B2B PROCEDURE:

CUSTOMER AND SITE DETAILS NOTIFICATION PROCESS

PREPARED BY:	AEMO Markets
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VERSION RELEASE HISTORY

Version	Date	Author	Comments
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
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	06/03/2017	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.
3.1	01/12/2017	AEMO	Update based on IEC B2B Procedure Errata
3.2	20/7/2018	AEMO	Updated based on rule change: • National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 No. 3

CONTENTS

FIGURES

TABLES

1. INTRODUCTION

1.1. Purpose and Scope

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

(b) This Procedure specifies the standard process and data requirements for the communication, updates and reconciliation of Customer and Site details.

(c) This Procedure has effect only for the purposes set out in the NER and NERR. All other national and jurisdictional regulatory instruments and codes prevail over this Procedure to the extent of any inconsistency.

1.2. Definitions and Interpretation

(a) The Retail Electricity Market Procedures – Glossary and Framework:

(i) is incorporated into and forms part of this Procedure; and
(ii) should be read with this Procedure.

(b) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification unless this Procedure provides otherwise, the relevant B2B Technical Delivery Specification shall prevail to the extent of the inconsistency.

(c) The terms Initiator and Recipient have been used throughout the document to designate the sender and receiver of each transaction. Where a specific role is called out, the transaction should only be sent and received by the designated role (e.g. Current Retailer, DNSP, MPB).

(d) All times (related to the conduct of the work) refer to the local time for the Site (where the work requested is to be carried out). Local time is inclusive of daylight saving time changes.

1.3. Related Documents

Table 1: Related 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 Delivery Specification	
B2B Procedure Service Order Process	
B2B Procedure Meter Data Process	
B2B Procedure One Way Notification Process	
B2B Guide	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering

1.4. Guidance Notes

(a) This document contains Guidance Notes that provides the reader with a reference point where an obligation for services is provided for in the NEM.

(b) A number of timing requirements that represent common industry practice have also been included. These timings are not associated with the communication of B2B transactions, do not have a head of power and are not enforceable.

(c) Guidance Notes are indicated by the use of [Guidance Note #] at the commencement of the clause in this procedure and highlighted in grey.

(d) The table below lists the document or documents for reference.

Table 2: Guidance Notes

Reference	Document Name
[Guidance Note 1]	This is an accepted or common industry practice that does not reference a specific legal or jurisdictional requirement
[Guidance Note 2]	National Energy Retail Rules (NERR)
[Guidance Note 3]	Service Level Procedure Metering Data Provider Services
[Guidance Note 4]	National Electricity Rules (NER)
[Guidance Note 5]	Essential Services Commission (ESC) Electricity Distribution Code (Victoria)
[Guidance Note 6]	Service Level Procedures: Metering Provider Services
[Guidance Note 7]	Victorian Electricity Distributors Service & Installation Rules
[Guidance Note 8]	SA Power Networks Service & Installation Rules
[Guidance Note 9]	Electricity Distribution Network Code (Queensland)
[Guidance Note 10]	Metrology Procedures – Part B
[Guidance Note 11]	Electricity Distribution Code (South Australia)

2. TRANSACTION LIST AND PROCESS

2.1. Transaction List

(a) Included in this procedure are the following transactions:

- (i) CustomerDetailsNotification
- (ii) CustomerDetailsRequest
- (iii) SiteAccessNotification
- (iv) SiteAccessRequest

(b) Email notifications for Life Support.

- (i) Life Support Notification
- (ii) Life Support Confirmation
- (iii) Life Support Request
- (iv) Life Support Rejection

2.2. Process Diagrams

(a) Figures 1-5 show the entire process for the provision of Customer details, Life Support Details and Site access data, including:

- (i) Where the CustomerDetailsNotification is provided by the Recipient in response to an Initiator's CustomerDetailsRequest. On most occasions, the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest. In this case, the Initiator will provide the Recipient with the required CustomerDetailsNotification.
- (ii) Where an Initiator sends a SiteAccessRequest and a Recipient sends a SiteAccessNotification.
- (iii) Where an Initiator sends a Life Support Request and a Recipient sends a Life Support Notification.
- (iv) Where an Initiator sends a Life Support Notification and a Recipient sends a Life Support Confirmation/Rejection.

(b) The triangles at the bottom of Figures 1-5 indicate the timing points for the process.

