation to clause 2.2.5.b, which provides greater clarity.
					
					The BMRG unanimously agreed with Origin's minor wording changes in relation to clause 2.2.5.e.4, which provides greater clarity.
					
					The BMRG unanimously supported the intent of AGL's suggested revisions to 2.2.5.e.4 in relation to the message size limits as defined in the Technical Delivery Specification. The timeframe to provide multiple messages was increased from 4 to 6 hours, where it was more likely that a technical issue could be resolved within the allowed timeframe. It was noted that Citipower/Powercor, SA Power Networks, Energex and Ausgrid preferred 4 hours. The BMRG agreed by consensus to the revised wording changes as outlined further below.
					
					Energex noted that some references to the CustomerDetailsReconciliation (when italicised and underlined, it is referring to the transaction) in clause 2.2.5 were incorrectly referring to the transaction and should be referring to the process (Customer Details Reconciliation) instead. The BMRG unanimously agreed and proposed a number of changes throughout clause 2.2.5 as detailed further below.
					
					Updates as agreed by the BMRG are recommended to the IEC as follows:
					
					Clause 2.2.5 Customer Details Reconciliation
					a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular ~~or as required~~ basis as agreed between Participants. ~~For timing requirements see Clause 2.2.5.f.~~ The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least four times per year, during the months of January, April, July and October. Where agreed between ~~the~~ Participants ~~using the CustomerDetailsReconciliation transaction,~~ ~~Participants may conduct~~ the Customer Details Reconciliation ~~Process~~ may be conducted more frequently or in different months to those specified.
					b. The Customer Details Reconciliation ~~Process~~ provides the DNSP with a ~~complete~~ snapshot of all NMI~~'s,~~ for which the Retailer is financially responsible, where the customer is flagged with Life Support~~, and as~~ at the time of the Reconciliation ~~(as required by the~~ ~~CustomerDetailsNotification)~~.
					c. The Customer Details Reconciliation ~~Process~~ must use the CustomerDetailsNotification transaction with *MovementType* equal to "Reconciliation". This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction.
					d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be ~~identical~~ a subset to that used for the

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		~~v. Timing requirement where delivery method is DVD.~~ ~~3. If the delivery method is via the B2B e-Hub and the number of files exceeds 100, the Retailer must agree the timing of the Reconciliation with AEMO before commencing the Reconciliation.~~ ~~4. Where AEMO advises the Retailer that the CustomerDetailsReconciliation cannot be undertaken as agreed in clause 2.2.5.e.2, the Retailer must contact the DNSP and agree a new date.~~ 3. ~~5. If t~~The CustomerDetailsReconciliation transaction ~~is sent via the B2B e-Hub, the transaction~~ must be sent as a Low Priority aseXML document. 4. A Retailer must send only one file for a CustomerDetailsReconciliation for each Reconciliation, unless otherwise agreed between participants. ~~f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed during the months of May and November of each year during the months of February, May, August, and November at least quarterly or more frequently, as agreed between the Participants using the Transaction. should further CustomerDetailsReconciliation be required.~~ f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support. g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation. h. ~~i.~~ If no CustomerDetailsRequests with *Reason* value 'Rec – confirm no SensitiveLoad' have been received by the Retailer from the DNSP after 2 business days of sending the CustomerDetailsReconciliation, the Reconciliation Process is considered to have been completed. i. ~~j.~~ The Retailer must validate whether a customer at a NMI has Life Support and provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'. **2.2.5A Transitional Provision for Customer Details Reconciliations** a. In this clause 2.2.5A: 1. 'Transition Period' means the period commencing on the effective date of version 2.1 of this Procedure and ending on (and including) 14 November 2014. 2. 'Old clause 2.2.5' means clause 2.2.5 as set out in version 2.0 of this Procedure in force immediately before the Transition Period. 3. 'New clause 2.2.5' means the current clause 2.2.5 as set out in version 2.1 of this Procedure. b. During the Transition Period, Participants must continue to conduct reconciliations of Customer Details in accordance with Old clause 2.2.5, unless both the Retailer and the DNSP, for a relevant transaction, agree that New clause 2.2.5 will apply.	reconciliations of Life Support Customer Details in accordance with existing agreements in place between the Retailer and DNSP, this is to conutinue until both the Retailer and the DNSP agree that New clause 2.2.5 will apply. *** **Energex** b. The Reconciliation Process provides the DNSP with a complete snapshot of all NMI's, for which the Retailer is financially responsible, where the customer is flagged with Life Support, and as at the time of the Reconciliation ', and as' should be removed – doesn't make sense. Proposed revised text: b. The Reconciliation Process provides the DNSP with a complete snapshot of all NMI's, for which the Retailer is financially responsible, where the customer is flagged with Life Support~~, and as~~ at the time of the Reconciliation *** **Origin** **Clause 2.2.5 Customer Details Reconciliation** b. The Reconciliation Process provides the DNSP with a complete snapshot of all NMI's, for which the Retailer is financially responsible, where the customer is flagged with Life Support, and as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~. Proposed revised text: b. The Reconciliation Process provides the DNSP with a complete snapshot of all NMI's, for which the Retailer is financially responsible, where the customer is flagged with Life Support~~, and~~ as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~. 4. A Retailer must send only one file for a CustomerDetailsReconciliation for each Reconciliation, unless otherwise agreed between participants. Proposed revised text: 4. A Retailer must send only one file for a CustomerDetailsReconciliation for each DNSP for	L M M	CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B Procedure ~~procedure~~ Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in accordance with Clause 2.2.3 of this Procedure. e. The following apply to the delivery of CustomerDetailsReconciliation transactions: 1. The required delivery method for the CustomerDetailsReconciliation transaction and its Business Signals is the B2B e-Hub.~~, and if the B2B e-Hub cannot be used the backup delivery method must be a DVD (any DVD Type).~~ 2. The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. This agreement shall consider at least the following criteria: ~~i. File limits;~~ i.~~ii.~~ Conflicting scheduled reconciliations with other Participants~~participants~~; ii.~~iii.~~ IT Support availability; and iii.~~iv.~~ Other impacting activities.~~; and~~ ~~v. Timing requirement where delivery method is DVD.~~ ~~3. If the delivery method is via the B2B e-Hub and the number of files exceeds 100, the Retailer must agree the timing of the Reconciliation with AEMO before commencing the Reconciliation.~~ ~~4. Where AEMO advises the Retailer that the CustomerDetailsReconciliation cannot be undertaken as agreed in clause 2.2.5.e.2, the Retailer must contact the DNSP and agree a new date.~~ 3. ~~5. If t~~The CustomerDetailsReconciliation transaction ~~is sent via the B2B e-Hub, the transaction~~ must be sent as a Low Priority aseXML document. 4. A Retailer must send only one ~~file~~ message for a Customer Details Reconciliation for each DNSP, unless the message size would exceed the allowable size as set out in section 4.8 of the B2B Procedure Technical Delivery Specification or as otherwise agreed between participants. If multiple messages are required, a Retailer must send the messages within a 6-hour period from the first message of the Customer Details Reconciliation being sent. ~~f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed during the months of May and November of each year during the months of February, May, August, and November at least quarterly or more frequently, as agreed between the Participants using the Transaction. should further CustomerDetailsReconciliation be required.~~ f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction(s) and update their records ~~accordingly~~ with Life Support. g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the Customer Details Reconciliation ~~transaction~~, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the last CustomerDetailsReconciliation transaction, as set out in clause 2.2.5.e.4. h. ~~i.~~ If no CustomerDetailsRequests with *Reason* value 'Rec – confirm no SensitiveLoad' have been received by the Retailer from the DNSP after 2 business days of sending the last CustomerDetailsReconciliation transaction, the Customer Details Reconciliation ~~Process~~ is considered to have been completed. i. ~~j.~~ The Retailer must validate whether a customer at a NMI has Life Support and provide the DNSP with a CustomerDetailsNotification within 5 business

