Notice to all Participants,   6 June 2014

Notice to Participants on
AEMO decision to approve amendments to the
Retail Market Procedures (RMP) (VIC, QLD and NSW/ACT),
the Gas Interface Protocol (GIP) (VIC and QLD) and the
Specification Pack (SA)

This notice advises Gas Market Registered Participants that consultation under the expedited Procedure change consultative process prescribed under Rule 135EF of the National Gas Rules (**NGR**) concluded on 23 May 2014 for:

- **IN017/13 (Service Order Road Map Amendments)**

- **IN039/12 (MHA and MRT Service Orders)**

- **IN008/14 (Error Correction Changes)**

- **IN003/14 (NSW/ACT Gas Interface Protocol)**

- **IN002/14 (Specification Pack Update for T900 File)**

- **IN004/14 (Build Pack Change to Remove Standard for Process Flows)**

- **IN005/14 (VIC Customer Characterisation Reference)**

As required under Rule 135EF of the NGR, Gas Market Registered Participants and other interested parties were invited to submit comments to AEMO on the Impact and Implementation Report (IIR) for this proposal.

On 6 May 2014, in accordance with Rule 135EG of the NGR, AEMO published a notice to extend the time limit for consultation on the following proposals:

- IN028/13 (Harmonisation of Audit Provisions)

- IN025/13 (Removal of Obligation to Publish SA Profiling Guideline); and

- IN009/14 (SA Disconnection by User)

AEMO's decision to extend the time limit for consultation on the above changes was based on participant feedback and issues raised in relation to the proposed changes.

Having considered this proposal, AEMO has approved the proposed amendments attached to this notice and has set the effective date for the changes to be **1 July 2014**.

Marked-up and unmarked copies of the new versions of the Retail Market Procedures, Gas Interface Protocol artefacts and Specification Pack artefacts pertaining to the changes described in attachments A to G will be published prior to 1 July 2014 on the AEMO website.

Should you require any further information please contact Tim Sheridan on (03) 9609 8417.

ATTACHMENT A – RETAIL MARKET PROCEDURE CHANGES
IN017/13 – Service Order Road Map Amendments
Blue represents additions Red and strikeout represents deletions – Marked up changes

Below is a summary of the proposed changes to the GIP documents for VIC and QLD based Service Order Process Flow updates as agreed by the RBPWG.

Attached separately to this document are draft versions of the GIP documents which show the proposed amendments in track change mode.

Participant Build Pack 1 – Process Flow Diagrams (Version 3.4)

In summary, the changes are:

- Delete the existing Service Order Process Flow for diagrams 5.1 to 5.5, 99.3 and 99.4
- Add new Service Order Process Flow diagrams 100 to 107.

<See Attachment A1 for a marked-up copy Process Flow Diagrams v3.4 >

Participant Build Pack 1 - Process Flow Table of Transactions (Version 3.3)

In summary, the changes are:

- Updating the Process Flow reference column to reflect the new Process Flow diagram numbers.
- Add the new Interval Downgrade to Basic transactions (ref# 127 to 131)
- Add a new column that maps the Transaction id to the section of the Interface Definition document for the Service Order transactions.
- Replace the existing Job Enquiry Code tab with new Job Enquiry Code tab that is the same as the SA Job Enquiry Code tab.

Note: the changes in dot points 1 to 3 have been highlighted in yellow to show the update changes only.

<See Attachment A2 for a marked-up copy Process Flow Table of Transactions v3.3 >

Participant Build Pack 3 – B2B System Interface Definitions (Version 3.4)

In summary, the changes are:

- Delete the existing Service Order Process Flow for diagrams in section 4.2.2 and add the new diagram and reference to the Process Flow Diagram in PBP1.

