B2B PROCEDURE:

CUSTOMER AND SITE DETAILS NOTIFICATION PROCESS

PREPARED BY: AEMO Markets
VERSION: 3.0~~2.2~~
EFFECTIVE DATE: 01 December 2017
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Approved for distribution and use by:
APPROVED BY: [NAME]
TITLE: [Title]

DATE: / / 20

Australian Energy Market Operator Ltd ABN 94 072 010 327 www.aemo.com.au info@aemo.com.au
NE Australian Energy Market Operator Ltd ABN 94 072 010 327 www.aemo.com.au info@aemo.com.au
NEW SOUTH WALES QUEENSLAND SOUTH AUSTRALIA VICTORIA AUSTRALIAN CAPITAL TERRITORY TASMANIA

VERSION RELEASE HISTORY

Version	Date	Author	Comments
~~1.0~~	~~23/12/2004~~	~~NEMMCO~~	~~Final Determination version.~~
~~1.1 DRAFT~~	~~22/4/2005~~	~~NEMMCO~~	~~Draft issued for Consultation.~~
	~~5/7/2005~~	~~NEMMCO~~	~~Draft issued as Draft Determination.~~
~~1.1~~	~~1/8/2005~~	~~NEMMCO~~	~~Final Determination version.~~
~~1.2~~	~~29/8/2005~~	~~NEMMCO~~	~~Changes to incorporate clause 7.2A of National Electricity Rules that deals with Manifest and minor or procedural errors.~~
~~1.3 DRAFT~~	~~30/6/2006~~	~~NEMMCO~~	~~Update for changes proposed prior to Tranche 1 go live that have no operational impact and changes required to accommodate the commencement of FRC in Queensland.~~
~~1.3.DRAFT 2~~	~~30/10/2006~~	~~NEMMCO~~	~~Update following first consultation workshop~~
~~1.3 DRAFT 3~~	~~5/12/2006~~	~~NEMMCO~~	~~Updated from comments received in 2nd stage consultation~~
~~1.3 DRAFT FINAL~~	~~15/12/2006~~	~~NEMMCO~~	~~Final Draft~~
~~1.3~~	~~30/01/2007~~	~~NEMMCO~~	~~Version recommended by the IEC to NEMMCO on 22 January 2007 and approved by NEMMCO for publication on 30 January 2007.~~
~~1.4~~	~~20/06/2007~~	~~NEMMCO~~	~~Updated to Service Order Process to accommodate changes in re-energisation service order timings. No changes were made to this document.~~
~~1.5~~	~~03/12/2008~~	~~NEMMCO~~	~~Issued as a Final Determination~~
~~1.5.1~~	~~27/04/2009~~	~~NEMMCO~~	~~Update the version number and release date to retain version numbering with the other B2B procedures.~~ ~~Updated singular and plural references to the word "Procedure(s)".~~ ~~Published as Final Determination~~
~~1.6~~	~~23/06/2009~~	~~NEMMCO~~	~~Update the version number and release date to retain version numbering with the other B2B procedures. Removed clause 1.2(b) and changed the publish date to effective date on the front cover.~~ ~~Published as FINAL Determination~~
~~1.6.1~~	~~18/08/2009~~	~~AEMO~~	~~Update to reflect change of governance from NEMMCO to AEMO.~~ ~~Update the version number and release date to retain version numbering with other B2B Procedures~~ ~~Minor updates to sections 1.2, 1.4, 1.6, to align clauses with the other B2B Procedures.~~ ~~Issued as Determination – Effective 25 November 2009.~~
~~1.7~~	~~17/03/2010~~	~~AEMO~~	~~Updated version numbers and release date to retain version numbering with other B2B Procedures.~~ ~~Graphical updates to diagrams.~~ ~~Update Clause 1.7.~~ ~~Move Business Event information to the B2B Procedure Technical Guidelines for B2B Procedures.~~ ~~Issued as Final Determination – Effective 26 May 2010.~~
~~1.7a~~	~~15/07/2011~~	~~AEMO~~	~~Updated version number to 1.7a and release date to retain version numbering with other B2B Procedures.~~ ~~Updated procedure to facilitate further extension of contestability to small business customers in Tasmania.~~
~~1.8~~	~~15/08/2011~~	~~AEMO~~	~~Updated version numbers and release date to retain version numbering with other B2B Procedures.~~ ~~Updated clause 2.2.5 Customer Details Reconciliation.~~
~~1.9~~	~~06/11/2012~~	~~AEMO~~	~~Updated version numbers and release date to retain version numbering with other B2B Procedures.~~ ~~Update to clause 1.7 a for Meter Data Providers.~~
2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes
2.1	15/05/2014	AEMO	Update to Customer Details Reconciliation Process

Version	Date	Author	Comments
2.2	21/11/2014	AEMO	Minor amendment update from previous 2.1 consultation. Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.0	01/09/2016	AEMO	Update based on rules changes: • National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12; • National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and • National Electricity Amendment (Updating the Electricity B2B Framework) Rule 2016 No. 6.

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~~Interpretation~~

~~For details of the interpretation of key words, such as addresses, dates, times and field types, refer to the B2B Procedure Technical Guidelines for B2B Procedures.~~

~~Documentation Conventions~~

~~Refer to the B2B Procedure Technical Guidelines for B2B Procedures for the details of the documentation conventions.~~

CONTENTS

1. INTRODUCTION

1.1. Purpose and Scope ~~Document Structure~~

This B2B Procedure: Customer and Site Details Notification Process (Procedure) is *published* by AEMO in accordance with clause 7.17.3 of the NER.

This Procedure specifies ~~the specifies~~ the standard process and data requirements for the communication, updates and reconciliation of Customer and Site Details.

This Procedure has effect only for the purposes set out in the NER, ~~.~~NERR, Energy Retail Code (Vic) and Electricity Distribution Code (Vic) ~~T~~these ~~NER and National Electricity~~ Laws and codes prevail over this Procedure to the extent of any inconsistency.

~~(a) Section One provides an introduction to this Procedure.~~

~~(b) Section Two describes the transactions and their business context.~~

~~(c) Section Three describes the Timing Requirements.~~

~~(d) Section Four itemises the data to be provided in each transaction.~~

1.2. Definitions and Interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

(a) is incorporated into and forms part of this Procedure; and

(b) should be read with this Procedure.

1.3. Related AEMO Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B ~~Procedure~~ Technical Sepecification~~Guidelines~~	
B2B Procedure Service Order Process ~~B2B Business Practice Guide~~	
B2B Procedure Meter Data Process	
B2B ~~Procedure Business Practice~~ Guide	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering

~~Introduction~~

~~(a) This B2B Procedure: Customer and Site Details Notification Process (“Procedure”) is approved by AEMO in accordance with clause 7.2A17.3 of the National Electricity Rules (“Rules”).~~

~~(b) This Procedure may only be amended in accordance with clause 7.2A17.3 of the Rules.~~

~~(c) In the event of any inconsistency between this Procedure and the Rules, the Rules shall prevail to the extent of the inconsistency.~~

~~(d) In the event of any inconsistency between this Procedure and the Metrology Procedure, the Metrology Procedure shall prevail to the extent of the inconsistency.~~

~~(e) In the event of any inconsistency between this Procedure and the provisions of a MSATS Procedure, the MSATS Procedure shall prevail to the extent of any inconsistency.~~

~~(f)~~(a) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical ~~Delivery~~ Specifications ~~or the provisions of the B2B Procedure: Technical Guidelines for B2B Procedures (together referred to as the “B2B Technical Procedures”),~~ unless this Procedure provides otherwise, the relevant B2B Technical ~~Procedure~~ Specification shall prevail to the extent of the inconsistency.

~~(g) In this Procedure, a capitalised word or phrase has the meaning given to it:~~

~~(i) in this Procedure;~~

~~(ii) if no meaning is given to it in this Procedure, it is defined in the B2B Procedure Technical Guidelines for B2B Procedures; or~~

~~(iii) if no meaning is given to it in the B2B Procedure Technical Guidelines for B2B Procedures, it is defined in the Rules.~~

~~(h) This Procedure shall be interpreted in accordance with the rules of interpretation set out in clause 1.7 of the Rules and the B2B Procedure Technical Guidelines for B2B Procedures. Provisions that are placed in a square box coloured grey are provided by way of explanation and to assist readers, and do not form any obligation on Participants or affect the interpretation of this Procedure. Provisions that fall within a section entitled "Worked Example" are provided for assistance only and do not form any obligation on the Participants nor do they affect the interpretation of this Procedure.~~

~~1.2. Purpose~~

~~(a) The purpose of this document is to define standard process and transaction data requirements for the communication of Customer and Site Details from the Retailer to the DNSP or the ENM. This information supports the DNSP and the ENM carrying out its obligations.~~

~~1.3. Jurisdictional Instruments~~

~~To the extent of any inconsistency between this Procedure and any relevant jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency.~~

~~1.4. Scope~~

~~(a) This Procedure defines the business rules and transactions for regular updates of Customer and Site Details from the Retailer to the DNSP or the ENM. The Procedure must be used for the reconciliation of Customer and Site Details between Retailers and DNSPs.~~

~~(b) This Procedure also provides for the DNSP and the ENM to request customer details from the Retailer.~~