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
			each Reconciliation, unless otherwise agreed between participants. f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support. Proposed revised text: f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction~~(s)~~ ~~that~~ which are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support.	M	days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'. j. A ~~Reconciliation~~ CustomerDetailsReconciliation transaction does not replace the requirement for the Notification of Customer Details Changes as described in sections 2.2.2 and 2.2.4. *As raised by a number of Participants, the BMRG discussed the proposed changes in relation to the Transitional Period, and agreed by consensus with the rationale and proposed wording changes by Origin and AGL to the transitional clause 2.2.5A as outlined further below.* *However, AEMO provided a dissenting view that the wording of the transitional clause remain as per the Draft Determination, noting that the existing clause 1.7b provides the option, if agreed between participants, to communicate a B2B Communication outside of the B2B, and that it was not necessary to provide an additional exclusion in a specific clause for the transitional period.* **2.2.5A Transitional Provision for Customer Details Reconciliations** a. In this clause 2.2.5A: 1. 'Transition Period' means the period ~~commencing on~~ from the effective date of version 2.1 of this Procedure ~~and ending on (and including)~~ to 14 November 2014 inclusive. ~~2. 'Old clause 2.2.5' means clause 2.2.5 as set out in version 2.0 of this Procedure in force immediately before the Transition Period.~~ 3. 'New clause 2.2.5' means the current clause 2.2.5 as set out in version 2.1 of this Procedure. b. During the Transition Period, ~~Participants must continue to conduct reconciliations of Customer Details in accordance with Old clause 2.2.5, unless both the Retailer and the DNSP, for a relevant transaction, agree that New clause 2.2.5 will apply~~ Participants will continue to undertake Life Support Reconciliation as per bilateral arrangements currently in place between Participants until such time as Participants agree that New Clause 2.2.5 will apply, but no later than 14 November 2014.
			g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation. Proposed revised text: g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation ~~transaction~~, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation.	M	
			1. 'Transition Period' means the period commencing on the effective date of version 2.1 of this Procedure and ending on (and including) 14 November 2014. As advised at the January BMRG, Origin's expectation is the obligation to undertake the 'Full' reconciliation would be removed from v2.1 of the Customer and Site Details Notification Process. Reference would be made to allow participants to undertake current life support reconciliation processes as bilaterally agreed until all participants have moved to the life support reconciliation process detailed in v2.1 of the Customer and Site Details Notification Process. Proposed revised text: 1. 'Transition Period' means the period from ~~commencing on~~ the effective date of	H	

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
			version 2.1 of this Procedure ~~and ending on (and including)~~ to 14 November 2014 inclusive. 2. Participants will continue to undertake life support reconciliation as per bilateral arrangements currently in place between participants until such time as participants are compliant with this version of the Customer and Site Details Notification Process but no later than 14 November 2014. ** **United Energy** UE response is limited to item 8.1.3, B2B, Customer and Site Details Notification Process – UE is supportive of the quarters to be specified in the drafting of clause 2.2.5 but continues to support the quarters being Feb, May , August and Nov as opposed to Jan, April, July and Oct. UE is concerned that a retailer(s) may commence the reconciliation process on the 1st or 2nd of Jan and the DB would then need to respond 2 business days later. UE note that Ausgrid also proposed the Feb, May, August and Nov quarters ie taking the work out of times when the business may have limited resources to respond. The BMRG provided no indication that commencing the quarterly reconciliations in Feb vs Jan would be unacceptable. UE suggest the drafting be amended to Feb, May, August and Nov in clause 2.2.5.		
		** ** **B2B Procedure Customer and Site Details Notification Process** **Clause 2.2.5 Customer Details Reconciliation** **Amendments for Review** Additional amendments to Clause 2.2.5.e.4 and 2.2.5.g of the B2B Procedures Customer and Site Details Notification Process have been made. AEMO invites industry to review these amendments and provide feedback by **COB Tuesday 25 February 2014**. This feedback will be reviewed by the BMRG on 6 March and a recommendation provided to the IEC for their Final Determination decision. The amendments are below: 2.2.5(e) 4. A Retailer must send only one ~~file~~ message for a CustomerDetailsReconciliation for each Reconciliation, unless the message size would exceed the allowable size as set out in section 4.8 of the B2B Procedure Technical Delivery Specification or as otherwise agreed between participants. If multiple messages are required, a Retailer must send the messages within a 4-hour period of the first message for a	** ** *Additional Feedback on amendments issued 17 February 2014 (AEMO Communications No. 1471):* **AGL** In response to the proposed amendments AGL's comments are as follows; In regards to proposed change to clause 2.2.5(e) 4 AGL Is supportive of the change being made in reference to message size should not exceed the allowable size, noting we submitted feedback in response to the Draft Determination recommending reference should be included. In regards to the change made in reference to multiple files are to be sent within a 4 hour window, AGL's preference is for this time window to be extended from 4 hours to a minimum of 6 hours or		