<See Attachment A3 for a marked-up copy B2B System Interface Definitions v3.4 >

ATTACHMENT B – PROPOSED RETAIL MARKET PROCEDURE CHANGES
IN039/12 – MHA and MRT Service Orders
Blue represents additions Red and strikeout represents deletions – Marked up changes

Extract from Participant Build Pack 1: Process Flow Table of Transactions (Version 3.2); List of Job Enquiry Codes

| MHA | Meter High Account Complaint | ~~Used to conduct a high account investigation i.e.: meter tested to see if falls within allowable limits. This code is selected if we agree with the consumer that the account looks high.~~

~~Successful completion will result in: Meter being physically examined, MIRN status = Commissioned, Meter Status = Turned On.~~
"Used to conduct a high account investigation i.e.: meter tested to see if falls within allowable limits.

NOTE: REQUIRE'S INDUSTRY AGREED MHA/MRT REQUEST TEMPLATE TO BE SENT TO DISTRIBUTOR IN CONJUCTION WITH SERVICE ORDER REQUEST

NOTE: APA/ENVESTRA REMOVE THE METER FOR TESTING UPON RECEIPT OF MHA REQUEST. APPLIES IN ALL JURISDICTIONS. The meter being tested is NOT returned to the property after testing. | K | M | Current FRO |

| MRT | Meter Retake and Test | ~~Used to conduct a high account investigation i.e.: meter tested to see if falls within allowable limits. This code is selected if we NOT agree with the consumer that the account looks high.~~

~~The successful completion of this service order will result in: Meter physically replaced at the premise, MIRN Status = Commissioned, Meter Status = Turned On.~~
Used to conduct a high account investigation i.e.: meter tested to see if it falls within allowable limits. Meter taken away for lab test.

A new meter will be installed to allow the existing meter to be laboratory tested. The meter being tested is NOT returned to the property after testing.

NOTE: REQUIRE'S INDUSTRY AGREED MHA/MRT REQUEST TEMPLATE TO BE SENT TO DISTRIBUTOR IN CONJUCTION WITH SERVICE ORDER REQUEST | K | M | Current FRO |

Extract from Participant Build Pack 1: Process Flow Table of Transactions (Version 3.2); Process Flow Tables

Ref No	X Ref	Basic, Interval or Both	GIP NON-GIP	Category	Trans Type	Trigger	From	To	Purpose	Type	Method	Data Elements - Received (MIRN/NMI Interchangeable)	Data Elements - Sent back
357		Basic	GIP	99. Non Procedures Transaction	Meter High Accounts (MHAs) or Meter Retake and Test (MRT)	Initial investigations, indicate that a customer consumed energy exceeded normal levels unexplainably	Retailer	Distributor	Correction to the energy data when "MHA" or "MRT" situations are recognised	B2B	Email/fax with standard form	Requesting Retailer Date Distributor MHA or MRT? MIRN Original Service Order ID# Meter # to be tested Customer Name Street Address Suburb Customer Account Customer Contact Appliance Types Last four reads Was last meter reading verified Reading obtained by Comments	Acknowledgment
358		Basic	GIP	99. Non Procedures Transaction	Meter High Accounts (MHAs) or Meter Retake and Test (MRT)	Response to RB on MHA or MRT investigations request	Distributor	Retailer	Correction to the energy data when "MHA" or "MRT" situations are recognised	B2B	Email/fax with standard form	Number of Occupants Existing Meter # Index Type Year of Gas Meter Insitu Test: Test Meter No Ambient Temp Test Meter Temp 20% Badge Capacity 100% Badge Capacity Possible index fault Meter Changed Date of Meter Charge New Meter# Index Type Year Stock Page Offical Meter Test Date Meter Sent for Testing Date results received Service Regulator Type Model Meter Outlet Pressure details Regulator Adjusted to details Fitting line details Gas escape details Appliances Comments and Recommendations DB Job# Fitter Details	Acknowledgment

Extract from Specification Pack: Version 3.6 of the FRC B2B System Interface Definitions

Amendment Appendix F (Unstructured Transactions) as follows:

The following transactions have been identified for the process of a user advising a network operator to undertake a Meter High Accounts (MHAs) or Meter Retake and Test (MRT) investigation.
This Unstructured Transaction is in addition to the B2B Service Order Request MHA or MRT.