Figure 1: Notifications Process - Generic Notifications Process

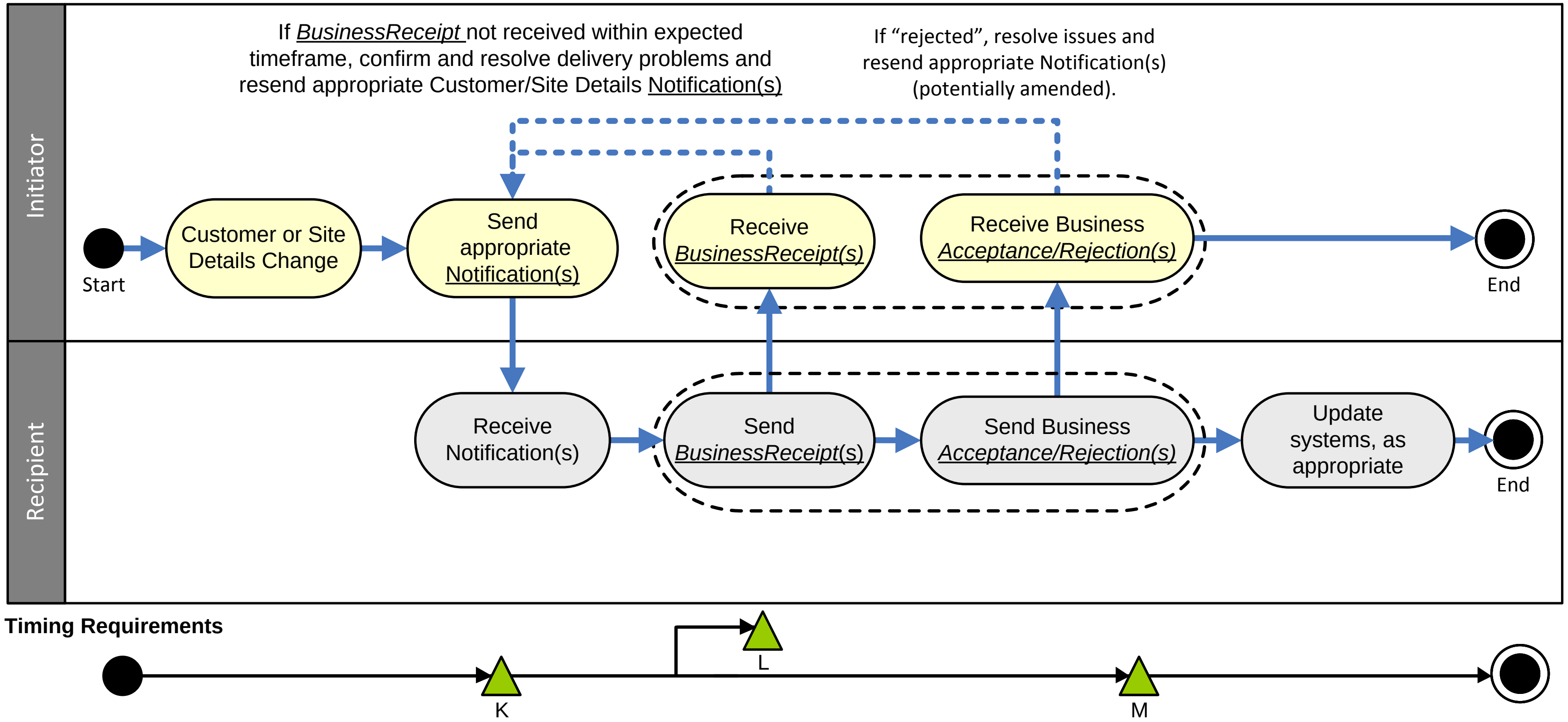


Figure 2: Overview of generic request and notification process

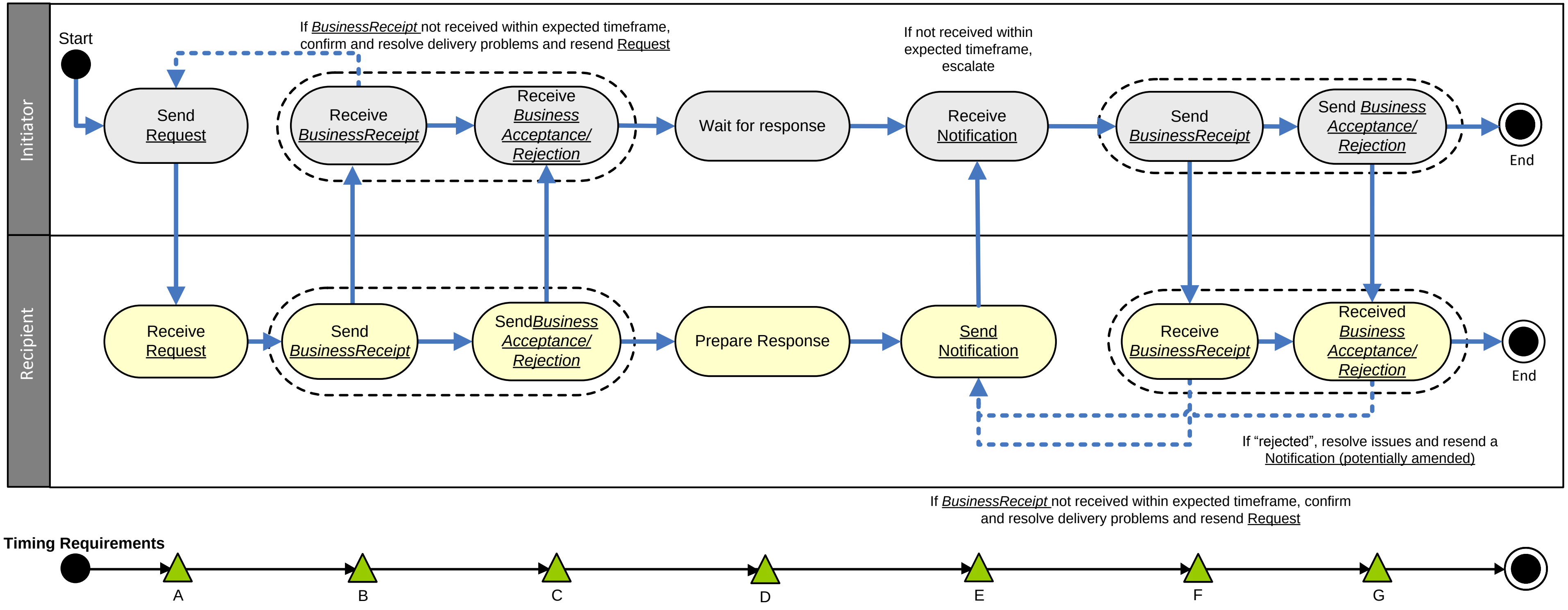