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		CustomerDetailsReconciliation being sent. *Rationale:* *DNSPs have a requirement to be able to identify exactly when they can commence their reconciliation processes within their own systems. It was proposed in the Draft Determination that this could be satisfied by only sending one message containing CustomerDetailsReconciliation transactions for a given reconciliation between a Retailer and a given DNSP. Further analysis by some Retailers has identified that in some situations it would not be possible to send all their NMIs with Life Support for a given DNSP in a single message without exceeding the message limit. To address this, a timeframe has been introduced to accommodate this scenario while still providing a clear timing point for the DNSP to commence their reconciliation activities.* *Participants are reminded that the reconciliation should only be conducted with agreement between the two parties (see clauses 2.2.5.a and 2.2.5.e.2).* • *'send' – consistent with wording used throughout the CSDN Procedures* • *'message' – used instead of 'file', as it is consistent with section 4.8 of the B2B Procedure Technical Delivery Specification.* • *'4-hour period' – timeframe proposed by BMRG as a compromise between Retailer's ability to generate all the messages, while ensuring up-to-date Life Support information is provided to DNSPs.* - g. For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation ~~transaction,~~ the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of ~~receiving~~ completing the CustomerDetailsReconciliation, as set out in clause 2.2.5.e.4. *Rationale:* *Updates to clause g. to align with changes in 2.2.5.e.4.*	greater (e.g 24 hours). Extending the time period may provide time for participants to consider management of contingency issues taking into account the time it may take from when an issue is identified, reporting an issue and identifying potential diagnosis and treatment of the issue. A four hour window may not be a sufficient window if something does fall over to fix an issue from when it is identified, where as it may more likely to be able fix an issue within a six hour window, or greater if other participants feedback suggest they require greater then 6 hours. In regards to proposed changes to clause 2.2.5 (g) AGL has no dissenting views in regards to the changes made based on the rationale the changes will align clause 2.2.5 (g) with changes made to above clause 2.2.5 (e) 4. *** **Lumo Energy** Lumo has reviewed the proposed changes to the B2B Procedure Customer and Site Details Notification Process – Clause 2.2.5 Customer Details Reconciliation (amendments 2.2.5.e4 and 2.2.5.g) and Lumo believes that both amendments are broadly reasonable. In terms of 2.2.5(3)4.8 Lumo considers that the four (4) hours may be inadequate if an issue is identified once the process begins. Possibly the time frame could be extended for systems resolution or the DB process doesn't commence until after midnight of the day in which the process commences, giving retailers the day to resolve any issues.		
8.1.4	002	• *Modify existing timing section to define timing points for Life Support Reconciliation Process:* **Clause 3 TIMING REQUIREMENTS** **3.1 Definition of timing points and periods** a. The timing points A to G described and used below are shown in the diagrams in section 2.1. b. ~~These~~ For additional Timing Requirements ~~do not apply to~~ for the use of the CustomerDetailsReconciliation transaction, ~~(~~refer to section 2.2.5~~)~~. c. The following definitions apply: 	**Timing Point**	**Definition**
---	---			*As noted by Energex in item 8.1.3, CustomerDetailsReconciliation (when italicised and underlined, it is referring to the transaction) in clause 2.2.5 were incorrectly referring to the transaction and should be referring to the process (Customer Details Reconciliation) instead. The BMRG agreed by consensus and have proposed a number of changes consistent with those in clause 2.2.5 as detailed further below:* **Clause 3 TIMING REQUIREMENTS** **3.1 Definition of timing points and periods** a. The timing points A to G described and used below are shown in the diagrams in section 2.1. b. ~~These~~ For additional Timing Requirements ~~do not apply to~~ for the use of the CustomerDetailsReconciliation transaction, ~~(~~refer to section 2.2.5~~)~~.

Item	Solution ID		Description	Participant Responses to Draft Determination	Rating	Final Determination
		A	This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer.			c. The following definitions apply:
		B	This timing point is when the DNSP receives a *BusinessReceipt* for a CustomerDetailsRequest from the Retailer.			
		C	This timing point is when the DNSP receives a *BusinessAcceptance/Rejection* for a CustomerDetailsRequest from the Retailer.			
		D	This timing point is when the request has been actioned.			
		E	This timing point is when the Retailer sends a Notification to the DNSP.			
		F	This timing point is when the Retailer receives a *BusinessReceipt* for a Notification from the DNSP.			
		G	This timing point is when the Retailer receives a *BusinessAcceptance/Rejection* for a Notification from the DNSP.			
		H	This timing point is when the Retailer issues a CustomerDetailsReconciliation to a DNSP.			
		I	This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer in relation to the Reconciliation Process.			
		J	This is the timing point when the Retailer issues a CustomerDetailsNotification to the DNSP in response to a CustomerDetailsRequest raised as part of the Reconciliation Process.			

Timing Point	Definition
A	This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer.
B	This timing point is when the DNSP receives a *BusinessReceipt* for a CustomerDetailsRequest from the Retailer.
C	This timing point is when the DNSP receives a *BusinessAcceptance/Rejection* for a CustomerDetailsRequest from the Retailer.
D	This timing point is when the request has been actioned.
E	This timing point is when the Retailer sends a Notification to the DNSP.
F	This timing point is when the Retailer receives a *BusinessReceipt* for a Notification from the DNSP.
G	This timing point is when the Retailer receives a *BusinessAcceptance/Rejection* for a Notification from the DNSP.
H	This timing point is when the Retailer issues a CustomerDetailsReconciliation to a DNSP.
I	This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer in relation to the Customer Details Reconciliation ~~Process~~.
J	This is the timing point when the Retailer issues a CustomerDetailsNotification to the DNSP in response to a CustomerDetailsRequest raised as part of the Customer Details Reconciliation ~~Process~~.

Timing Period	Definition	Usage
BusinessReceipts for Requests	This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the *BusinessReceipt* for the CustomerDetailsRequest from the Retailer. Timing Points A and B define this period.	Used by the DNSP to determine whether a CustomerDetailsRequest has been received and can be read. If the *BusinessReceipt* has not been received before the expiry of this period, the DNSP may escalate the non-receipt and / or resend the original request.