~~(c) The Procedure only applies to electricity customers.~~

~~(d) This Procedure excludes internal business processes, such as the validation of data by the DNSP and the ENM, the verification of customer identity by the Retailer, or the extraction of customer data updates by the Retailer.~~

~~1.5. aseXML~~

~~A Participant must use the agreed industry standard of aseXML messaging to deliver Transactions in accordance with this Procedure.~~

~~1.6. Application of this Procedure~~

~~(a) As required by clause 7.2A17.4(i) of the National Electricity Rules, Local Retailers, Market Customers, Distribution Network Service Providers, AEMO, Metering Data Providers, and Metering Providers and ENMs must comply with this Procedure.~~

~~(b) As permitted by clause 7.2A17.4(j) of the National Electricity Rules, Local Retailers, Market Customers and Distribution Network Service Providers may on such terms and conditions as agreed between them communicate a B2B Communication on a basis other than as set out in this Procedure, in which case the parties to the agreement need not comply with this Procedure to the extent that the terms and conditions agreed between them are inconsistent with this Procedure.~~

~~2. THIS PROCEDURE APPLIES TO CUSTOMER AND SITE DETAILS IN RESPECT OF THE NMIS IN THE FOLLOWING PARTICIPATING JURISDICTIONS:~~

~~Transaction~~	~~ACT~~	~~NSW~~	~~QLD~~	~~SA~~	~~VIC~~	~~TAS~~
~~Customer Details Request~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~
~~Customer Details Notification~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~
~~Customer Details Reconciliation~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~
~~Site Access Notification~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~	~~Yes~~

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~~Key~~

~~Yes Applicable as defined.~~

~~No Not Applicable~~

~~3. ENFORCEABILITY OF THE PROCEDURE~~

~~4.~~

~~The Procedure is enforceable by the Australian Energy Regulator in accordance with its powers under section 15 of the National Electricity Law.~~

~~5. TERMINOLOGY AND DEFINITIONS~~

~~6. BUSINESS DOCUMENTS~~

~~7.~~

~~Throughout this Procedure, the term "Business Document" is used to refer to the key Transactions sent between the Retailer and DNSP~~ or the ENM~~. In this Procedure, the relevant Business Documents are:~~

~~CustomerDetailsRequest~~

~~CustomerDetailsNotification~~

~~CustomerDetailsReconciliation~~

~~SiteAccessNotification~~

~~8. BUSINESS SIGNALS~~

~~(a) This Procedure defers technical transaction delivery details to the B2B Procedure Technical Delivery Specification. However, this Procedure does require that the technical delivery mechanism support the following "Business Signals":~~

~~(i) BusinessReceipt; and~~

~~(ii) BusinessAcceptance/Rejection~~

~~(b) A BusinessReceipt indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.~~

~~(c) A BusinessAcceptance/Rejection represents formal acceptance or rejection of the appropriate Business Document by the Recipient based on the application of business rules.~~

~~8.1. RELATED DOCUMENTS~~

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~~(a) This Procedure has been prepared in conjunction with and should be read in conjunction with the following B2B Procedures:~~

~~(i) B2B Procedure Technical Delivery Specification~~

~~(ii) B2B Procedure Technical Guidelines for B2B Procedures~~

~~(b) Participants should also refer to the following documents. It should be noted that these documents have been prepared by way of assistance only and are not legally binding documents nor do they affect in any way the interpretation of this Procedure.~~

~~(i) Frequently Asked Questions: Customer and Site Details Notification Process~~

~~(ii) Participant Build Pack - B2B System Interface Definitions~~

2. CUSTOMER & SITE DETAILS PROCESS

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~~9.1.~~2.1. Process Diagrams

(a) ~~The diagrams below~~Figures 1-4 show the entire process for the provision of Customer and Site Details, including where the CustomerDetailsNotification is provided by the ~~retailer~~Current

~~FRMP~~ Recipient in response to ~~the~~ an Initiator's ~~DNSP's~~ ~~or the ENM's~~ CustomerDetailsRequest. On most occasions, the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest. ~~,~~ ~~as the retailer~~~~Current FRMP~~ ~~is obliged to advise~~~~must notify the DNSP/ENM of~~ ~~updates as they occur.~~ In this case, the Initiator will provide the Recipient with the required CustomerDetailsNotification ~~communication~~.

(b) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for the SiteAccessNotification ~~is~~ are identical to those for the CustomerDetailsNotification.

(c) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for the SiteAccessRequest are identical to those for the CustomerDetailsRequest.

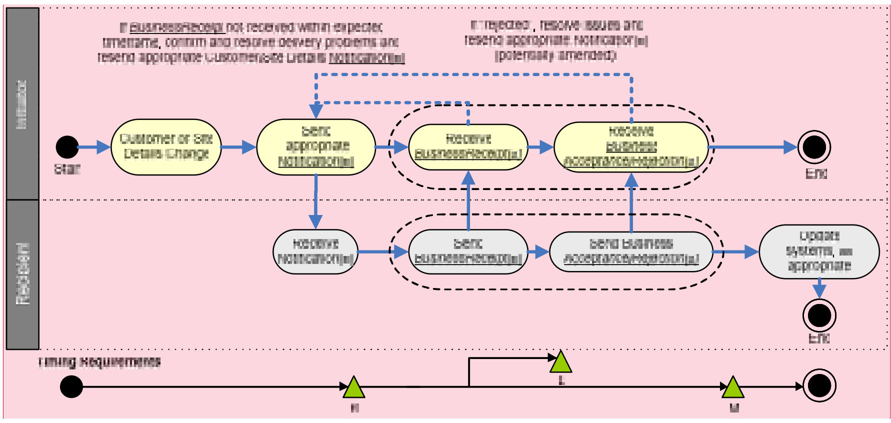
~~(b)~~

(d) The triangles at the bottom of ~~the diagrams~~ Figures 1-4 ~~below are~~indicate the timing points for the process.

~~Refer section (b) for details of the Timing Requirements for this process.~~

~~For the purposes of these process diagrams, r~~References to 'DNSP' in Figures 1-4 should be considered as include references to ENM for *child connection points* as per its obligations under the National Electricity Rules ("Rules").~~

Figure 1 Notifications Process - Generic Notifications Process



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Commented [A1]: Moved timing process flows to beginning of document, along with timeframe definitions.

Commented [A2]: Updated for Generic Participant Description

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~~Figure 2~~ **Customer Details Notification process (Notification sent~~initiated~~ by a ~~Retailer~~Current ~~FRMP~~n Initiator)** ~~- Customer Details Notification Process~~

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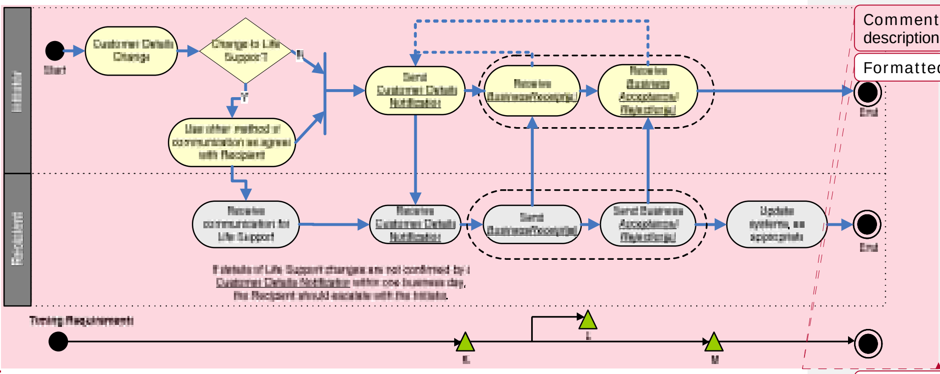

Figure 2
~~Note: If Life Support, it does not apply to ENM.~~

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~~Figure 3~~ **Figure 3**: **Overview of** generic request process for **CustomerDetailsNotification** or **SiteDetailsNotification**~~Customer Details process (Notification in response to a Request)~~

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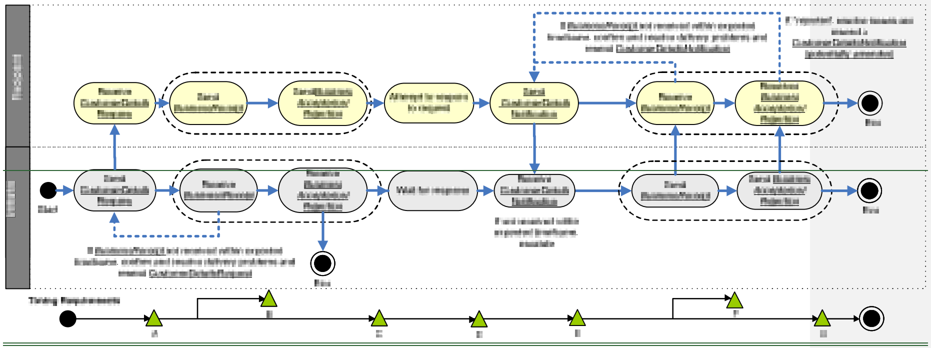