Figure 3: Overview of Customer Reconciliation Process

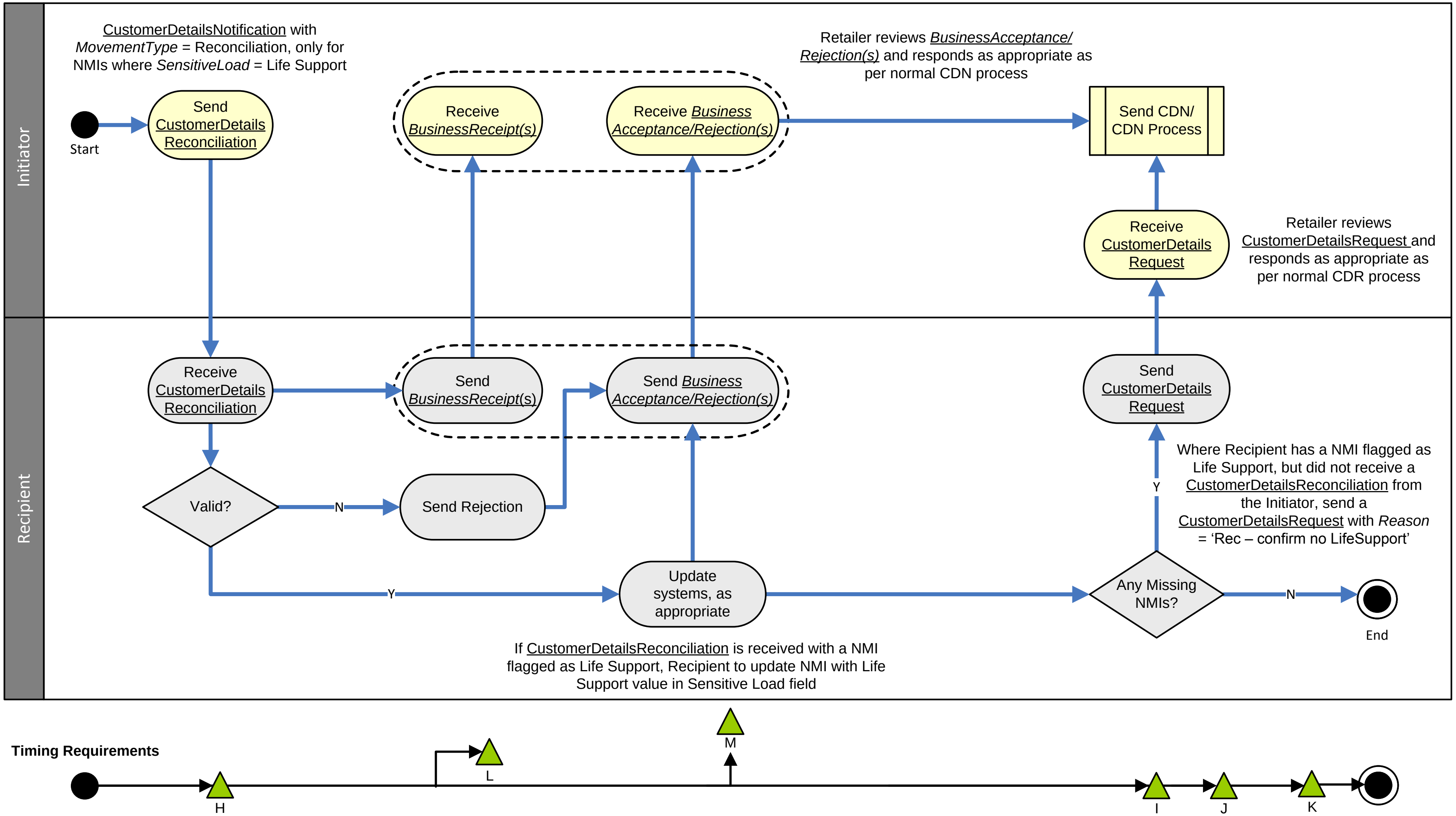


Figure 4: Overview of Life Support Request Process

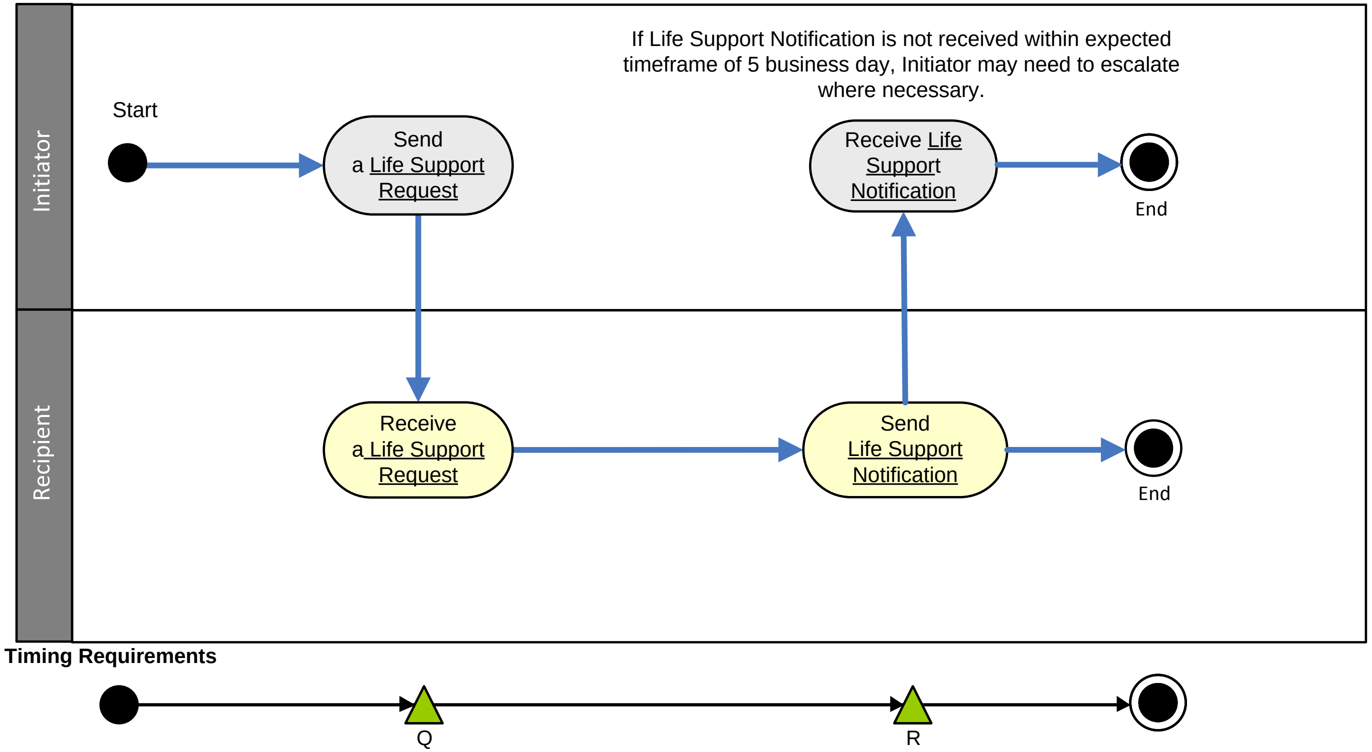