Item	Solution ID	Description		Participant Responses to Draft Determination	Rating	Final Determination		
						Timing Period	**Definition**	**Usage**
		BusinessAcceptance/Rejection for Requests	This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the *BusinessAcceptance/Rejection* for the CustomerDetailsRequest from the Retailer. Timing Points A and C define this period.	Used by the DNSP to determine whether a request has been accepted (and will subsequently be actioned by the Retailer). If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period, the DNSP may escalate the non-receipt.		*BusinessReceipts* for Requests	This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the *BusinessReceipt* for the CustomerDetailsRequest from the Retailer. Timing Points A and B define this period.	Used by the DNSP to determine whether a CustomerDetailsRequest has been received and can be read. If the *BusinessReceipt* has not been received before the expiry of this period, the DNSP may escalate the non-receipt and / or resend the original request.
		Providing a CustomerDetailsNotification	This is the period from receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Retailer. Timing Points A and E define this period.	If the CustomerDetailsNotification has not been received before the expiry of this period, the DNSP may escalate the non-receipt.		*BusinessAcceptance/Rejection* for Requests	This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the *BusinessAcceptance/Rejection* for the CustomerDetailsRequest from the Retailer. Timing Points A and C define this period.	Used by the DNSP to determine whether a request has been accepted (and will subsequently be actioned by the Retailer). If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period, the DNSP may escalate the non-receipt.
		BusinessReceipts for Notifications	This is the period from the sending of the Notification transaction by the Retailer to the receipt of a *BusinessReceipt* for the Notification transaction from the DNSP. Timing Points E and F define this period.	Used by the Retailer to determine whether a Notification transaction has been received and can be read. If the *BusinessReceipt* has not been received before the expiry of this period, the Retailer may escalate the non-receipt and /or resend the original notification.		Providing a CustomerDetailsNotification	This is the period from receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Retailer. Timing Points A and E define this period.	If the CustomerDetailsNotification has not been received before the expiry of this period, the DNSP may escalate the non-receipt.
		BusinessAcceptance/Rejection for Notifications	This is the period from the sending of the Notification transaction by the Retailer to the receipt of a *BusinessAcceptance/Rejection* for the Notification transaction from the DNSP. Timing Points E and G define this period.	Used by the Retailer to determine whether the response has been accepted by the DNSP and the request can be "closed". If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period, the Retailer may escalate the non-receipt.		*BusinessReceipts* for Notifications	This is the period from the sending of the Notification transaction by the Retailer to the receipt of a *BusinessReceipt* for the Notification transaction from the DNSP. Timing Points E and F define this period.	Used by the Retailer to determine whether a Notification transaction has been received and can be read. If the *BusinessReceipt* has not been received before the expiry of this period, the Retailer may escalate the non-receipt and /or resend the original notification.
		Providing a CustomerDetailsRequest as part of the Reconciliation Process	This is the period from the initiation of the Reconciliation Process to when the DNSP is expected to raise any CustomerDetailsRequests to the Retailer. Timing Points H and I define this period.	Used by the DNSP to send a CustomerDetailsRequest for NMIs with Life Support in their system but were not provided by the Retailer in the CustomerDetailsReconciliation.				

Item	Solution ID	Description			Participant Responses to Draft Determination	Rating	Final Determination		
		Providing a CustomerDetailsNotification as part of the Reconciliation Process	This is the period in which the Retailer has to respond to a CustomerDetailsRequest raised by the DNSP as part of the Reconciliation Process. Timing Points I and J define this period.	Used by the Retailer to confirm whether or ~~a~~ not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.			*BusinessAcceptance/Rejection* for Notifications	This is the period from the sending of the Notification transaction by the Retailer to the receipt of a *BusinessAcceptance/Rejection* for the Notification transaction from the DNSP. Timing Points E and G define this period.	Used by the Retailer to determine whether the response has been accepted by the DNSP and the request can be "closed". If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period, the Retailer may escalate the non-receipt.
							Providing a CustomerDetailsRequest as part of the Customer Details Reconciliation ~~Process~~	This is the period from the initiation of the Customer Details Reconciliation ~~Process~~ to when the DNSP is expected to raise any CustomerDetailsRequests to the Retailer. Timing Points H and I define this period.	Used by the DNSP to send a CustomerDetailsRequest for NMIs with Life Support in their system but were not provided by the Retailer in the ~~CustomerDetailsReconciliation~~ Customer Details Reconciliation.
							Providing a CustomerDetailsNotification as part of the Customer Details Reconciliation ~~Process~~	This is the period in which the Retailer has to respond to a CustomerDetailsRequest raised by the DNSP as part of the Customer Details Reconciliation ~~Process~~. Timing Points I and J define this period.	Used by the Retailer to confirm whether or ~~a~~ not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.
8.1.5	002	• Add new allowed value for CustomerDetailsRequest specifically for the Reconciliation Process, and removal of '(explanation in SpecialNotes)' for Data Quality Issue and Other, as it is not part of the allowed value text from a aseXML schema perspective: **Clause 4.1 CustomerDetailsRequest Transaction Data**					As noted by Energex in item 8.1.3, CustomerDetailsReconciliation (when italicised and underlined, it is referring to the transaction) in clause 2.2.5 were incorrectly referring to the transaction and should be referring to the process (Customer Details Reconciliation) instead. The BMRG agreed by consensus and have proposed a number of changes consistent with those in clause 2.2.5 as detailed further below: **Clause 4.1 CustomerDetailsRequest Transaction Data**		

Clause 8.1.5 table (left):

Field	Format	Customer Details	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).

Clause 8.1.5 table (right):

Field	Format	Customer Details	Definition/Comments

Item	Solution ID	Description				Participant Responses to Draft Determination	Rating	Final Determination			
		NMI Checksum	CHAR(1)	O	*NMI Checksum* (as used by MSATS).			*NMI*	CHAR(10)	M	*NMI (as used by MSATS).*
		Reason	VARCHAR(40)	M	<u>Allowed values</u> Returned Mail Missing Customer Details Confirm Life Support No response to rejected CDN Transfer Complete, no CDN Received New Connection, no CDN Received Data Quality Issue ~~(explanation in SpecialNotes)~~ Other ~~(explanation in SpecialNotes)~~ Rec - confirm no SensitiveLoad <u>Notes regarding the allowed values</u> "Returned Mail" means the DNSP has received returned mail with the current *PostalAddress* held by the DNSP. "Missing Customer Details" means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in ~~or transfer~~ has occurred). "Confirm Life Support" means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not. "No response to rejected CDN" means that a DNSP has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received as per 3.2.7. "Transfer Complete, no CDN Received" means a transfer has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP must provide which specific data they are querying in the *SpecialNotes* field. "Other" must only be used for scenarios not covered by the specified allowed values. The DNSP must provide the details of the reason in the *SpecialNotes* field.			*NMI Checksum*	CHAR(1)	O	*NMI Checksum* (as used by MSATS).
								Reason	VARCHAR(40)	M	<u>Allowed values</u> Returned Mail Missing Customer Details Confirm Life Support No response to rejected CDN Transfer Complete, no CDN Received New Connection, no CDN Received Data Quality Issue ~~(explanation in SpecialNotes)~~ Other ~~(explanation in SpecialNotes)~~ Rec - confirm no SensitiveLoad <u>Notes regarding the allowed values</u> "Returned Mail" means the DNSP has received returned mail with the current *PostalAddress* held by the DNSP. "Missing Customer Details" means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in ~~or transfer~~ has occurred). "Confirm Life Support" means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not. "No response to rejected CDN" means that a DNSP has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received as per 3.2.7. "Transfer Complete, no CDN Received" means a transfer has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP must provide which specific data they are querying in the *SpecialNotes* field.