~~**Complete Customer Detail Process**~~

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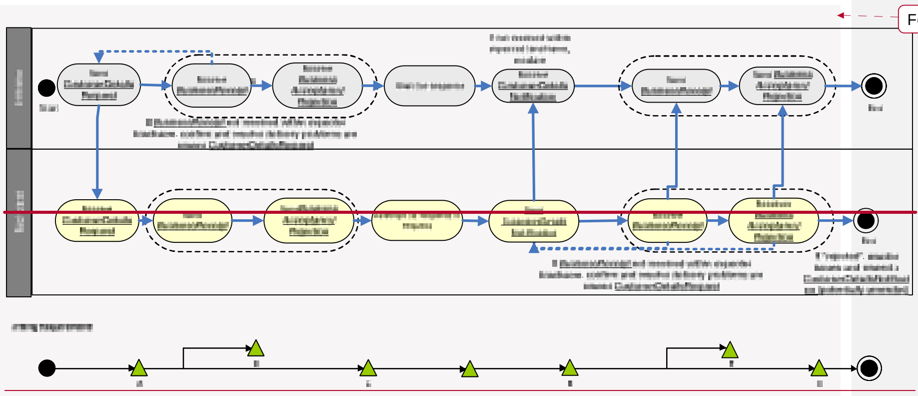

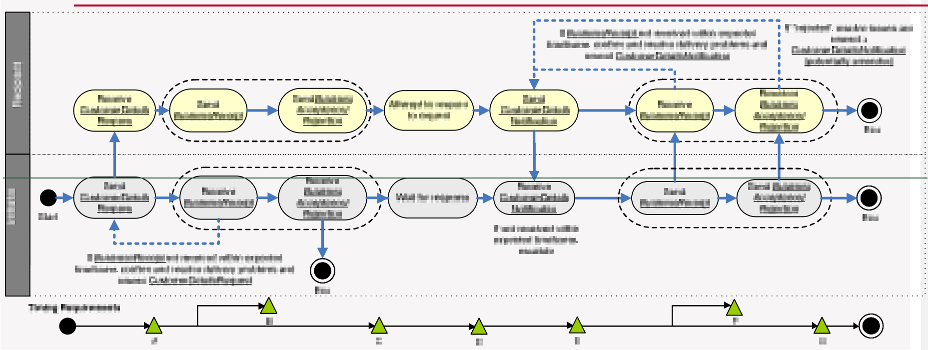

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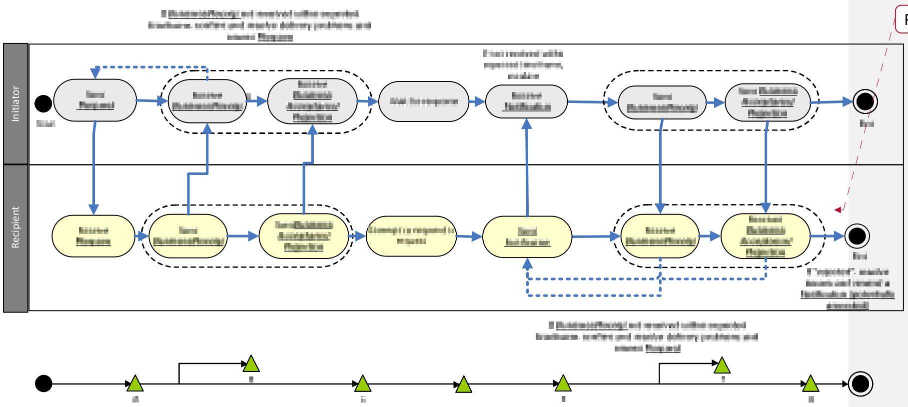

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Figure 4

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~~**Figure 4**~~

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Overview of Customer Details Reconciliation Process

~~Figure 6 Customer Details Reconciliation Process~~

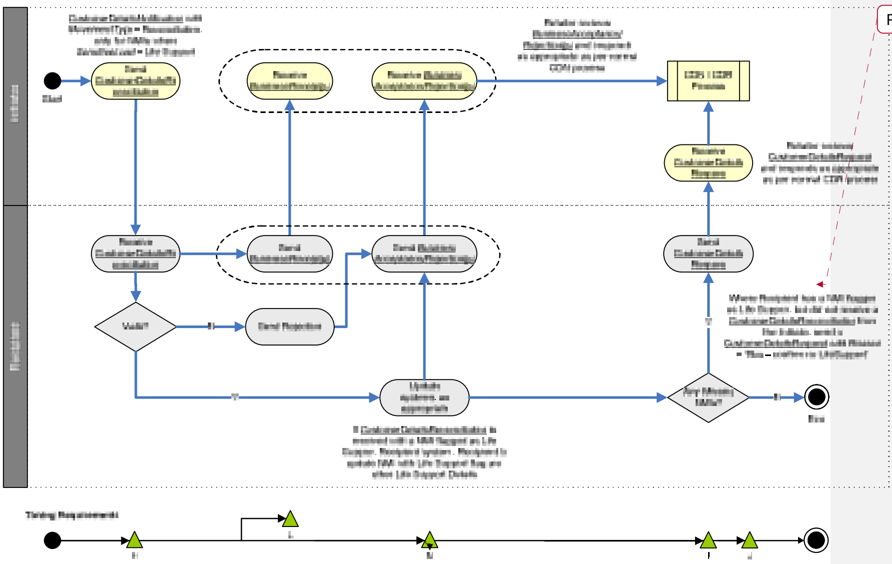
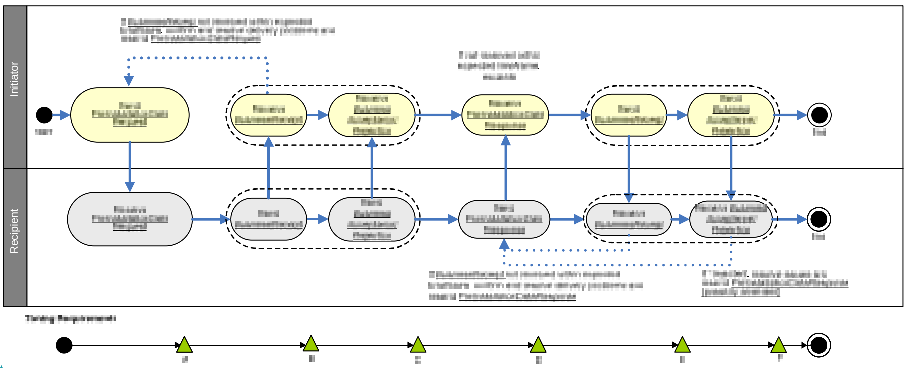


Figure 5: Pre-Installation Request Process



Note: Use of *BusinessReceipts* is to be agreed between ~~the~~ Participants~~.~~
~~Note: If Life Support, it does not apply to ENM.~~

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3. TIMING REQUIREMENTS

3.1. Definition of Timing Points and Timing Periods

(a) The Timing Points are shown in Figures 1-4.

(b) For additional Timing Requirements for the CustomerDetailsReconciliation process, refer to section 4.4~~52.2.4~~.

(c) The Timing Points are defined in Table 1:

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Table 1 Timing Point Definitions

Timing Point	Definition
A	When an Initiator issues a CustomerDetailsRequest to a Recipient
B	When an Initiator receives a *BusinessReceipt* for a CustomerDetailsRequest from the Recipient.
C	When an Initiator receives a *BusinessAcceptance/Rejection* for a CustomerDetailsRequest from the Recipient.
D	When the request has been actioned.
E	When the Recipient sends a Notification to the Initiator
F	When the Recipient receives a *BusinessReceipt* for a Notification from the Initiator.
G	When the Recipient receives a *BusinessAcceptance/Rejection* for a Notification from the Initiator.
H	When the Initiator issues a CustomerDetailsReconciliation to a Recipient.
I	When the Recipient issues a CustomerDetailsRequest to an Initiator about a Customer Details Reconciliation under section 2.2.3.
J	When an Initiator issues a CustomerDetailsNotification to a Recipient in response to a CustomerDetailsRequest raised as part of a Customer Details Reconciliation under section 5.4.
K	When the Initiator sends a Notification to the Recipient.
L	When the Initiator receives a *BusinessReceipt* for a Notification from the Recipient.
M	When the Initiator receives a *BusinessAcceptance/Rejection* for a Notification from the Recipient.

(d) The Timing Periods are defined in Table 2:

Table 2 Timing Period Definitions

Timing Period	Description of Timing Period	Usage
BusinessReceipts for Requests	From the sending of the CustomerDetailsRequest by the Initiator to the receipt of the *BusinessReceipt* for the CustomerDetailsRequest or SiteAccessRequest from the Recipient. Commences at Timing Point A and ends at Timing Point B.	Used by the Initiator to determine whether a CustomerDetailsRequest or SiteAccessRequest has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original request, or do both.
BusinessAcceptance/Rejection for Requests	From the sending of the CustomerDetailsRequest or SiteAccessRequest by the Initiator to the receipt of the BusinessAcceptance/Rejection for the CustomerDetailsRequest or SiteAccessRequest from the Recipient. Commences at Timing Point A and ends at Timing Point C.	Used by the Initiator to determine whether a CustomerDetailsRequest or SiteAccessRequest has been accepted (and will subsequently be actioned by the Recipient). If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.