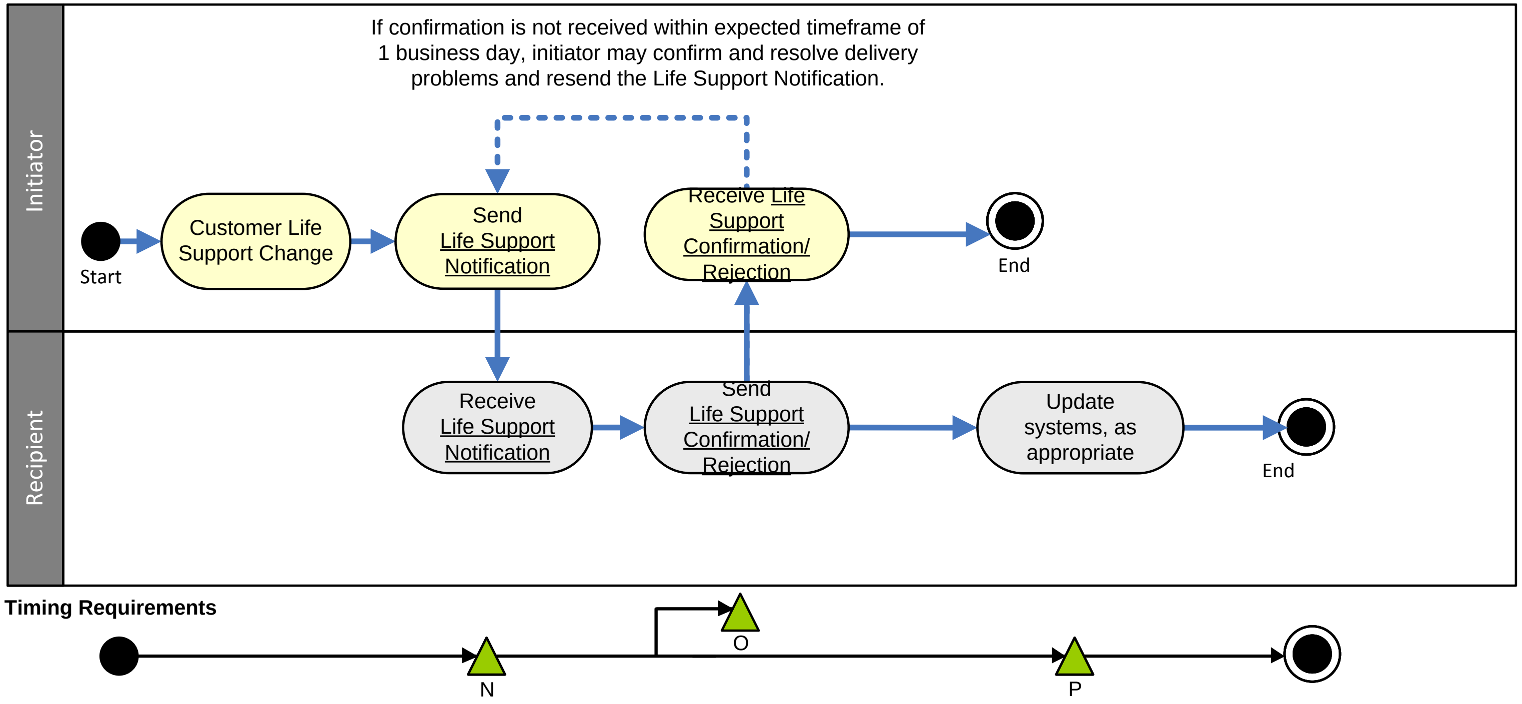


Figure 5: Overview of Life Support Notification Process



3. TIMING REQUIREMENTS

3.1. Definition of Timing Points and Timing Periods

(a) The Timing Points are shown in Figures 1-5.