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
					"Other" must only be used for scenarios not covered by the specified allowed values. The DNSP must provide the details of the reason in the *SpecialNotes* field. "Rec - confirm no ~~SenstiveLoad~~SensitiveLoad" means the DNSP has a NMI ~~is~~ flagged for Life Support but it was not included in the ~~Reconciliation~~ CustomerDetailsReconciliation transaction(s) provided by the Retailer.

Description cell detail (first table within Description column):

			"Rec - confirm no ~~Senstive Load~~SensitiveLoad" means the DNSP has a NMI ~~is~~ flagged for Life Support but it was not included in the Reconciliation transactions provided by the Retailer.
Special Notes	VARCHAR(240)	O/M	Any additional information the DNSP wishes to convey to the Retailer. Mandatory if Reason is "Other" or "Data Quality Issue".

Final Determination cell detail:

SpecialNotes	VARCHAR(240)	O/M	Any additional information the DNSP wishes to convey to the Retailer. Mandatory if Reason is "Other" or "Data Quality Issue".

8.1.6 | 009

- *Update Retailer clause in relation to the timing point of providing the CustomerDetailsNotification to be consistent with changes proposed to timing requirement of Distributors for the CustomerDetailsRequest:*

Clause 3.2.3 Timing Requirement for Providing Notifications
a. Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within 2 Business Days of receiving the CustomerDetailsRequest.
b. In all other situations, the Notification transaction (Customer or Access details) must be provided within one business day of the relevant data being updated/changed. ~~(and the completion of the related customer transfer or New Connection, if applicable).~~ Where the update is a result of a customer transfer, the trigger will be the receipt of the completion notification of the CATS Change Retailer transaction. For New Connections, the trigger will be the receipt of ~~both~~ the Service Order completion notification (New Connection or Allocate NMI transaction in NSW), ~~and~~ the completion notification of the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised. Refer 2.2.2a and 2.2.4.4a.

Final Determination: The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.

8.1.7 | 009

- *Update existing clause and add a new clause to the timing requirement of Distributors for the CustomerDetailsRequest to clarify the timing point to remove ambiguity, and provide a 5 day window to avoid Distributors sending a request before a Retailer has had the opportunity to send a CustomerDetailsNotification:*

Clause 3.2.4 Timing Requirement for Sending CustomerDetailsRequests
a. In relation to a customer transfer, ~~T~~the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following ~~the completion of the Transfer of the Connection Point~~ receipt of the completion notification of the CATS Change Retailer transaction.
b. 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 the Service Order completion notification (New Connection or Allocate NMI transaction in NSW), ~~and~~ the completion notification of the CATS Create or Update NMI transaction and

Final Determination: The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		the completion notification of the CATS Create Metering transaction, where the site is energised.			
8.1.8	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to "002" (Life Support Reconciliation) until 15 November 2014.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

7.2   Proposed changes to the B2B Procedure Service Order Process

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination

8.2.1	001	• *Removal of underline for 'and the':*
		
		1.9.3 Business Documents
		a. In this Procedure, the term "Business Document" is used to refer to the key B2B transactions sent between the Retailer and Service Provider. In this Procedure, the relevant Business Documents are:
		  i. ServiceOrderRequest;
		  ii. ServiceOrderResponse, and the
		  iii. ServiceOrderAppointmentNotification.
					The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.

8.2.2	001	• *Formatting correction(s) of transactions and fields:* **2.4 Raising a ServiceOrderRequest** a. The Retailer must send a Service Order as a ServiceOrderRequest to the appropriate Service Provider. b. The ServiceOrderRequest must include the *ActionType* set to "New" to indicate that this is a new Request.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

8.2.3	001	• *Punctuation correction(s):*
		
		2.6.1 Service Orders Requiring Customer Consultation
		
		a. In order to complete the work requested by the Retailer, there are some instances where the Service Provider may need to consult directly with the End-use Customer. These situations tend to arise, for example, in De-energisations/Re-energisations or temporary disconnections for large business/commercial/industrial Customers.
		
		b. Where the Retailer requests the Service Provider to consult with the Customer to make arrangements for the completion of the work requested, the Retailer must:
		
		  1. Use the value of "Yes"~ in *CustomerConsultationRequired* and must provide the reason for the need to consult the Customer in *SpecialInstructions* of the ServiceOrderRequest.
		
		  2. Only use the value of "Yes"~ in *CustomerConsultationRequired* where the Retailer reasonably believes that customer consultation is required for the successful completion of the requested work.
		
		  3. Have previously advised the Customer that the Service Provider will contact the Customer.
		
		  4. Complete the *ContactName* and *ContactTelephoneNumber* fields in the ServiceOrderRequest.
		
		c. The Service Provider must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the Retailer has provided a value of "Yes"~ in *CustomerConsultationRequired*.
					The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.

8.2.4	001	• *Various formatting and punctuation correction(s):* **2.6.2 Scheduled Date and Customer Preferred Date and Time** a. The following apply to the *ScheduledDate* and			*The BMRG agreed by consensus with the changes as per the Draft Determination and have no further comments on this item.*

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		CustomerPreferredDateAndTime fields on a ServiceOrderRequest: 1. Where only the *ScheduledDate* field is completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field ii. If a retrospective date is received in the *ScheduledDate* field, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' 2. Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field. ii. If a retrospective date is received in the *ScheduledDate* field the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' iii. The date specified by the Retailer in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6.2 c.1.ii and 2.6.2 c.1.iii in which case only the *CustomerPreferredDateAndTime* can be retrospective. iv. If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6.2 c.1.ii or 2.6.2 c.1.iii, the Service Provider must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the Explanation.' b. The Service Provider must use reasonable endeavours to complete the work requested and accepted on or after the *ScheduledDate* included in the ServiceOrderRequest, and within the Required Timeframe from this *ScheduledDate* or in the case of an appointment, agreed by the Retailer and Service Provider, on the *ScheduledDate*. c. Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.2 a.2~~,~~: 1. The *CustomerPreferredDateAndTime* sho~~ul~~d represent i. The Customer's preference, as agreed with the Retailer, which becomes the *ScheduledDate* for the Service Order, or ii. A date and time, agreed between the Retailer and Service Provider to support exceptional Service Order requests (e.g. Re-energisation on a weekend with the ServiceOrderRequest sent the following Monday). Such requests must include details of the agreement in the *SpecialInstructions* field and have the same *RetServiceOrder* quoted by the Retailer to the Service Provider by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or iii. Where a Customer advises the Retailer they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Retailer requires a move-in reading the Retailer may raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of "Retrospective Move-in", a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*. The Service Provider will provide a meter reading in accordance with the Metrology Procedure, undertaking			