Timing Period	Description of Timing Period	Usage
Providing a CustomerDetailsNotification	From receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the CustomerDetailsNotification has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a SiteDetailsNotification	From receipt of the SiteDetailsRequest to the sending of the SiteDetailsNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the SiteDetailsNotification has not been received before this period expires, the Initiator may escalate the non-receipt.
BusinessReceipts for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessReceipt* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point F.	Used by the Recipient to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Recipient may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point G.	Used by the Recipient to determine whether the response has been accepted by the Initiator and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Recipient may escalate the non-receipt.
BusinessReceipts for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessReceipt* for the Notification from the Recipient Commences at Timing Point K and ends at Timing Point L.	Used by the Initiator to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the ~~Recipient~~ ~~.~~Recipient. Commences at Timing Point K and ends at Timing Point M.	Used by the Initiator to determine whether the response has been accepted by the Recipient and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a CustomerDetailsRequest as part of ~~an~~a ~~End-User~~Customer Details Reconciliation under section 2.2.3.	From the initiation of the CustomerDetailsReconciliation to when the Recipient is expected to raise any CustomerDetailsRequests to the Initiator. Commences at Timing Point H and ends at Timing Point I.	Used by the Recipient to send a CustomerDetailsRequest for *NMIs* with Life Support but were not provided by the Initiator in the CustomerDetailsReconciliation.
Providing a CustomerDetailsNotification as part of ~~an~~a ~~End-User~~Customer Details Reconciliation under section 2.2.3.	The period the Initiator has to respond to a CustomerDetailsRequest raised by the Recipient during the ~~End User~~Customer Details Reconciliation. Commences at Timing Point I and ends at Timing Point J.	Used by the Initiator to confirm whether a *NMI* should be flagged as Life Support.

3.2. Other Timing Requirements

(a) Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within two~~2~~ Business Days of receiving the CustomerDetailsRequest.

(b) In all other situations, the ~~Notification transaction (Customer or Access details)~~CustomerDetailsNotification and/or SiteAccessNotification must be provided within one business day of the relevant data being updated or changed.

(i) 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.

(ii) For a new connection~~Allocate NMI~~, the trigger will be once all the following conditions have been met:

(A) ~~t~~The receipt of the ~~Service Order~~Supply connect or Install Meter Service Order completion notifications,

(B) the receipt of the completion notification of the CATS Create or Update NMI transaction, ~~and~~

(C) the completion notification of the CATS Create Metering transaction, and

(D) where the site is energised.

Refer ~~2.2.2.(a) and 2.2.4.4.(a).~~to Timing Requirement for Sending CustomerDetailsRequests.

(c) In relation to a customer transfer, the DNSP, must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following receipt of the completion notification of the CATS Change Retailer transaction.

(d) In relation to a ~~New ConnectionAllocate NMI~~new connection, the DNSP, must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of;

(i) the Service Order completion notification ~~(New connection or Allocate NMI transaction in NSW),~~

(ii) the completion notification fort the CATS Create, o;

(iii) ~~r~~ Update NMI transaction and

(iv) the completion notification of the CATS Create Metering transaction,

(v) where the site is energised.

(e) The timing requirement for *BusinessReceipts* is set out in the B2B Procedure Technical Delivery Specification

(f) Timing Requirement for *BusinessAcceptance/Rejection* for Notifications is set out in the B2B Procedure Technical Delivery Specification

~~The timing requirement for *BusinessAcceptance/Rejections* is set out in the B2B Procedure Technical Delivery Specification~~

(g) Timing requirements for the PreInstallationRequest are as agreed between the Recipient and the Initiator.

~~9.2.~~4. BUSINESS RULES

~~9.2.1. Common business rules~~

~~(a) "Retailer" in this Procedure refers to the Current FRMP.~~

~~(b) "DNSP" in this Procedure refers to the relevant *Embedded Network Manager* in respect of *parent connection points* and *child connection points*.~~

~~9.2.2.~~4.1. Common Business Rules for Notifications

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~~(a) Subject to 2.2.2(b)paragraph (b), Retailers must send the relevant Notification whenever they become aware of Customer and Site Details Changes (Changes).~~

(a) ~~Retailers~~ Relevant Parties must only send a single daily Notification of each type (where relevant) covering all Changes made to the *NMI's* details that day,~~.~~ ~~The Retailer must ensure that~~ ensuring the most recent details are provided.

(b) A Retailer must initiate a CustomerDetailsNotification if it becomes aware of changes to customer outage details or a Life Support situation arises.

~~(b) Notifications sent by a RetailerCurrent FRMP in response to a CustomerDetailsRequest may be sent individually or included with other Notifications (refer section 2.4.a of the Technical Delivery Specification for details regarding the bundling of transactions).[1]~~

(c) A Retailer~~Current FRMP~~ must provide ~~the full set of~~all available information that they hold for each Notification transaction, not just information changes. ~~If the Retailer does not~~Non-completion of~~e~~ non-Mandatory ~~fields (as defined in Section 4)~~, ~~this indicates~~is taken to mean that the Retailer ~~Current FRMP~~ does not have ~~this information~~the absent information.

~~(d)~~ It is within a ~~DNSP's or an ENM's~~Recipient's sole discretion as to whether they decide to update their records on the basis of the information provided by Retailers. If the DNSP or the MPB ~~/ENM~~ does not accept the information provided by the ~~Retailer, the DNSP or the ENM (as applicable)~~ Initiator, they must send a *BusinessAcceptance/Rejection* with an appropriate *EventCode* and details of the ~~RetailerCurrent FRMP's~~Initiator's data being rejected.

(d)

(e) A ServiceOrderRequest does not replace the need to ~~also~~ send ~~the~~ relevant Notifications ~~transaction(s)~~. For example, a Re-energisation ServiceOrderRequest, which includes ~~a~~ *Hazards* ~~detail~~, does not replace the SiteAccessNotification that would ~~advise~~ provide the same information. The information in the ServiceOrderRequest is treated as ~~only~~ pertinent to the work requested only, and the ~~details in the~~ SiteAccessNotification is treated as the official, enduring update.

~~(f)~~ Retailers must only send updates where the Customer or Retailer initiated the Changes. Retailers must not send updates based on information received from MSATS or the DNSP. This prevents the cyclical transmission of information between Retailers and DNSPs~~.~~

~~(g)~~(f) The details provided in a CustomerDetailsNotification and SiteAccessNotification must be ~~the~~ as ~~current details~~ at the date and time that the Notification was generated. This date may be historical ~~in certain situations~~for retrospective updates. The ~~r~~Recipient should use the date the ~~transaction~~ Business Document was generated as the effective date ~~for the~~of change of details ~~and not the last modified date and time.~~[2] ~~For Life Support Changes refer to 2.2.4.2.~~

(g) ~~A~~A Retailer must investigate and provide an updated notification where necessary within 5 business days upon receiving a rejection of a notification transaction~~.~~

~~If Participants agree that the Customer Details Notification is the agreed type of Notification method for communicating:~~

(i) -outage contact details; and/or

(ii) Life Support contact details~~;~~,

~~then an Initiator must initate a Customer Details nNotification if theyit becomes aware of changes to thean CustomerEnd User outage, or a Life Support situation arises. This could be sent to one or more Recipients.~~

(h) If an Initiator leaves the *AccountName* blank, then *Outage-Contact* and *Account-Contact* ~~details~~ are assumed to be identical.

~~[1] See section 2.4(a) of the Technical Delivery Specification for details on bundling of transactions.~~

[2] For Life Support Customer and Site Details Changes refer to section 4.3.2~~2.3.2~~2.2.4.2.

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~~**Site Access Request**~~

~~Any current party entitled to the information can generate a SiteAccessRequest to another related party for the NMI.~~

~~**Site Access Notifcation**~~

~~Subject to 2.2.2(b)paragraph (b), Retailers, DNSP, MPB (and MC if applicable) must send the relevant Notification to the other related parties (Retailer, DNSP, MPB (and MC as required)) whenever they become aware of Site Access Changes (Changes).~~

~~Parties must not generate a new SiteAccessNotification as a result of system updates as a result of an incoming SiteAccessNotification from another party.~~

~~The DNSP and MPB/ or the ENM must only send only a maximum of one CustomerDetailsRequest per *NMI* per day.~~

~~The Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest.~~

~~The DNSP and MPB can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.~~

~~(h)~~

~~9.2.3.~~4.2. Customer Details Request

(a) ~~The~~ A DNSP or ~~and MPB/ or the ENM~~ must ~~only~~ send a CustomerDetailsRequest when they it reasonably believes that the information in the Customer and site Details notification has~~ve~~ not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.

(b) A~~The~~ DNSP or~~and MPB/ or the ENM~~ must only~~nly~~ send only a maximum of one 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) A~~The~~ DNSP or ~~and MPB or the ENM~~ can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.

~~9.2.4.~~4.3. Customer Details Notification

~~9.2.4.1.~~4.3.1. Initiating a Customer Details Notification

(a) The initiator of the CustomerDetailsNotification will always be a Retailer.

(b) The Retailer must confirm a contact for the management of outages and supply issues for each *connection point* and provide this information via the CustomerDetailsNotification for each *connection point*.

(c) ~~Subject to 2.2.2(b)paragraph (b),~~ Retailers must send the relevant Notification to the DNSP, MPB (and MC as required) whenever they become aware of Customer Changes ~~(Changes)~~.