Transaction number	Transaction Type Description
357	Meter High Accounts (MHAs) or Meter Retake and Test (MRT) Investigation, Initiate Request

The format of this transaction is via e-mail or fax using a standard form called "MHA / MRT Request Template" which is published on the AEMO website.

The following transactions have been identified for the process of a network operator advising a user of the outcome of a Meter High Accounts (MHAs) or Meter Retake and Test (MRT) investigation.

Transaction number	Transaction Type Description
358	Meter High Accounts (MHAs) or Meter Retake and Test (MRT) Investigation Report

The format of this transaction is via e-mail or fax using a standard form called "MHA / MRT Request Template" which is published on the AEMO website.

MHA / MRT Request template

For completeness embedded in this document is the MHA/MRT Field Investigation Repot template that is to be used.

MHA MRT Request
Template.xlsx

Extract from Version 12.0 of the RMP-N/A

Amend clause 11.5(3) as follows:

11.5   Objection data to be addressed

By day +4, the *current user* must address each objection with the objecting participant and either:

(1)   the objecting participant must notify AEMO that it withdraws the objection and AEMO must:

(a)   if an objection withdrawal made under **clause 11.5(1)** is valid, *acknowledge* to the objecting participant and notify the *current user*; or

(b)   if an objection withdrawal made under **clause 11.5(1)** is not valid, *acknowledge* to the objecting participant, informing them of the reason why the withdrawal is not valid by *day* +4. The bases on which AEMO may determine that the objection withdrawal is not valid are:

(i)   the *delivery point* specified in the objection does not match that specified in the transaction initiated under **clause 11.1**;

(ii)   the time period allowed under **clause 11.5** for the lodgement of objection withdrawals, has elapsed; or

(iii)   the objecting participant has not notified AEMO of an objection in relation to the relevant correction transaction;

(2)   if all objections are not withdrawn under **clause 11.5(1)**, AEMO must cancel <u>and end</u> the correction transaction, and notify the *current user*, *relevant network operator* and, in the case of a correction to a change of user transaction, the *previous user*, that the correction transaction for the *delivery point* is cancelled by *day* +5; and

(3)   ~~the correction transaction ends when AEMO notifies the *current user* and the *relevant network operator* of the transaction cancellation under **clause 11.5(2)**.~~ If the *current user* wishes to resubmit the transaction, it must initiate a new transaction under **clause 11**.

Extract from Version 12.0 of the RMP-N/A

Amend the definitions in clause 1.3 as follows:

Gas Interface Protocol means the protocol which governs the manner and form in which information is to be provided, notice given, notices or documents delivered and requests made as contemplated by these *Procedures*.

Interface Control Document ~~means the protocol which governs the manner and form in which information is to be provided, notice given, notices or documents delivered and requests made as contemplated by these Procedures~~as contained in the *Gas Interface Protocol*.

Amend clause 45.2 as follows:

45.2 ~~Interface Control Document~~These Procedures and Other Instruments

    (1)   ~~Amendment~~Other Instruments

    ~~The *Interface Control Document* may only be amended by or on behalf of AEMO by AEMO undertaking one of the following consultative procedures:~~

    (a)   each person required to comply with these *Procedures*, must also comply with the *Gas Interface Protocol*~~the ordinary process for making *Procedures* under rule 135EE of the Rules; or~~

    (b)   in the event of any inconsistency between the provisions of these *Procedures* and either of the documents listed in clause 45.2(1), the inconsistency is to be resolved by giving precedence to these *Procedures*~~the expedited process for making *Procedures* under rule 135EF of the Rules.~~

    (c)   AEMO must publish the *Gas Interface Protocol*, as amended from time to time.

