

# NEM CUSTOMER SWITCHING

## PROCEDURE CONSULTATION

### DRAFT DETERMINATION STAGE PARTICIPANT RESPONSE TEMPLATE

***Participant:*** CitiPower Powercor

***Submission Date:*** 28/01/2020

# Table of Contents

- 1. Context ..... 3
- 2. MSATS Procedures: CATS Procedure Principles and Obligations..... 3
- 3. MSATS Procedures: Procedure for the Management of Wholesale, Interconnector, Generator and Sample (WIGS) NMIs ..... 4
- 4. Meter Data File Format Specification NEM12 & NEM13 ..... 4
- 5. Retail Electricity Market Glossary and Framework ..... 5

## 1. Context

This template is being provided to assist stakeholders in giving feedback about the changes specified in the 'NEM Customer Switching' Draft Procedures.

The changes being proposed seek to enable the implementation of efficient delivery of proposed changes to the customer switching process design in the National Electricity Market (NEM).

## 2. MSATS Procedures: CATS Procedure Principles and Obligations

Section	Description	Participant Comments
2.4 (m)		CitiPower Powercor seeks clarification whether this clause also includes a MRIM RWD (AMI) meter type. If so, we recommend this be stated in the clause.
6.1.4 (b) (ii)		CitiPower Powercor believes this clause is inconsistent with the B2B Service Order procedure, where the MDP (LNSP) has an obligation to send a service order response within five business days of completing the work requested. We recommend the CATS procedure and this clause be aligned and updated to state <i>'the MDP must advise the New FRMP of the failure within five business days of the Special Read Date.'</i>

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### 3. MSATS Procedures: Procedure for the Management of Wholesale, Interconnector, Generator and Sample (WIGS) NMIs

Section	Description	Participant Comments

### 4. Meter Data File Format Specification NEM12 & NEM13

Section	Description	Participant Comments
Appendix E	Additional Reason Code 67	

## 5. Retail Electricity Market Glossary and Framework

Section	Description	Participant Comments
5. Glossary	Actual Meter Reading	
5. Glossary	Current [Participant/Role]	
5. Glossary	Initial MC	
5. Glossary	Manually Read	
5. Glossary	Meter Data Type	
5. Glossary	New [Participant/Role]	
5. Glossary	Previous Read Date	
5. Glossary	Previous Read Quality Flag	
5. Glossary	Read Type Code	
5. Glossary	Remotely Read	