~~(a) The Retailer~~Current FRMP ~~must confirm the specifica contact for the management of outages and supply issues for each *connection point*. The Retailer must~~ and provide ~~these details~~this information ~~via the CustomerDetailsNotification for each *connection point*.~~

~~(b) The Retailer~~Current FRMP ~~must use reasonable endeavours to send the CustomerDetailsNotification in the following situations:~~

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~~(i) At completion of transfer, or;~~

~~(ii) At completion of a New Connection where the customer details and access requirements are assigned to the new NMI, or;~~

~~(iii) When the customer moves out or moves in,; or~~

~~(iv) Upon receipt of routine updates provided by the existing customer.~~

~~(c) If a Customer changes its RetailerCurrent FRMP, the Old RetailerRetailer must not send a CustomerDetailsNotification.~~

~~9.2.4.2.~~4.3.2. Life Support

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(a) In addition to informing a Recipient throught the *B2B e-hub*, ~~Life support applies to a customer at a connection point, where a customer relies on life support equipment.~~

(a) The Retailer must immediately advise the DNSP by telephone ~~outside the B2B E-hub~~ when they becomes aware of ~~a~~ Life Support situation ~~(refer *SensitiveLoad* field, Section 4.2)~~.[3] ~~The RetailerCurrent FRMP must subsequently send a CustomerDetailsNotification in accordance with the normal Timing Requirements set out in Section 3.2.2. In this case, the changes are effective from the time of the telephone call from the RetailerCurrent FRMP to the DNSP~~.

If the Initiator has evidence of Life Support ~~at the time of~~ when sending the CustomerDetailsNotification, ~~then~~ the *LifeSupportEvidence* field must be marked ‘Y’ and the following fields become mandatory:

AccountName,

PatientName,

Life-Support-Equipment and

~~(b)~~ *Site-Address.*

~~*In addition ConcessionDetails* should also be suppliedcompleted, if applicable.~~

(b) The DNSP must immediately advise the Retailer~~Current FRMP~~ by telephone when they become aware of a Life Support situation ~~(refer *SensitiveLoad* field, Section 4.2)~~.[4] The DNSP must subsequently send an email to the Retailer~~Current FRMP~~ as soon as practicable after the telephone call confirming the Life Support situation. The email from the DNSP to the Retailer~~Current FRMP~~ must at a minimum include the following information about the Life Support situation:

(i) NMI

(ii) Site address

~~Concession details (if applicable)~~

(iii) Life Support Equipment

(iv) Customer details (if available)

(A) Account Holder Name

(B) Patient Name

~~The RetailerCurrent FRMP must send an email to the DNSP acknowledging receipt of the email from the DNSP.~~ The Changes are effective from the time of the telephone call from the DNSP to the Retailer~~Current FRMP~~.

(c) Where the requirements for Life Support are no longer appropriate (for example, an occupier at the Site no longer meets the Jurisdictional requirements to be classified for ~~as a~~ Life Support

[3] Refer *SensitiveLoad* field in section 04.2.
[4] ~~Refer *SensitiveLoad* field in section 4.2.~~

~~customer~~), ~~an~~the Current Retailer~~Current FRMPInitiator~~ must send a CustomerDetailsNotification containing the following:

(i) NMI,

(ii) LastModifiedDateTime,

(iii) a MovementType value of ~~"~~'Update~~"~~', ~~and~~

(iv) SensitiveLoad ~~value~~ of ~~"~~'None~~"~~', and

(v) Life Support =of 'N'

to the relevant ~~DNSP~~ Recipient and the ~~DNSP~~ Recipient must update ~~their~~ its records accordingly.

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~~9.2.4.3.~~4.3.3. Sensitive Load

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(a) Sensitive load applies to a *connection point* to indicate that the Retailer ~~Initiator rCurrent FRMP~~ reasonably believes there are economic, health or safety issues associated with loss of *supply* to the *connection point*.

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~~(a) The DNSP must not used the *SensitiveLoad* code "Sensitive Load" will not be used by the DNSP for the purpose of de-energisation. The DNSP, but may use this informationit for load or outage management purposes only.~~

~~9.2.4.4.~~4.3.4. Vacant Sites

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(a) ~~Where~~ If a Site is vacant ~~(for example, if a customer moves out)~~, the~~a~~ Retailer must send a CustomerDetailsNotification containing *NMI, LastModifiedDateTime*, a *MovementType* value of ~~"~~'Site Vacant~~"~~' and *SensitiveLoad* ~~value~~ of ~~"~~'None~~"~~' to the relevant ~~DNSP or the ENM (as applicable).~~ Recipient.

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~~9.2.5.~~4.4. Customer Details Reconciliation

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(a) Participants must conduct a reconciliation of Customer and Site Details for NMIs with Life Support Customers by NMI on a regular basis as agreed between Participants. Unless otherwise agreed by the affected Participants ~~otherwise~~, t~~T~~he Timing Requirements for the use of the ~~a~~ CustomerDetailsReconciliation transaction and its Business Signals ~~will~~must be initiated and processed at least four times per a year, during the months of January, April, July and October.

(b) Where agreed between Participants, the Customer Details Reconciliation Process may be conducted more frequently or in different months to those specified.

~~(a)~~ The Retailer must conduct the Customer Details Reconciliation with the DNSP~~P.~~ and ~~I~~fif requested by the MC or MPB, the Retailer must conduct the Customer Details Reconciliation within agreed timeframes.

~~(b)~~ The Customer~~-~~Details~~-~~Reconciliation ~~provides the DNSP with a snapshot of all NMIs, for which the Retailer is financially responsible, where the customer is flagged with Life Support at the time of the Reconciliation.~~

(c) ~~The Customer Details Reconciliation~~ must use the CustomerDetailsNotification ~~transaction~~ with *MovementType* ~~equal to~~of ~~"~~'Reconciliation~~".~~'. ~~This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction.~~

(d) The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in table 8. ~~the B2B 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 2.2.22.2.3 of~~in this Procedure.

~~(e) The following apply to the delivery of CustomerDetailsReconciliation transactions:~~

~~(f) The required delivery method for the CustomerDetailsReconciliations transaction and its associated Business Signals is must use the *B2B e-Hub*.~~

~~(i)~~ The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. ~~This agreement shall consider at least the following criteria:~~Some considerations for this agreement are listed in the B2B Guide.

~~(A) conflicting scheduled reconciliations with other Participants;~~

~~(B) IT support availability; and~~

~~(C) other impacting activities.~~

~~(ii) The CustomerDetailsReconciliation transaction must be sent as a Low Priority aseXML document.~~

~~(iii) A RetailerCurrent FRMP must send only one message for a Customer Details Reconciliation for to 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 RetailerCurrent FRMP must send the messages within a 6 hour period from the first message of the Customer Details Reconciliation being sent.~~

(e) For NMIs provided by the Current Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP, MC or MPB as having Life Support, the DNSP, MC or MPB must accept the transaction(s) and update ~~their~~ its records accordingly with Life Support.

(f) *NMIs* in the Recipient's system flagged with Life Support, but not provided by the Retailer in the Customer Details Reconciliation, the Recipient's must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no LifeSupport' within 2 business days of receiving the last CustomerDetailsReconciliation transaction.

(g) If no CustomerDetailsRequests with Reason value 'Rec – confirm no LifeSupport' have been received by the Current Retailer from the Recipient after 2 business days of sending the last CustomerDetailsReconciliation transaction, the Customer Details Reconciliation is considered to have been completed

~~(h) For *NMIs* in the DNSP Recipient's system flagged with Life Support, but not provided by the RetailerCurrent FRMP in the Customer Details Reconciliation, the DNSP Recipient's must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' LifeSupport' within 2 business days of receiving the last CustomerDetailsReconciliation transaction , as set out in clause 2.2.5in accordance with sub-paragraph .(e)(iv).~~

~~(i) If no CustomerDetailsRequests with Reason value 'Rec – confirm no SensitiveLoad' LifeSupport' have been received by the Current Retailer from the DNSP Recipient after 2 business days of sending the last CustomerDetailsReconciliation transaction, the Customer Details Reconciliation is considered to have been completed.~~

~~(j)~~(h) The Current Retailer must validate whether a customer at a NMI has Life Support and provide the ~~DNSP~~ Recipient with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no ~~SensitiveLoad'~~LifeSupport'

(i) A CustomerDetailsReconciliation transaction does not replace the requirement for the Notification of Customer Details Changes, as described required in ~~sections 2.2.12.2.2 and 2.2.32.2.4.~~the CustomerDetailsNotification process.

4.5. Site Access Request

(a) Any current party entitled to the information can generate a SiteAccessRequest to another related party for the NMI.

(a) A DNSP or MPB must only send only a maximum of one SiteAccessRequest per *NMI* per day.

(b) The Recipient must provide a SiteDetailsNotification in response to a valid SiteDetailsRequest.

(c) A participant can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Recipient.

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4.6. Site Access Notification

(a) A -Retailers~~, DNSP, MPB (and MC if applicable)~~ must send the relevant Notification to the other related parties (~~Retailer,~~ DNSP, MPB (and MC as required)) whenever they become aware of Site Access Changes (Changes).

(b) Other parties (DNSP, MC/MP) can only send a SiteAccessNotification on receipt of a valid SiteAccessRequest.