    (2)   ~~Publication~~ Amendment

    The *Gas Interface Protocol* may only be amended by AEMO undertaking one of the following consultative procedures~~AEMO must publish the *Interface Control Document*, as amended from time to time.~~:

    (a)   the ordinary process for making *Procedures* under rule 135EE of the Rules.

(b)   the expedited process for making *Procedures* under rule 135EF of the Rules.

(3) Effect

(a)   ~~AEMO and each *user* and *network operator* must comply with, and is bound by, the *Interface Control Document* in respect of the provision of information, giving of notice, delivery of notices or documents and making of requests, and the receipt of information, notices, documents or requests, as contemplated by the *Procedures*~~There is no clause 45.2(3)(a).

(b)   In relation to the communications contemplated in ~~**clause 45.2(3)(a)**~~the *Gas Interface Protocol*, subject to AEMO*'s* discretion, a *self-contracting user* that is a *current user* for *delivery points* that are not located in a *STTM network section* or a *no OBA network section* or an *OBA network section* may communicate directly with a *relevant network operator* outside of the requirements of the ~~*Interface Control Document*~~*Gas Interface Protocol* in a manner that is otherwise consistent with the *Procedures*.

Extract from Version 3.6 of the FRC B2B System Interface Definitions

Amend as follows:

1. APPENDIX ~~F~~G   ROLR PROCESS (SA ONLY)

1. Customer and Site Details (Monthly update) (T900)

In order to manage the 'transfer' and customer set up following a RoLR event, all Users are to provide to AEMO, on a monthly basis, a list of MIRNS and associated details for which they are the current user.
The Customer and Site Details (Monthly) listing is to be refreshed after the end of the calendar month by Users. Users must FTP the refreshed files to AEMO. AEMO will provide a secure location for each file that enables Users to directly place the file in a secure location to which the relevant all Users has Market Information Bulletin Board (MIBB) access privileges that require a username and password.
This file is to be provided in CSV format. The following file naming convention is to be used:
SAGAS_CUSTOMERSITEDETAILSMONTHLY_OriginatorID_RecipientID_CCYYMMDDHHmmSS
Note:

1. Reference to Default RoLR as described below, is as appointed by the Australian Energy Regulator, in accordance with Part 6 of the NERL.

TRANSACTION 900		
Heading/Column designator	Mandatory / Optional	Comment
NMI	M	Must be present
NMI_Checksum	M	Must be present
Person_Name_Title	O	Contains customer's title
Person_Name_Given	O	Contains customer's first name
Person_Name_Family	O	Contains customer's surname if Business-Name is not populated
Business_Name	O	Contains company or business name, required if Person_Name_Family is not populated
Building_OrProperty_Name_1	O	Defines the building or Property name as per the Australian Standard AS4590
Building_OrProperty_Name_2	O	Defines the building or Property name as per the Australian Standard AS4590
ContactDetail_PersonName	O	Contains contact's mailing name or company name
Flat_Or_Unit_Type	O	This relates to the site of the MIRN