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

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

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

(e) The Timing Points are defined in Table 3~~Table 3~~:

Table 3: Timing Point Definitions

Timing Point	Definition
A	When an Initiator issues a Request to a Recipient
B	When an Initiator receives a *BusinessReceipt* for a Request from the Recipient.
C	When an Initiator receives a *BusinessAcceptance/Rejection* for a Request 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 4.4.
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 4.4.
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.
N	When the Initiator sends a Life Support Notification to the Recipient.
O	When the Initiator receives a Life Support Confirmation/Reject from the Recipient within 1 business day.
P	When the Recipient updates Life Support details in their systems.
Q	When the Initiator sends a Life Support Request to the Recipient.
R	When the Initiator receives a Life Support Notification from the Recipient within 5 business days.

(f) The Timing Periods are defined in 0:

Table 4: Timing Period Definitions

Timing Period	Description of Timing Period	Usage
BusinessReceipts for Requests	From the sending of the Request by the Initiator to the receipt of the *BusinessReceipt* for the Request from the Recipient. Commences at Timing Point A and ends at Timing Point B.	Used by the Initiator to determine whether a Request 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 Request by the Initiator to the receipt of the *BusinessAcceptance/Rejection* for the Request from the Recipient. Commences at Timing Point A and ends at Timing Point C.	Used by the Initiator to determine whether a Request 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 SiteAccessNotification	From receipt of the SiteAccessRequest to the sending of the SiteAccessNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the SiteAccessNotification 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. 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 a Customer Details Reconciliation under section 4.5.	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 a Customer Details Reconciliation under section 4.5.	The period the Initiator has to respond to a CustomerDetailsRequest raised by the Recipient during the 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.
Providing a Life Support Request	From receipt of the Life Support Request to the sending of the Life Support Notification by the recipient. Commences at Timing Point Q and ends a Timing Point R.	If Life Support Notification has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a Life Support Notification	From receipt of the Life Support Notification to the sending of the Life Support Confirmation/Rejection by the recipient. Commences at Timing Point N and ends a Timing Point O.	If Life Support Notification Confirmation/Rejection has not been received before this period expires, the Initiator may escalate the non-receipt.

3.2. Other Timing Requirements

(a) [Guidance Note 1] Timing requirements for the CustomerDetailsNotification and SiteAccessNotification can be agreed between the Initiator and the Recipient.

(b) Timing requirement for *BusinessReceipts* is set out in the B2B Procedure Technical Delivery Specification.

(c) Timing requirement for *BusinessAcceptance/Rejection* for Notifications is set out in the B2B Procedure Technical Delivery Specification.

(d) [Guidance Note 2] Subject to clause (a), the Retailer provides a CustomerDetailsNotification within two Business Days of receiving the CustomerDetailsRequest.

(e) [Guidance Note 2] In the absence of a relevant request, the CustomerDetailsNotification and/or SiteAccessNotification must be provided within one business day of the relevant data being updated or changed.

(f) [Guidance Note 1] A Current Retailer must send a CustomerDetailsNotification:

(i) following the completion of the CATS change of retailer process.

(ii) for a new connection, once the site has been energised.

Refer to Timing Requirement for Sending CustomerDetailsRequests.

(g) [Guidance Note 1] In the absence of a CustomerDetailsNotfication and following receipt of the completion of the CATS Change Retailer transaction, the Initiator may send a CustomerDetailsRequest for a *NMI* after the fifth business day.

(h) [Guidance Note 1] In the absence of a CustomerDetailsNotfication and following notification of an energised *NMI*, the Initiator may send a CustomerDetailsRequest after the fifth business day.

4. BUSINESS RULES

4.1. Common Business Rules for Notifications

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

(b) The Initiator must provide all available information that they hold for each Notification transaction, not just information changes. Non-completion of non-Mandatory, is taken to mean that the Initiator does not have the absent information.

(c) If the Recipient does not accept the information provided by the Initiator, they must send a *BusinessAcceptance/Rejection* with an appropriate *EventCode* and details of the Initiator's data being rejected.

(d) It is within a Recipient's sole discretion as to whether they decide to update their records on the basis of the information provided by the Initiator.

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

(f) The Initiator must only send updates where the Customer or Initiator initiated the Changes. The Initiator must not send updates based on information received from MSATS or other Participants. This prevents the cyclical transmission of information.

(g) The details provided in a CustomerDetailsNotification and SiteAccessNotification must be the current details as at the date and time that the Notification was generated. The *LastModifiedDateTime* may be historical in certain situations. For Life Support changes refer to section **Error! Reference source not found.** and 4.4.