(c) Parties must not generate a new SiteAccessNotification when they update their systems as a result of an incoming SiteAccessNotification from another party~~Parties must not generate a new SiteAccessNotification as a result of system updates as a result of an incoming SiteAccessNotification from another party.~~

~~The DNSP and MPB/ or the ENM must only send only a maximum of one SiteAccessRequest per *NMI* per day.~~

(a) The Recipient~~tailer~~ must provide a ~~Customer~~SiteDetailsNotification in response to a valid SiteAccessRequest.

The DNSP and MPB can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.

~~(k)~~

~~9.2.6. Transitional Provision for Customer Details Reconciliation~~

~~(a) a. In this clause 2.2.6:~~

~~(i) 1. 'Transition Period' means the period from the effective date of version 2.1 of this Procedure to 14 November 2014 inclusive.~~

~~(ii) 2. 'New clause 2.2.5' means the current clause 2.2.5 as set out in version 2.1 of this Procedure.~~

~~(b) b. During the Transition Period, 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.~~

4.7. Pre-Installation Data Request

(a) Only one PreInstallationDataRequest must be sent per *NMI* per day

(b) The Recipient must send a *BusinessAcceptance/Rejection* to the Initiator following validation of a PreInstallationDataRequest.

(c) The Recipient must send a PreInstallationDataResponse (see Section 3.5) details of the *metering installation* for the requested *NMI*.

(d) The details provided in a PreInstallationDataResponse must be current as at the date and time that it was sent.

4.7.1. PreInstallation Process

An Initiator may commence a PreInstallationRequest process if they:

(a) have been nominated as the New MP for a *NMI* in MSATS and the change request is in a pending status; and

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(b) require information from the Current MP regarding a *metering installation*, or *metering point(s)* in order to carry out its responsibilities as an MP.

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~~10. TIMING REQUIREMENTS~~

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~~10.1. Definition of Timing Points and Timing Periods~~

~~10.2.~~

~~(a) The The Timing Points A to G described and used below are shown in the diagrams in section 2.1Figures 1-4.~~

~~(b) For additional Timing Requirements for the use of the CustomerDetailsReconciliation process transaction, refer to section 2.2.42.2.42.2.5.~~

~~The following definitions applyTiming Points are defined in Table 1:~~

~~**Table 1 Timing Point Definitions**~~

~~Timing Point~~	~~Definition~~
~~A~~	~~This timing point is wWhen the an DNSP/ or the ENM Initiator issues a CustomerDetailsRequest to a Retailer.Recipient~~
~~B~~	~~This timing point is wWhen the an Initiator rDNSP or the /ENM receives a *BusinessReceipt* for a CustomerDetailsRequest from the RetailerCurrent FRMPRecipient.~~
~~C~~	~~This timing point is wWhen the anDNSP or the /ENM Initiator receives a *BusinessAcceptance/Rejection* for a CustomerDetailsRequest from the the RetailerCurrent FRMPRecipient.~~
~~D~~	~~This timing point is wWhen the request has been actioned.~~
~~E~~	~~This timing point is wWhen the RetailerRecipient Current FRMP sends a Notification to the DNSP or the ENM.Initiator~~
~~F~~	~~This timing point is wWhen the RetailerCurrent FRMPRecipient receives a *BusinessReceipt* for a Notification from the DNSP or the ENM Initiator .~~
~~G~~	~~This timing point is wWhen the RetailerCurrent FRMPRecipient receives a *BusinessAcceptance/Rejection* for a Notification from the Initiator DNSP or the ENM.~~
~~H~~	~~This timing point is wWhen the RetailerCurrent FRMPInitiator issues a CustomerDetailsReconciliation to a Recipient DNSP.~~
~~I~~	~~This timing point is wWhen the the Recipient a DNSP issues a CustomerDetailsRequest to a Retailern InitiatorCurrent FRMP in relation toabout the Customeran End UserCustomerCustomer Details Reconciliation under section 2.2.3.~~
~~J~~	~~This is the timing point wWhen the an RetailerCurrent FRMPInitiator issues a CustomerDetailsNotification to the a Recipient DNSP in response to a CustomerDetailsRequest raised as part of the Customeran End UserCustomer Details Reconciliation under section 2.2.3.~~
~~**K**~~	~~**WHEN THE INITIATOR SENDS A NOTIFICATION TO THE RECIPIENT.**~~
~~**L**~~	~~**WHEN THE INITIATOR RECEIVES A *BUSINESSRECEIPT* FOR A NOTIFICATION FROM THE RECIPIENT .**~~
~~**M**~~	~~**WHEN THE INITIATOR RECEIVES A *BUSINESSACCEPTANCE/REJECTION* FOR A NOTIFICATION FROM THE RECIPIIENT.**~~

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~~The Timing Periods are defined in Table 2:~~

~~**Table 2 Timing Period Definitions**~~

Timing Period	DefinitionDescription of Timing Period	Usage
BusinessReceipts for Requests	This is the period fFrom the sending of the CustomerDetailsRequest by the DNSP/ or the ENM Initiator to the receipt of the *BusinessReceipt* for the CustomerDetailsRequest from the RetailerCurrent FRMPRecipient. Commences at Timing Points A and ends at Timing Point B define this period.	Used by the the DNSP/ or the ENMInitiator 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 expires, the DNSP or the /ENMInitiator may escalate the non-receipt, and / or resend the original request, or do both.
BusinessAcceptance/Rejection for Requests	This is the period fFrom the sending of the CustomerDetailsRequest by the the DNSP or the ENMInitiator to the receipt of the BusinessAcceptance/Rejection for the CustomerDetailsRequest from the RetailerCurrent FRMPRecipient. Commences at Timing Points A and ends at Timing Point C define this period.	Used by the DNSP/ or the ENMInitiiator to determine whether a CustomerDetailsRequest request has been accepted (and will subsequently be actioned by the RetailerCurrent FRMPRecipient). If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period expires, the DNSP/ or the ENMInitiator may escalate the non-receipt.
Providing a CustomerDetailsNotification	This is the period fFrom receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the RetailerCurrent FRMPRecipient. Commences at Timing Points A and ends at Timing Point E define this period.	If the CustomerDetailsNotification has not been received before the expiry of this period expires, the DNSP/ or the ENMInitiator may escalate the non-receipt.
BusinessReceipts for Notifications	This is the period fFrom the sending of the Notification transaction by the RetailerRecipient Current FRMP to the receipt of a *BusinessReceipt* for the Notification transaction from the DNSP/ or the ENM. Tthe Initiator. Commences at Timing Points E and ends at Timing Point F define this period.	Used by the RetailerCurrent FRMPRecipient 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 expires, the RetailerCurrent FRMPRecipient may escalate the non-receipt, and /or resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	This is the period fFrom the sending of the Notification transaction by the RetailerCurrent FRMPRecipient to the receipt of a *BusinessAcceptance/Rejection* for the Notification transaction from the DNSP or the /ENMInitiator . Commences at Timing Points E and ends at Timing Point G define this period.	Used by the RetailerCurrent FRMPRecipient to determine whether the response has been accepted by the DNSP/ or the ENMInitiator and the request can be "closed". If the *BusinessAcceptance/Rejection* has not been received before the expiry of this period expires, the RetailerCurrent FRMPRecipient may escalate the non-receipt.

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Timing Period	DefinitionDescription of Timing Period	Usage
Businessreceipts for notifications	From the sending of the notification transaction by the initiator to the receipt of a *businessreceipt* for the notification transaction from the recipient Commences at timing points k and ends at timing point l define this period.	Used by the initiator 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 expires, the initiator may escalate the non-receipt, resend the original notification, or do both.
Businessacceptance/rejection for notifications	From the sending of the notification transaction by the initiator to the receipt of a *businessacceptance/rejection* for the notification transaction from the recipient .	Used by the initiator to determine whether the response has been accepted by the recipient and the request can be "closed". If the *businessacceptance/rejection* has not been received before the expiry of this period expires, the initiator may escalate the non-receipt.
Providing a CustomerDetailsRequest as part of the Customeran End UserCustomer Details Reconciliation under section 2.2.3.	This is the period fFrom the initiation of the Customer Details Reconciliation to when the Recipient DNSP is expected to raise any CustomerDetailsRequests to the RetailerCurrent FRMPInitiator . Commences at Timing Points H and ends at Timing Point I define this period.	Used by the DNSP Recipient to send a CustomerDetailsRequest for *NMIs* with Life Support in their system but were not provided by the RetailerCurrent FRMPInitiator in the Customer Details Reconciliation.
Providing a CustomerDetailsNotification as part of an End UserCustomer the Customer Details Reconciliation under section 2.2.3.	This is tThe period in which the RetailerInitiator Current FRMP has to respond to a CustomerDetailsRequest raised by the DNSP Recipient as part of theduring the End UserCustomer Customer Details Reconciliation. Commences at Timing Points I and ends at Timing Point J define this period.	Used by the RetailerCurrent FRMPInitiator to confirm whether or not a *NMI* should be flagged as Life Support. This may involve contacting the customer at the Site.

Note: in the second row, the Definition column also reads: "Commences at timing points k and ends at timing point m define this period."

10.3. Specific Other Timing Requirements

10.3.1. Timing Requirement for *BusinessReceipts* for Requests

The timing requirements for *BusinessReceipts* for Requests, *BusinessAcceptance/Rejections* for Requests, *BusinessReceipts* for Notifications, *BusinessAcceptance/Rejections* for Notifications, is are set out in section 4.10 of the B2B Procedure: Technical Delivery Specification.