TRANSACTION 900		
Heading/Column designator	Mandatory / Optional	Comment
Flat_Or_Unit_Number	O	This relates to the site of the MIRN
Floor_Or_Level_Type	O	This relates to the site of the MIRN
Floor_Or_Level_Number	O	This relates to the site of the MIRN
Location_Description	O	This relates to the site of the MIRN
House_Number_1	O	This relates to the site of the MIRN
House_Number_2	O	This relates to the site of the MIRN
House_Number_Suffix_1	O	This relates to the site of the MIRN
House_Number_Suffix_2	O	This relates to the site of the MIRN
Lot_Number	O	This relates to the site of the MIRN
Street_Name_1	M	This relates to the site of the MIRN
Street_Name_2	O	This relates to the site of the MIRN
Street_Type_1	M	This relates to the site of the MIRN
Street_Type_2	O	This relates to the site of the MIRN
Street_Suffix_1	O	This relates to the site of the MIRN
Street_Suffix_2	O	This relates to the site of the MIRN
Site_Address_City	M	This relates to the site of the MIRN
Site_Address_State	M	This relates to the site of the MIRN
Site_Address_Postcode	M	This relates to the site of the MIRN
Mail_Address_Line_1	O	Contains formatted postal address details
Mail_Address_Line_2	O	Contains formatted postal address details
Mail_Address_Line_3	O	Contains formatted postal address details
Suburb_Or_Place_Or_Locality	O	Contains formatted postal address details
State_Or_Territory	O	Contains formatted postal address details
Postcode		Contains formatted postal address details
ContactDetail_PhoneNumber_1	O	Contains contact's primary phone number
ContactDetail_PhoneNumber_2	O	Contains contact's secondary phone number
Rebate_Code	O	Allowed Codes: Nil.
Pensioner_Or_HealthCare_Card Number	O	10 – string Nine Numeric and one alpha unique identifier as issued by the Dept. of Social Security or Veterans' Affairs
From_Date	O	Effective date at which the card is valid

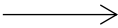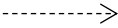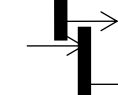| TRANSACTION 900		
Heading/Column designator	Mandatory / Optional	Comment
To_Date	O	Date at which the card expires
Date_Of_Birth	O	Customer's date of Birth
Customer_Identification	O	12 – string. Contains Customer's Driver's license
RoLR	M	Default RoLR

ATTACHMENT F – PROPOSED RETAIL MARKET PROCEDURE CHANGES
IN004/14 – Build Pack Change to Remove Standard for Process Flows
Blue represents additions Red and strikeout represents deletions – Marked up changes

Extract from Version 3.0 of the Participant Build Pack 2 – Usage Guidelines

3. Interpretation Guidelines

3.1 ~~UML Activity Diagrams~~ There is no section 3.1.

~~Process flows are presented in the build packs as UML Activity Diagram notation. This notation very closely resembles the flow chart notation with addition of some useful features, like an ability to demonstrate processes that may be running in parallel. An activity diagram may include start and end nodes, decision points, synchronization bars and activities.~~

Activity	~~**AN ACTIVITY OR PROCESS. A "BUBBLE" MAY CONTAIN A REFERENCE NUMBER ASSIGNED TO THE ACTIVITY TO FACILITATE TRACEABILITY.**~~
Decision ?	~~A decision box provides an alternative in the activities or process flow. It has one entry and two or more outputs. Outputs normally will be labelled with the condition under which the alternative flow may occur. Conditions are enclosed in brackets, for example **[Yes]** or **[expired]**~~
Start	~~An entry point to the activity diagram. May be used as a reference point in conjunction with "end of processing" points to link parts of a large diagram.~~
End	~~An end of processing point. May be used as a connection point to another diagram.~~
→	~~A process flow~~
⤍	~~An object flow~~
	~~A fork. This activity diagram feature allows representing the start of parallel processing.~~
	~~A join. This activity diagram element indicates the end of parallel processing or a synchronisation point.~~

~~Further information on UML Activity Diagrams and Enterprise Architects implementation of Activity Diagrams is available from Sparx Systems (http://www.sparxsystems.com.au).~~

Extract from Version 7.0 of the RMP-V

Amend the definitions in clause 1.1.1 as follows:

customer characterisation, in relation to a *Customer*, means whether the *Customer* is:

(a)   metropolitan or non-metropolitan (where "metropolitan" refers to the Melbourne metropolitan area), as published by the Victorian Department of Transport, Planning and Local Infrastructure (or its successor); and

(b)   residential or business, where residential means the primary use of the *consumed energy* is for household purposes and business means the primary use of the *consumed energy* is for commercial type purposes as determined by the retail business for customer billing.