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		field work if necessary. 2. If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.6.2 c.1.ii and 2.6.2 c.1.iii, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'. 3. If the *CustomerPreferredDateAndTime* is not reflected by the *ServiceTime*, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation' d. The *ScheduledDate* must not be more than 100 calendar days in the future.			
8.2.5	001	• *Punctuation correction(s):* 2.7 **Closing the Service Order Process** a. The Service Order Process ends when: i. The Retailer has confirmed acceptance of the ServiceOrderResponse with a *BusinessAcceptance/Rejection* transaction indicating acceptance; or ii. The Retailer has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection* transaction) and the Service Provider has investigated and communicated a reply with the results of the investigation by telephone or email to the Retailer. The Service Provider must communicate this reply within 2 business days. The Service Provider and the Retailer must negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems. b. If the requested work was partially completed (*ServiceOrderStatus* = "Partially Completed") or not completed (*ServiceOrderStatus* = "Not Completed"), the Retailer may need to raise a new ServiceOrderRequest for follow-up work.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.6	001	• *Punctuation correction(s):* 2.10 **Cancelling a ServiceOrderRequest** a. A Retailer may attempt to cancel the work associated with a ServiceOrderRequest up to the point at which a ServiceOrderResponse has been received. To do so, the Retailer must send a Service Order cancellation to the relevant Service Provider using a ServiceOrderRequest. The ServiceOrderRequest must have the *ActionType* set to "Cancel" and must quote the *RetServiceOrder* of the Request to be cancelled. b. If the Retailer needs to cancel a Service Order ~~Uu~~rgently, this must be communicated to the Service Provider by phone. The Retailer must also send a "Cancel" ServiceOrderRequest on the same business day, unless otherwise agreed with the Service Provider.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.7	001	• *Various formatting corrections:* 2.12.2 **Service Paperwork** e. where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Retailer raises a subsequent ServiceOrderRequest , the Retailer: i. is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork) ii. must populate the *RetServiceOrder* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. This will be used to cross			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		reference with the Service Paperwork already provided			

f. Upon receipt of the *BusinessAcceptance/Rejection* of Accept with a Business Event of "Documentation required", the Retailer must provide missing paperwork by the end of the next business day.

g. After providing the *BusinessAcceptance/Rejection* of Accept with a Business Event of "Documentation required", the Service Provider has not received the necessary Service Paperwork by the end of the next business day, the Service Provider must send a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an Exception Code of 'Documentation Not Provided'.

h. The following timing definitions apply for managing Service Orders requiring paperwork, as demonstrated in the figure below:

Figure 5: Service Paperwork Timing

Figure 6: Timing Points

Timing Point	Definition
A	This is the timing point where the Retailer issues a ServiceOrderRequest to a Service Provider.
B	This is the timing point where the Service Provider sends a *BusinessReceipt* for the Service Order.
C	This is the timing point where the Service Provider commences the required waiting period for Service Paperwork. Note: The Service Provider can send a *BusinessAcceptance/Rejection* at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		D	This is the timing point where the Retailer receives the *BusinessAcceptance/Rejection* of Accept. When Service Paperwork is missing this Accept shall include a warning - missing paperwork. Following a *BusinessAcceptance/Rejection* of Warning, this timing point is also the commencement of the period where the Retailer must provide the Service Provider the necessary Service Paperwork, by the end of the next business day.			
		E	This is the timing point where, if the Service Provider has still not received the necessary Service Paperwork, then the Service Provider must provide a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an Exception Code of "Documentation Not Provided".			
8.2.8	001	• *Formatting correction(s) of transactions/fields:* **2.12.6 New Connections** e. In SA the Service Provider must advise the Retailer of the date for an Appointment to complete a New Connection using an ServiceOrderAppointmentNotification transaction.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.9	001	• *Grammar/spelling correction:* **2.12.7 Re-energisation** e. If a Retailer raises a Re-energisation ServiceOrderRequest without a *ServiceOrderSubType*, the Service Provider must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of *ActualDateAndTime* (subject to 2.12.7.a).			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.10	001	• *Formatting correction(s) of transactions/fields:* **2.12.8 De-energisation** c. Where the Service Provider receives a De-energisation ServiceOrderRequest for a De-energised Site: i. If the Service Provider reasonably determines that no work is required, the Service Provider must reject the ServiceOrderRequest with an *EventCode* of "Rejection – Site Already De-energised" in the *BusinessAcceptance/Rejection*. ii. If the Service Provider has accepted the De-energisation ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse with a *ServiceOrderStatus* of "Not Completed", an *ExceptionCode* of "Service Provider Cancellation", with details of the reason for the cancellation in the *SpecialNotes*.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.11	001	• *Formatting correction(s) of transactions/fields:* 2.12.15.1 Multiple Service Orders for Multiple Retailers			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		a. The following table summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers. The numbers in each cell indicate which scenario applies to the specific combination. An "x" means the Service Provider will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.			
8.2.12	001	• *Formatting correction(s) of transactions/fields:* 2.12.15.6 Multiple Service Orders from Same Retailer b. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per the above table (shown by an "✔" in the relevant cell), the Service Provider will process both ServiceOrderRequests .			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.13	001	• *Formatting correction(s) of transactions/fields:* **3.3.5 Timing Requirement for Completion of the Requested Work** a. The following table summarises the Required Timeframe within which Service Providers must use reasonable endeavours to complete each type of ServiceOrderRequest ~~Service Order Request~~. b. The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the Service Provider and/or all preconditions have been met (not when the ServiceOrderRequest is received).			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.14	001	• *Formatting correction(s):* Figure 18: Timing Period for completion of work 	Service Request	Required timeframe
---	---
Adds and Alts	Different timeframes may apply depending on the work requested ~~this~~. The following timeframes apply: ~~will be up to:~~ • Queensland – up to 10 Business days ~~for Queensland;~~ • Victoria/ SA – ~~there are~~ no jurisdictional timeframes; ~~in Victoria or SA~~ • NSW – this Service Order Type is not available ~~in NSW~~. See clause 2.12.2 for details regarding Service Paperwork processes.
Supply Abolishment∗	The following timeframes apply for Supply Abolishment: 20 business days in all jurisdictions See clause 2.12.2 for details regarding Service Paperwork processes.			*The BMRG unanimously agreed with some additional changes to be consistent with changes from the Draft Determination as well as clarify timing requirements for Tasmania as outlined below:* | Adds and Alts	Different timeframes may apply depending on the work requested ~~this~~. The following timeframes apply: ~~will be up to:~~ • Queensland and Tasmania – up to 10 Business days ~~for Queensland;~~ • Victoria/ SA – ~~there are~~ no jurisdictional timeframes; ~~in Victoria or SA~~ • NSW – this Service Order Type is not available ~~in NSW~~. See clause 2.12.2 for details regarding Service Paperwork processes.	

∗ This Timing Requirement does not have a regulatory basis.