10.3.2. Timing Requirement for *BusinessAcceptance/Rejection* for Requests

The timing requirement for *BusinessAcceptance/Rejections* is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

10.3.3. Timing Requirement for Providing Notifications

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~~(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. 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 ConnectionsAllocate NMI, the trigger will be the receipt of the Service Order completion notification (New Connection or Allocate NMI transaction in NSW), 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 2.2.2.(a) and 2.2.4.4.(a).~~

~~10.3.4. TIMING REQUIREMENT FOR SENDING CUSTOMERDETAILSREQUESTS~~

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~~(a) In relation to a customer transfer, the DNSP or the ENM, must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following receipt of the completion notification of the CATS Change Retailer transaction.~~

~~(b) In relation to a New Connection, the DNSP or the ENM, 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), the completion notification fot the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised.~~

~~Timing Requirement for *BusinessReceipts* for Notifications~~

~~The timing requirement for *BusinessReceipts* is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.~~

~~Timing Requirement for *BusinessAcceptance/Rejection* for Notifications~~

~~The timing requirement for *BusinessAcceptance/Rejections* is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.~~

~~Timing Requirement for Response to Rejected CustomerDetailsNotification~~

~~Where the Retailer is the current FRMP, the Retailer must send through a new CDN with updated/corrected information, within five business days of receiving the rejection.~~

~~11.~~5. TRANSACTIONS

Key to Usage

M	=	Mandatory (must be provided in all situations).
R	=	~~Required~~required (if this information is available or has changed).
O	=	Optional (may be provided).
N	=	Not relevant (not to be provided).

Participants must ensure that each B2B Transaction complies with the usage, definitional and format rules detailed in ~~the t~~Tables 3~~belo~~-6~~w~~:

5.1. CustomerDetailsRequest ~~Transaction Data~~

Table 3 Data Requirements for CustomerDetailsRequest B2B Transaction

Field	Format	Usage: Customer Details Request	Definition/Comments
NMI	CHAR(10)	M	*NMI* ~~(as used by MSATS).~~
NMI Checksum	CHAR(1)	O	NMI Checksum ~~(as used by MSATS).~~
Reason	VARCHAR(40)	M	Allowed values • Returned Mail • Missing Customer Details • Confirm Life Support • No response to rejected CDN • Transfer Complete, no CDN Received (DNSP only) • New Connection, no CDN Received (DNSP only) • Data Quality Issue • Site Visit Required • Other • ~~Rec - confirm no SensitiveLoad~~Rec – confirm no LifeSupport (Reconciliation only) Notes regarding the allowed values “Returned Mail” means the DNSP/MBP has received returned mail with the current *PostalAddress* held by the DNSP/MBP. “Missing Customer Details” means the DNSP/MBP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in has occurred). “Confirm Life Support” means the DNSP/MBP requires confirmation of whether the Connection Point has a Life Support requirement or not. “No response to rejected CDN” means that a DNSP/MBP 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 0~~3.2.6~~. “Transfer Complete, no CDN Received” means a transfer has completed for the NMI and the DNSP/MBP 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/MBP believes a CDN has not yet been received within the allowed ~~timeframe.~~ • ~~“Data~~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/MBP must provide which specific data they are querying in the *SpecialNotes* field. “Site Visit Required” – DNSP/MBP is required to visit a site. • “Other” must only be used for scenarios not covered by the specified allowed values. The DNSP/MBP must provide the details of the reason in the *SpecialNotes* field. • “Rec - confirm no Lifesupport~~SensitiveLoad~~” means the DNSP/MBP has a NMI is flagged for Life Support, but it was not included in the CustomerDetailsReconciliation transaction(s) provided by the Retailer.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the ~~DNSP or the ENM~~Recipient wishes to convey to the ~~Retailer~~~~Current FRMP~~Initiator. Mandatory if Reason is “Other” or “Data Quality Issue”.

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~~11.1.~~5.2. CustomerDetailsNotification ~~Default Transaction Data~~

~~Note: The CustomerDetailsReconciliation transaction is identical to the CustomerDetailsNotification transaction. Refer 2.2.42.2.5.~~**Table 4 Data Requirements for CustomerDetailsNotification B2B Transaction**

Field	Format	Usage: Customer Details Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI* ~~(as used by MSATS)~~.
NMI Checksum	CHAR(1)	O	NMI Checksum ~~(as used by MSATS)~~.
OutageContact~~Customer~~Name	PERSONNAME	M/N	Mandatory ~~where~~ if *BusinessName* is blank. Must be the name of the person who is the ~~specific~~ contact for the management of outages and supply issues for each *connection point*. Not required where the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~.
BusinessName	BUSINESSNAME		Mandatory where the *CustomerName* is blank. Not required where the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~.
~~*BusinessContactName*~~	~~PERSONNAME~~	~~R~~	~~The name of the person who is the specific contact for the management of outages and supply issues for each connection point.~~ ~~Only one BusinessContactName must be supplied.~~ ~~Not Required where the site is vacant (refer 2.2.4.4).~~
PostalAddress	ADDRESS	M/N	Must be the End ~~custom~~User's postal address for outage notifications. An aseXML~~-~~ compliant ~~structured address or unstructured~~ address ~~must be provided. The data provided must be~~that the ~~one considered by the Retailer~~Current FRMP considers to be the ~~one~~ most suitable ~~for use as a postal address for contacting the customer~~. ~~The postal address,~~ ~~I~~if ~~provided in an~~ unstructured ~~format~~, the postal address must be ~~complete such as to~~ comply with Australia Post presentation standards. Not required where the Site is vacant.~~The Mandatory address fields must be provided except where a site is vacant (refer 2.2.3.42.2.4.4), where they are not required.~~
DeliveryPoint Identifier	NUMERIC (8)	R	The DPID for the *PostalAddress*~~.~~ ~~Defines the delivery point identifier~~ as per *Australian Standard* AS4590. Not Required where the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~.
PhoneNumber1	TELEPHONE	R	Must be the phone number of the person who is the ~~specific~~ contact for the management of outages and *supply* issues for each *connection point*. Where the ~~Retailer~~~~Current FRMP~~Initiator has obtained ~~the appropriate~~a telephone number for the purpose of contacting the ~~customer~~ ~~End User~~Customer for *supply* ~~related~~ issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~.
PhoneNumber2	TELEPHONE	R	Must be the phone number of the person who is the ~~specific~~ contact for the management of outages and *supply* issues for each *connection point*. Where the ~~Retailer~~~~Current FRMP~~Initiator has obtained ~~the appropriate~~a telephone number for the purpose of contacting the ~~End User~~Customer ~~customer~~ for *supply* ~~related~~ issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~.
EmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by Initiator

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Field	Format	Usage: Customer Details Notification	Definition/Comments
SensitiveLoad	VARCHAR(20)	M	This field indicates whether or not there are economic, health or safety issues with loss of *supply* of the *connection point*. Allowed Values • ~~Life Support~~ Sensitive Load – add types of Sensitive Load here. • None ~~The value~~ 'None' ~~field must be provided~~also applicable ~~where~~ if the Site is vacant ~~(refer 2.2.3.42.2.4.4)~~. ~~The value 'Life Support' applies to the customer at the Connection Point, where a customer relies on the life support equipment.~~ ~~The value 'Sensitive Load' is used to indicate that the Retailer~~Current FRMP ~~reasonably believes there are economic, health or safety issues with loss of supply of the Connection Point, other than Life Support ones.~~ ~~Where Life Support and Sensitive Load both appl~~ies~~y to a Connection Point, the *Life Support* value must be set to Y.value must be provided.~~
LifeSupport	VARCHAR(1)	M	Y/N ~~- only values allowable – field is mandatory~~
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes • Site Vacant • Update Allowed CustomerDetailsReconciliation Code • Reconciliation
AccountContactName~~MovementType~~	PERSONNAME~~VARCHAR(14)~~	M/N ~~M~~	Should be the name of the ~~person who is the specific~~ contact for the management of the *supply* contract for each *connection point*. This should be supplied if ~~there is a~~ different ~~Contact for Account that~~to that for outage or Life Support contact. If *LifeSupport~~Evidence~~* is marked 'Y', ~~then~~ this field is Mandatory ~~Allowed CustomerDetailsNotification Codes~~ ~~Site Vacant~~ ~~Update~~ ~~Allowed CustomerDetailsReconciliation Code~~ ~~Reconciliation~~
AccountContactPostalAddress	ADDRESS	M/N	Must be the ~~customEnd User~~Customer's postal address for ~~required~~ notifications. An aseXML-compliant ~~structured~~ address ~~or unstructured address~~ must be provided. ~~The data provided must be~~, the one ~~considered by~~ the Initiator considers to be the one most suitable ~~for use as a postal address for contacting the customer. The postal address, i~~ If provided in an unstructured format, the address must ~~be complete such as to~~ comply with Australia Post presentation standards. .
AccountContactPhoneNumber1	TELEPHONE	M/N R R	Must be the phone number of the person who is the ~~specific~~ contact for *supply* contract issues for each *connection point*.
AccountContactPhoneNumber2	TELEPHONE		Must be the phone number of the person who is the ~~specific~~ contact for *supply* contract issues for each connection point.
AccountcontactEmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by the Initiator
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