(h) [Guidance Note 1] The Initiator must investigate and provide an updated notification where necessary within 5 business days upon receiving a rejection of a notification transaction.

4.2. Customer Details Request

(a) [Guidance Note 1] An Initiator sends a CustomerDetailsRequest when they reasonably believes that the information in the CustomerDetailsNotification has not been previously provided in a Notification transaction or that the information they hold is or may be incorrect.

(b) [Guidance Note 2 and Guidance Note 4] Any authorised party entitled to the information can generate a CustomerDetailsRequest to the Current Retailer for the *NMI*.

(c) An Initiator must only send a maximum of one CustomerDetailsRequest per *NMI* per day.

(d) The Current Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest.

(e) If parties wish to obtain mass updates of information, parties must reach agreement to use this transaction.

4.3. Customer Details Notification

4.3.1. Initiating a Customer Details Notification

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

(b) [Guidance Note 2] The Current Retailer must confirm the specific contact for the management of outages and supply issues for each *NMI* and provide this information via the CustomerDetailsNotification.

(c) [Guidance Note 2 and 5] The Current Retailer must send the relevant Notifications to the DNSP whenever they become aware of Customer Changes.

(d) [Guidance Note 1] The Current Retailer must send the relevant Notifications to Recipient(s) as agreed whenever they become aware of a Customer Change

(e) [Guidance Note 2] Where the requirements for Life Support are no longer appropriate (for example an occupier no longer meets the jurisdictional requirements to be classified as a Life Support customer) a Retailer must send a CustomerDetailsNotification containing NMI, *LastModifiedDateTime*, a *MovementType* value of “Update” and *SensitiveLoad* value of “None” to the relevant DNSP and the DNSP must update their records accordingly.

(f) Current Retailers may send a CustomerDetailsNotification to other Recipients as agreed.

4.3.2. Sensitive Load Field

(a) Where life support is required at the premise the *SensitiveLoad* field must have a value of ‘Life Support’

(b) Where the initiator reasonably believes there are economic, health or safety issues associated with loss of *supply* to the *NMI* and the *SensitiveLoad* field should have a value of ‘Sensitive Load’.

(c) If neither of the above conditions apply then the *SensitiveLoad* field should have a value of ‘None’

4.3.3. Vacant Sites

(a) [Guidance Note 2] If a Site is vacant, the Initiator must send a CustomerDetailsNotification containing *NMI, LastModifiedDateTime*, a *MovementType* value of 'Site Vacant' and *SensitiveLoad* of 'None' to the relevant Recipient.

4.4. Life Support

4.4.1. Life Support Notification

(a) [Guidance Note 2] Where the DNSP or Retailer is informed by a customer that they require life support or there are changes to the life support information or requirement, they must promptly advise the other party using the Life Support Notification with the information defined in Table 5.

(b) All initating emails must be sent to the Recipients Life Support Notifications email address in the Retail Operations Contact List (ROCL). The email subject header must be in the form of: 'Life Support Notification # NMI'.

(c) In addition to (a), where the Retailer is the Current Retailer or becomes the Current Retailer, they must send a CustomerDetailsNotification. In this case, the changes are effective from the earliest date notified between the parties.

(d) [Guidance Note 2] Following a change of Retailer, where the DNSP is the registration process owner, the DNSP must send the Current Retailer the information contained in (a).

(e) [Guidance Note 2] Where the Current Retailer or DNSP has completed the deregistration process for a Life Support customer:

   (i) they must send the other party an email as specified in (a)

   (ii) the Current Retailer must send a CustomerDetailsNotification containing *NMI*, *LastModifiedDateTime*, a *MovementType* value of "Update" and *SensitiveLoad* value of "None" to the relevant DNSP,

   (iii) the changes are effective from the date specified in the email notification.

(f) [Guidance Note 1] Where the Retailer who is not the Current Retailer has provided information to the DNSP required in (a) and no longer requires life support registration:

   (i) The Retailer must send the DNSP an email as specified in (a) with the *LifeSupportStatus* value of 'Deregistered – Customer Notified' and

   (ii) The DNSP may update their records accordingly.

Table 5 Data Requirements for Life Support Notification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMI Checksum	CHAR(1)	M	NMI Checksum.
InitiatorID	VARCHAR (10)	M	Initiator Participant ID.
SiteAddress	ADDRESS	O	Site Address. Site address in either a structured format (where available), or unstructured.

LifeSupportStatus	VARCHAR (30)	M	Allowable Values: • Registered - No Medical Confirmation • Registered - Medical Confirmation • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None 'None' means that the premises doesn't have a current Life Support requirement
DateRequired	DATE	M/N	Date when life support equipment is required or deregistered Not required when *LifeSupportStatus* is None
LSEquipment	VARCHAR(100)	R/N	Allowable values: • Oxygen Concentrator • Intermittent Peritoneal Dialysis Machine • Kidney Dialysis Machine • Chronic Positive Airways Pressure Respirator • Crigler Najjar Syndrome Phototherapy Equipment • Ventilator For Life Support • Other 'Other' means an equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support and is not already listed above Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None

LSContactName	PERSONNAME	R/N	Must be the name of the person who is the contact for the management of Life Support requirements. Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None
LSPostalAddress	ADDRESS	R/N	Must be the Customer's postal address for Life Support requirements. If provided in an unstructured format, the address must comply with Australia Post presentation standards. Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None
LSPhoneNumber1	TELEPHONE	R/N	Must be the phone number of the person who is the contact for the management of Life Support requirements. Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None
LSPhoneNumber2	TELEPHONE	R/N	Must be the phone number of the person who is the contact for the management of Life Support requirements. Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None

LSContactEmailAddress	VARCHAR(40)	R/N	Must be the email address of the person who is the contact for the management of Life Support requirements. Not required when *LifeSupportStatus* is • Deregistered – No Medical Confirmation • Deregistered – Customer Notified • Deregistered – No Customer Confirmation • None

4.4.2. Life Support Confirmation

(a) Life Support Confirmation emails must be sent to the email address it was received from. The email subject header must be in the form of: 'Life Support Notification # NMI # Confirmed'.