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
					Allocate NMI — The following timeframes apply for Allocate NMI: • NSW – 2 business days ~~in NSW~~
					New Connection — The following timeframes apply for New Connections: • Victoria – 10 business days ~~in Victoria~~ • SA – 6 business days ~~in SA~~ • Queensland – 5 business days ~~in Queensland~~ • Tasmania – 10 business days ~~in Tasmania~~ (from Service Request acceptance) See clause 2.12.2 for details regarding Service Paperwork processes.
					Meter Investigation — The following timeframes apply for Meter Investigations: • NSW~~:~~ – Service Provider must give the Customer 5 business days written notice regarding the testing and must commence the work within 15 business days. Service Provider must repair or replace defective metering equipment no later than 10 business days after the test; • SA, Tasmania and Queensland – 15 business days; ~~in SA and Queensland~~ • Victoria and ACT – 20 business days ~~in Victoria and ACT~~. The following timeframe ~~apples~~ applies for Meter Investigations with a sub-type of 'Test': • Use reasonable endeavours to carry out a test within 15 business days for all jurisdictions.
8.2.15	001	• *Formatting correction(s) of transactions/fields:*			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		3.4 **Timing requirements for Appointment Notifications (SA)** a. Following receipt of a New Connections ~~ServiceOrderRequest~~, the Service Provider must send an ServiceOrderAppointmentNotification to the Retailer at least 3 business days prior to the Appointment date.			
8.2.16	001	• *Formatting correction(s) of transactions/fields and grammar correction:* **4.1** **ServiceOrderRequest Transaction Data**			*The BMRG unanimously agreed with minor corrections to the headings for New Connection and Adds and Alts to align with Figure 1 in section 2.1 and Figure 2: Jurisdictional table in section 2.1.1:*

ServiceOrderRequest Transaction Data:

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (ACT, Vic, Tas, QLD & SA	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (ACT, Vic, QLD & SA only)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
Hazard Description	VARCHAR(80)	Description of any hazards associated with the Site. This field repeats to allow the reporting of multiple hazards. Refer B2B Procedure Customer and Site Details Notification for the list of allowed codes. This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N

Final Determination figure:

Allocate NMI (NSW only)	New Connection (~~ACT, Vic, Tas, QLD & SA only~~) (Not NSW)	Adds and Alts (~~ACT, Vic, QLD & SA only~~) (Not NSW)

Item	Solution ID	Description				Participant Responses to Draft Determination										Rating	Final Determination
		Access Details	VARCH AR(160)	If the Customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer Reports No Access Requirements", or "Not Known To Retailer" for De-energisation for Non-Payment or other Requests not initiated by Customer, or <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 Site Access Notification. Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N		

Item	Solution ID	Description			Participant Responses to Draft Determination										Rating	Final Determination
		Special Instructions	VARCHAR(240)	Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: • A value of 'Yes' is used in *CustomerConsultationRequired*; or • A value of "Other Multi-phase" is used in *SupplyPhases*; or • A value of "Other" is used in *MeteringRequired*; or • If *ActionType* = "Replace" (refer 2.2.1.i.4); or • Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests (refer 2.6.2.c.1.ii); or • Where *ServiceOrderType* = "Meter Reconfiguration" (refer 2.12.9.e); or • Where *ServiceOrderType* = "New Connection " and any specific tariff or metering requirements are not already provided (refer 2.12.6.b); or • Where *ServiceOrderType* = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b). • Where *ServiceTime* = "Non-Business Hours". (Refer 2.12.1i) This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~.												
		CustomerConsultationRequired	YES/NO	Allowed value: "Yes". Yes = The Retailer requests the Service Provider consult with the Customer to make arrangements for the completion of the work requested. No = The Retailer does not request the Service Provider consult with the Customer to make arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult with the Customer must be provided in *SpecialInstructions*. Refer clause 2.6.1.~~ab~~ and b. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* is provided.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N		

Item	Solution ID	Description				Participant Responses to Draft Determination								Rating	Final Determination

Item	Solution ID	Description												Rating	Final Determination
		Metering Required	VARCHAR(12)	Code indicating new type of metering required for Basic Metered and MRIM Sites (Types 5 and 6) only: • Flat Rate • Two Rate • Time Of Use • CT Meter • Other If "Other" is used, then further details must be provided as *SpecialInstructions*. Not Required for a "Cancel" *ServiceOrderRequest*.	N	R/N (M/N for Types 5 and 6)	N	N	N	R/N	N	N	N	O		
8.2.17	001	• *Grammar correction(s):* **4.2 ServiceOrderResponse Transaction Data** 	Field	Format	Definition	All Responses
---	---	---	---
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Refer section 2.6.5.a and 2.12.10.b: Completed =Completed Partially Completed =Partially Completed (primary work done, but an actual read has not been obtained – see relevant *ExceptionCodes*). Not Completed =Not completed (primary work not done - see relevant *ExceptionCodes*). Note: "Primary work" means the activity described by the *ServiceOrderType* field. The *SpecialNotes* field must be used if a *ServiceOrderStatus* of "Partially Completed" is used.	M													*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.18	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.														*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.2.19	N/A	• Updating references in the Definition for the SpecialInstructions field: **Section 4.1 Transaction Request Data** *SpecialInstructions* field:														*The BMRG unanimously agreed to correct the reference as follows:* **Section 4.1 Transaction Request Data** *SpecialInstructions* field:

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
		Definition Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: ▪ A value of 'Yes' is used in *CustomerConsultationRequired*; or ▪ A value of "Other Multi-phase" is used in *SupplyPhases*; or ▪ A value of "Other" is used in *MeteringRequired*; or ▪ If *ActionType* = "Replace" (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests (refer 2.6.2.c.1.ii); or ▪ Where *ServiceOrderType* = "Meter Reconfiguration" (refer 2.12.9.~~e~~a); or ▪ Where *ServiceOrderType* = "New Connection" and any specific tariff or metering requirements are not already provided (refer2.12.6.b); or ▪ Where *ServiceOrderType* = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b)~~.~~, and ▪ Where *ServiceTime* = "Non-Business Hours". (Refer ~~2.12.1i~~ 2.12.2.i). This information does not replace information previously provided in a Site Access Notification.			**Definition** Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: ▪ A value of 'Yes' is used in *CustomerConsultationRequired*; or ▪ A value of "Other Multi-phase" is used in *SupplyPhases*; or ▪ A value of "Other" is used in *MeteringRequired*; or ▪ If *ActionType* = "Replace" (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests (refer 2.6.2.c.1.ii); or ▪ Where *ServiceOrderType* = "Meter Reconfiguration" (refer 2.12.9.~~e~~a); or ▪ Where *ServiceOrderType* = "New Connection" and any specific tariff or metering requirements are not already provided (refer2.12.6.b); or ▪ Where *ServiceOrderType* = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b)~~.~~, and ▪ Where *ServiceTime* = "Non-Business Hours". (Refer ~~2.12.1i 2.12.2.i~~ 2.12.1.b.2.i). This information does not replace information previously provided in a Site Access Notification.
8.2.20	N/A	New Item- **Service Orders clause 4.4** | Field	Structure	Occurs	Comments
---	---	---	---
EventCode	EVENTCODE	M	A code to indicate acceptance or the reason for the rejection. ~~Applicable codes are in the table at 4.4.1.~~ Refer to 4.4.1 for usage.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