Field	Format	Usage: Customer Details Notification	Definition/Comments
LifeSupportContactName	PERSONNAME	M/N	Should be the name of the person who is the contact for the management of Life Support for the *connection point*.
LSPostalAddress	ADDRESS	M/N	Must be the ~~End User~~Customer's postal address for Life Support notifications. An aseXML-compliant address must be provided, the one the Initiator considers to be the most suitable. If provided in an unstructured format, the address must comply with Australia Post presentation standards.
LSPhoneNumber1	TELEPHONE	M/N R R	Must be the phone number of the person who is the contact for the management of Life Support notifications for each *connection point*.
LSPhoneNumber2	TELEPHONE		Must be the phone number of the person who is the contact for the management of Life Support notifications for each *connection point*.
LSEmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by the Initiator
LifeSupportEvidence	VARCHAR(1)	M	Y or N values only.
SiteAddress	ADDRESS	M/N	Must be the address for the location of the Life Support equipment. An aseXML-compliant address must be provided. Must be provided if LifeSupportEvidence = Y
LifeSupport Equipment	VARCHAR(40)	M/N	Must be provided if LifeSupport Evidence = Y. Examples : • Positive airways pressure (PAP) device • Home dialysis • Phototheraphy equipment (Crigler Najjar) • Ventilators (formerly known as 'respirator' or 'iron lung') • Oxygen concentrators • Nebuliser • Total parental nutrition (TPN) • Medical heating and cooling • LS reference • • Long stay life support
PatientName	PERSONNAME	M/N	Should be the name of the person who uses Life Support equipment. Must be provided if *LifeSupportEvidence* = Y
~~LastModifiedDateTime~~	~~DATETIME~~	~~M~~	~~Date and time that the record was updated in the Retailer's system.~~

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5.3. SiteAccessRequest

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Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMI Checksum	CHAR(1)	O	NMI Checksum
Reason	VARCHAR(40)	M	The Initiator should provide a Reason for the request in this field, ie.i.e.: - New Retailer for site - Records old and need to be updated - No Access details on file for NMI - No Hard Details on file for NMI - Site Visit Required - Any other reason.

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5.4. SiteAccessNotification ~~Transaction Data~~

~~Table 6 SiteAccessNotification~~

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Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI* ~~(as used by MSATS).~~
NMI Checksum	CHAR(1)	O	NMI Checksum ~~(as used by MSATS).~~
AccessDetails	VARCHAR(160)	M	If the ~~customer End User~~Customer has supplied any special access details, the ~~Retailer~~~~Current FRMP~~Initiator must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer reports no access requirements"~~,~~; or <Description of access requirement> This information is permanent for the Site and can only be changed by a new SiteAccessNotification ~~transaction~~.
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. Standard values One or more of the following standard values should be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Not Known To ~~Retailer~~~~Current FRMP~~Initiator Any other hazards should be fully described, without using abbreviations. This information is permanent for the Site and can only be changed by a new SiteAccessNotification ~~transaction~~.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the ~~Retailer~~~~Current FRMP~~~~'s~~Initiator's system.

5.5. PreInstallationDataRequest Data

Initiators must ensure that the PreInstallationDataRequest conforms to the usage, format and definitional rules detailed in the following table:

Table 1 PreInstallationDataRequest Data

Field	Format	Use	Definition
InitiatorID	VARCHAR(10)	M	Initiator's Participant ID as published in MSATS.
InitiatorRole	VARCHAR(4)	M	Initiator's Role as published in MSATS.
RecipientID	VARCHAR(10)		Recipient's Participant ID as published in MSATS.
RequestID	VARCHAR(15)	M	Initiator defined reference, used for reference and tracking. Must be a new (unused) number, unique for the Initiator.
NMI	CHAR(10)	M	*NMI* for the *connection point*.
NMIChecksum	CHAR(1)	O	NMI Checksum for the *connection point*.
SiteAddress	ADDRESS	M	Site, as a Structured Address or Unstructured Address.
SpecialNotes	VARCHAR(240)	O	Any special notes the Initiator wishes to convey to the Recipient

5.6. PreInstallationDataResponse Data

Recipients must ensure that the PreInstallationDataResponse conforms to the usage, format and definitional rules detailed in the following table:

Table 2 PreInstallationDataResponse Data

Field	Format	Use	Definition
InitiatorID	VARCHAR(10)	M	Initiator's Participant ID as published in MSATS.
InitiatorRole	VARCHAR(4)	M	Initiator's Role as published in MSATS.
RecipientID	VARCHAR(10)		Recipient's Participant ID as published in MSATS.
RequestID	VARCHAR(15)	M	Initiator defined reference, used for reference and tracking. Must be a new (unused) number, unique for the Initiator.
NMI	CHAR(10)	M	*NMI* for the *connection point*.
NMIChecksum	CHAR(1)	O	NMI Checksum for the *connection point*.
SiteAddress	ADDRESS	M	Site, as a Structured Address or Unstructured Address.
MeterSerial Number	VARCHAR(12)	M	Meter Serial ID(s).
MeterInstallCode	CHAR(8)	M	Metering Installation Type Code.
Equipment Type	VARCHAR(240)	R	Details of any equipment attached to the *meterig installation*, such as: • Internal Relay • External Relay • Internal Time Switch • External Time Switch
Load Type	VARCHAR(20)	R	Describes the *load* associated with the *meter*. • General Supply • Controlled Load • Generation (Net) • Generation (Gross)
Supply Phases	VARCHAR(20)	R	Code indicating number of phases *supply* is to support: • 1-phase • 2-phase • 3-phase
Generation Type	VARCHAR(5)	R	Describes the *generation* associated with the meter. For example: PV, EV
Transformer Type	VARCHAR(4)	R	CT or VT
CTRatio	VARCHAR(160)	R	CT ratio for the *metering installation* where CT exists.
Network Tariff	VARCHAR(10)	M	Network's published tariff assigned within MSATS
Meter Location	VARCHAR(160)	R	For example: "Left side of house" or "Inside shed behind pump".
AccessDetails	VARCHAR(160)	R	Where Customer has any special access requirements, which should be fully described, without using abbreviations. For example: • "Customer reports no access requirements" • "Gate Unlocked"
HazardDescription	VARCHAR(80)	R	This field repeats to allow the reporting of multiple hazards. For example, one or more of the following may be used, where applicable: • Customer Reports No Hazard • Savage Dog • Electric Fence • Customer Caution • Not Known To Recipient Any other hazards should be fully described, without using abbreviations.

Field	Format	Use	Definition
Energisation Status	VARCHAR(30)	O	Describes the status at the Site. Permitted content: • Active • Deenergised at Meter • Deenergised at Main Switch • Free Text
Primary Voltage	VARCHAR(5)	R	Describes the *network* primary *voltage* the *metering installation* is connected to. Permitted content: • 230V • 415V • 11KV • 22KV • 33KV • 66KV • 132KV
Latitude	VARCHAR(11)	R	An angular distance in degrees north or south of the equator (latitude 0°), equal to the angle subtended at the centre of the globe by the meridian between the equator and the metering point in question. Eg. CDDD MM.MM W120 58.292
Longitude	VARCHAR(10)	R	A measure of relative position east or west on the Earth's surface, given in degrees from a certain meridian, usually the prime meridian at Greenwich, England, which has a longitude of 0°. Eg CDD MM.MMM N41 25.117
Existing Defects	VARCHAR(240)	R	Defects associated with the *metering point*.
SpecialNotes	VARCHAR(240)	O	Any special notes the Initiator wishes to convey to the Recipient.

~~11.3.~~5.7. BusinessAcceptance/Rejection ~~Transaction Data~~

~~11.3.1. Fields~~

~~The following table provides details of the fields to be included in the *BusinessAcceptance/Rejection* Business Signal for a rejection.~~**Table 7 BusinessAcceptance/Rejection**

Field	Structure	Occurs	Comments
EventCode	EVENTCODE	M	~~A code to i~~Indicate the reason for the rejection. Applicable Business Events are defined ~~below (4.5.24.4.2).~~ in Table 8.
KeyInfo	VARCHAR(10)	M	The *NMI* of the B2B Transaction being rejected.
Context	EVENTCONTEXT	O	The data element in the received Business Document (~~eg~~ e.g. *HazardDescription*) that causes the Business Event.
Explanation	UNLIMITED VARCHAR	M/O	An explanation of the Business Event. Must be provided where the Business Event requires an *Explanation*.

~~11.3.2.~~5.7.1. Applicable Business Events

(a) Participants must use the most relevant Business Event~~(s)~~. Where multiple *EventCode~~(s)~~* are applicable these may be provided.

(b) Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the *BusinessAcceptance/Rejection* in accordance with the aseXML Guidelines.

Table 8 Business Events

~~The reference table for Business Events that can apply to this process and the relevant Business Signals, including *EventCode(s)* is located in section 5.1 of the B2B Procedure Technical Guidelines for B2B Procedures.~~

Business Document	Business Signal	Business Event	Explanation Required	Severity	Event Code	~~Relevant Procedure clause or Reference~~ Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	Not applicable for CustomerDetailsReconciliation.
SiteAccessRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
SiteAccessNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	
All Notifications	*BusinessAcceptance/ 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 CustomerDetailsReconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML ~~Code~~

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