(b) [Guidance Note 1] Confirmations are to be sent within 1 business day.

(c) If a confirmation or rejection is not received the Initiator may contact the Recipient.

4.4.3. Life Support Rejection

(a) Life Support Rejection emails must be sent to the email address it was received from. The email subject header must be in the form of: 'Life Support Notification # NMI # Rejected # Reason.'

(b) [Guidance Note 1] Rejections are to be sent within 1 business day.

(c) If confirmation or rejection is not received the Initiator may contact the Recipient.

(d) The Initator of a Life Support Notification that was rejected must review the rejection and take appropriate action.

4.4.4. Life Support Request

(a) [Guidance Note 1] Where a party requires confirmation on a life support registration they may send a Life Support Request to the other party.The email subject header must be in the form of 'Life Support Request # NMI'.

(b) All initating emails must be sent to the Recipients Life Support Notifications email address in the Retail Operations Contact List (ROCL).

(c) [Guidance Note 1] The Recipient of the Life Support Request must provide a Life Support Notification and sent within 5 business days.

(d) If a Life Support Notification is not received the Initiator may contact the Recipient.

4.5. Customer Details Reconciliation

(a) Current Retailers can agree with any party to conduct regular reconciliations and can adopt the following processes described in the clauses below.

(b) [Guidance Note 1] Current Retailers and DNSPs must conduct a reconciliation of Customer Details for NMIs with Life Support customers at least four times per year.

(c) Where agreed between Participants, the Customer Details Reconciliation Process may be conducted more frequently.

(d) The Current Retailer must conduct the Customer Details Reconciliation with the DNSP. The CustomerDetailsReconciliation must use the CustomerDetailsNotification with *MovementType* of 'Reconciliation'.

(e) 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 12. 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 this Procedure.

(f) The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. Some considerations for this agreement are listed in the B2B Guide. For NMIs provided by the Current Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP, or other party as having Life Support, the DNSP or other party must accept the transaction(s) and update its records accordingly with Life Support.

(g) [Guidance Note 2] For *NMIs* in the DNSP's system flagged with Life Support, but not provided by the Retailer in the Customer Details Reconciliation, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no Sensitive Load' within 2 business days of receiving the last CustomerDetailsReconciliation transaction.

(h) If no CustomerDetailsRequests with Reason value 'Rec – confirm no SensitiveLoad' 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

(i) [Guidance Note 1]The Current Retailer must validate whether a customer at a *NMI* has Life Support and provide the Recipient with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'

(j) A CustomerDetailsReconciliation transaction does not replace the requirement for the Notification of Customer Details Changes, as described in the CustomerDetailsNotification process.

4.6. Site Access Request

(a) [Guidance Note 2 and Guidance Note 4] Any authorised party entitled to the information can generate a SiteAccessRequest to another related party for the *NMI*.

(b) An Initiator must only send a maximum of one SiteAccessRequest per *NMI* per day.

(c) The Recipient must provide a SiteAccessNotification in response to a valid SiteAccessRequest.

(d) If parties wish to obtain mass updates of information, parties must reach agreement to use this transaction.

4.7. Site Access Notification

(a) [Guidance Note 2] The Current Retailer must send the SiteAccessNotification to the DNSP whenever they become aware of Site Access Changes.

(b) Parties that are not the Retailer should only send a SiteAccessNotification on receipt of a valid SiteAccessRequest.

(c) The Recipient must not generate a new SiteAccessNotification when they update their systems as a result of an incoming SiteAccessNotification from another party.

(d) The Recipient must provide a SiteAccessNotification in response to a valid SiteAccessRequest.

(e) [Guidance Note 1] The Current Retailer must send a Site Access Notification to Recipient(s) other than the DNSP as agreed whenever they become aware of Site Access changes.

5. TRANSACTIONS

Key to Usage

M = Mandatory (must be provided in all situations).
R = 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 Tables 5-11:

5.1. CustomerDetailsRequest Data

Table 6: Data Requirements for CustomerDetailsRequest

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMIChecksum	CHAR(1)	O	*NMI* Checksum