Item	Solution ID	Description						Participant Responses to Draft Determination	Rating	Final Determination
			KeyInfo	VARCHAR (10)	M	The *NMI* of the transaction being rejected.				
			Context	EVENTCONTEXT	O	The Data Element in the received Business Document (eg. *HazardDescription*) that causes the Event.				
			Explanation	UNLIMITED VARCHAR	M/O	An explanation of the event. Must be provided where the Business Event requires an *Explanation*.				
8.2.21	N/A	[New item from Initial Consultation response by Wise Ideas] Service Orders clause 2.12.1.g: Format heading to keep with its subsequent text. Service Orders clause 2.12.13, first row of table: Add apostrophe 's' to "Service Providers". Service Orders clause 4.1, *SpecialInstructions* row: Add "; or" after second last dot point, and move full stop to the last dot point. Add full stops to sentences where these are missing. For example, all of the 'Required in Victoria and SA" sentences. *The BMRG noted comments from Wise Ideas, and where necessary, will suggest the necessary changes. Given that the changes are minor in nature, these changes have not been documented with tracked changes in this document.*								*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

7.3 Proposed changes to the B2B Procedure Meter Data Process

Item	QC ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.3.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

7.4   Proposed changes to the B2B Procedure One Way Notification Process

Item	QC ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.4.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

7.5   Proposed changes to the B2B Procedure Technical Guideline for B2B Procedures

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.5.1	002	• *Update to the Business Events for Customer and Site Details so only event codes 1923, 1939 and 201 are applicable for a CustomerDetailsReconciliation transaction:*			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

5.1   Customer and Site Details Notification Process - Business Event Details

Business Document	Business Signal	Business Event	*Explanation Required*	Severity	Event Code	Relevant Procedure clause or Reference Notes
CustomerDetailsRequest	*Business Acceptance/Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
CustomerDetailsNotification	*Business Acceptance/Rejection*	Data not fit for purpose. Details provided in *Explanation.*	Yes	Error	1970	Not applicable for CustomerDetails Reconciliation.
SiteAccessNotification	*Business Acceptance/Rejection*	Data not fit for purpose. Details provided in *Explanation.*	Yes	Error	1970	
All Notifications	*Business Acceptance/Rejection*	Recipient is not responsible for the supplied NMI.	Yes	Error	1923	
		Not Current FRMP	No	Error	1939	
		Data missing (mandatory fields). Details provided in *Explanation.*	Yes	Error	201	Standard aseXML Code
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML Code. Not applicable for CustomerDetails Reconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML Code
		~~Data missing (mandatory fields). Details provided in Explanation.~~	~~Yes~~	~~Error~~	~~201~~	~~Standard aseXML Code~~
		~~Recipient is not~~	~~Yes~~	~~Error~~	~~1923~~	

Item	Solution ID	Description							Participant Responses to Draft Determination	Rating	Final Determination
		responsible for the supplied NMI.									
		Invalid data. Details provided in *Explanation.*		Yes	Error	202	Standard aseXML Code.				
8.5.2	002	• *Changes to Chapter 6 Glossary of Terms for the definition of Reconciliation Process:* **6 Glossary of Terms**									*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

8.5.2 Glossary detail:

Term	Definition
Reconciliation Process	The provision of the Customer Details for NMIs held by the FRMP for ~~all of~~ their current customers with Life Support in the DNSP's area at the time of the data extract. Refer to the B2B Procedure Customer and Site Details Notification Process for further details.

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.5.3	010	• *Removal of obsolete EventCode:* **5.2 Meter Data Process - Business Event Details**			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

8.5.3 Business Event Details table:

Business Event	*Explanation Required*	Severity	*BusinessAcceptance /Rejection* for:			Event Code	Relevant Procedure clause or Reference Notes
			MeterData Notification	ProvideMeter	VerifyMeter DataRequ		
~~Agree that NMI is not Sender's~~	~~No~~	~~Informatio n~~			~~Yes~~		~~Refer 2.6.e.1 and 2.10.1.~~

Item	Solution ID	Description	Participant Responses to Draft Determination	Rating	Final Determination
8.5.4	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

7.6   Proposed changes to the B2B Procedure Technical Delivery Specification

Item	QC ID	Description	Participant Responses to Draft Determination	Rating	Draft Determination
8.6.1	001	• *Grammar correction(s):* **5.10.2 Customer and Site and Details Notification** a. In the case of Transactions included in the B2B Procedure Customer and Site Details Notification Process, a Participant affected by a contingency event must: 1. Advise other Participants of system problems within 24 hours of becoming aware of the problem. Notification will be by email to the nominated addresses of affected Participants.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.6.2	011	• *Update reference to location of Service Paperwork table:* **6.5 Service Paperwork Reference Table** A central reference point for Service Order Service Paperwork required in each Jurisdiction is documented in the Service Paperwork Reference Table. This provides Industry with information required for meeting obligations for the provision of Service Paperwork (Jurisdictional, National or operational) associated with particular Service Orders. The Service Paperwork Reference Table holds a list of documents required for New Connection Service Order, Additions and Alterations Service Order, De-Energisation, Re-Energisation or Abolishment Service Order. The Service Paperwork Reference Table must be updated by AEMO as directed by the industry reference group, through the agreed change management process. Where any Participant becomes aware of a change that is required to the Service Paperwork Reference Table the Participant must ensure that the change is raised via the agreed change management process. The process to request a change/amendment is via the Industry 'Issues/Change Form'. Note: The Service Order Paperwork Reference Table is published in NEMConnect on the AEMO website under National B2B – B2B Documentation Electricity Policies & Procedures – B2B.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*
8.6.3	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to "002" (Life Support Reconciliation) until 15 November 2014.			*The BMRG unanimously agreed with the changes as per the Draft Determination and have no further comments on this item.*

8. Abbreviations

8.1 Abbreviations

B2B   Business to Business

BMRG   B2B and MSATS Reference Group (established under the Information Exchange Committee)

DNSP   Distribution Network Service Provider

IEC   Information Exchange Committee

MSATS   Market Settlement and Transfer Solution

RMEC   Retail Market Executive Committee