Field	Format	Use	Definition/Comments
Reason	VARCHAR(40)	M	Allowed values • Returned Mail • Missing Customer Details • Confirm Life Support • No response to rejected CDN • Transfer Complete, no CDN Received • New Connection, no CDN Received • Data Quality Issue • Other • Rec – confirm no LifeSupport (Reconciliation only) Notes regarding the allowed values "Returned Mail" means the DNSP/MC/MPB has received returned mail with the current *PostalAddress* held by the DNSP/ MC/MPB. "Missing Customer Details" means the DNSP/ MC/MPB 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/ MC/MPB requires confirmation of whether the Connection Point has a Life Support requirement or not. "No response to rejected CDN" means that a DNSP/ MC/MPB 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. "Transfer Complete, no CDN Received" means a transfer has completed for the NMI and the DNSP/ MC/MPB 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/ MC/MPB believes a CDN has not yet been received within the allowed timeframe. The DNSP/ MC/MPB must provide which specific data they are querying in the *SpecialNotes* field. "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/MC/MPB must provide which specific data they are querying in the *SpecialNotes* field. "Other" must only be used for scenarios not covered by the specified allowed values. The DNSP/ MC/MPB must provide the details of the reason in the *SpecialNotes* field. "Rec - confirm no SensitiveLoad" means the DNSP/ 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 Recipient wishes to convey to the Initiator. Mandatory if Reason is "Other" or "Data Quality Issue".

5.2. CustomerDetailsNotification Data

Table 7: Data Requirements for CustomerDetailsNotification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMIChecksum	CHAR(1)	O	*NMI* Checksum.
CustomerName	PERSONNAME	M/N	Mandatory if *BusinessName* is blank. Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Not required where the Site is vacant.
BusinessName	BUSINESSNAME		Mandatory where the *CustomerName* is blank. Not required where the Site is vacant.
BusinessContactName	PERSONNAME	R	Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Only one *BusinessContactName* can be supplied. Not required where the Site is vacant.
PostalAddress	ADDRESS	M/N	Must be the Customer's postal address for outage notifications. An aseXML-compliant address that the Current FRMP considers to be the most suitable. If unstructured, the postal address must be comply with Australia Post presentation standards. Not required where the Site is vacant.
DeliveryPointIdentifier	NUMERIC (8)	R	The DPID for the *PostalAddress* as per *Australian Standard* AS4590. Not Required where the Site is vacant.
PhoneNumber1	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.
PhoneNumber2	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.
EmailAddress	VARCHAR(100)	R/N	Must be the email address of the person who is the contact for the management of outages and supply issues for each connection point. Where the Initiator has obtained an email address for the purposes of contacting the Customer for supply issues, the email address is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.

Field	Format	Use	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 • None 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 Initiator 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 apply to a Connection Point, the Life Support value must be provided. 'None' also applicable if the Site is vacant.
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes • Site Vacant • Update Allowed CustomerDetailsReconciliation Code • Reconciliation
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

5.3. SiteAccessRequest Data

Table 8: Data Requirements for SiteAccessRequest

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMIChecksum	CHAR(1)	O	NMI Checksum
Reason	VARCHAR(40)	M	The Initiator should provide a Reason for the request in this field, Allowed Values: - New Retailer for site - Records old and need to be updated - No Access details on file for NMI - No Hazard Details on file for NMI - Site Visit Required - Other
SpecialNotes	VARCHAR(240)	O/M	Any additional information the Initiator wishes to convey to the Recipient. Mandatory if Reason is "Other".

5.4. SiteAccessNotification Data

Table 9: Data Requirements for SiteAccessNotification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMIChecksum	CHAR(1)	O	*NMI* Checksum
AccessDetails	VARCHAR(160)	M	If the Customer has supplied any special access details, the 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.
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. Standard values One or more of the following standard values can be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Electrical Safety Issue • Asbestos Fuse • Asbestos Board • Not Known To 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.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.
EnergisationStatus	VARCHAR(30)	O	Describes the status at the Site. Allowable values: • Active – *metering Installation* is energised • Not Connected – *Metering Installation* is not connected to the supply point • Denergised before meter – *metering Installation* is energised up to an isolation point prior to the *meter* • Deenergised at Meter – *Metering Installation* is energised up to the *meter* • Deenergised after the Meter – *Metering Installation* is energised. Deenergisation is beyond the meter • Free Text

Field	Format	Use	Definition/Comments
PrimaryVoltage	VARCHAR(6)	R	Describes the *network* primary *voltage* the *metering installation* is connected to. Allowable values: • 230V • 400V • 11KV • 22KV • 33KV • 66KV • 132KV • Other HV
Latitude	NUMERIC (s2.7)	R	The angular measurement North or South of the equator in decimal degrees (to 7 decimal places). Angles South of the equator will be represented as negative values. E.g. -37.8886755
Longitude	NUMERIC (s3.7)	R	The angular measurement East or West of the prime meridian in decimal degrees (to 7 decimal places). Angles East of the Prime Meridian (e.g. Australia) will be represented as positive values. E.g. +145.1410361
ExistingDefects	VARCHAR(240)	R	Defects associated with the *metering point*.
SpecialNotes	VARCHAR(240)	O	Any special notes the Recipient wishes to convey to the Initiator.

5.5. BusinessAcceptance/Rejection

Table 10: BusinessAcceptance/Rejection

Field	Structure	Use	Definition/Comments
EventCode	EVENTCODE	M	A code to indicate the reason for the rejection. Applicable Business Events are defined in Table 10.
KeyInfo	VARCHAR(10)	M	The *NMI* of the B2B Transaction being rejected.
Context	EVENTCONTEXT	O	The data element in the received Business Document (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*.

5.5.1. Applicable Business Events

(a) Participants must use the most relevant Business Event. Where multiple *EventCodes* 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 11: Business Events

Business Document	Business Signal	Business Event	Explanation Required	Severity	Event Code	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.
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML. Not applicable for CustomerDetailsReconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML