



# Customer Switching Q&A Session

14 September 2021

*Please note that this meeting will be recorded and will be shared with the participants of the meeting so that it may be used as a training tool within their organisations.*

# Agenda

1. Introduction and meeting approach
2. Testing update
3. Q&A
4. Next steps

# Introduction

# AEMO Competition Law Meeting Protocol

Before we start this meeting, an important notice relating to *compliance with Competition Law*

We must not discuss, or reach or give effect to any agreement or understanding which relates to:

- Pricing
- Targeting (or not targeting) customers
- Tendering processes
- Sharing competitively sensitive information
- Breaching confidentiality obligations

Each entity must make an independent and unilateral decision about its commercial positions

*We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.*

# Online forum housekeeping

1. Please mute your microphone, this helps with audio quality as background noises distract from the information being shared.
2. Please switch off your video, AEMO will be showing a presentation.
3. If you have dialled in via phone, could you please email [ercf@aemo.com.au](mailto:ercf@aemo.com.au) your name and organisation for our records.
4. Be respectful of all participants and the process:
  1. Speak one at a time – refrain from interrupting others.
  2. Share the oxygen – ensure that all members who wish to have an opportunity to speak are afforded a chance to do so.
  3. Maintain a respectful stance toward towards all participants.
  4. Listen to other points of view and try to understand other interests.
  5. Share information openly, promptly, and respectfully.
  6. If requested to do so, hold questions to the end of each presentation.
  7. Remain flexible and open-minded, and actively participate in meetings.

# Meeting approach

Presented by Meghan Bibby

# Objective of this session

*Please note that this meeting will be recorded and will be shared with the participants of the meeting so that it may be used as a training tool within their organisations.*

This session is intended to be a Customer Switching Q&A to help you to understand what to expect in pre-production and production.

We hope this session will allow your questions on the Customer Switching changes to be answered.

Please feel free to ask questions throughout the session.

We ask that you utilise the Chat function for any questions or comments you may have.

This session is not intended to re-litigate:

- Obligation changes
- Effective dates
- Consultation process
- Solution design etc

<https://aemo.com.au/consultations/current-and-closed-consultations/5ms-consolidation-process>



# Previous information and Q&A sessions - details

- Final merged 5MS and Customer Switching retail electricity market procedures effective 1 October 2021 available [here](#)
- Previous Customer Switching Information Sessions are available [here](#) as part of the Customer Switching consultation page
- 2021 Q&A sessions
  - [Presentation](#) – 16 August 2021
  - [Session notes](#) – 16 August 2021
  - [Presentation](#) – 31 August 2021
  - [Sample CR1060 REQ notification](#)
  - [Sample CR1060 COM notification](#)
- Technical Specification Q&A Session – November 2020
  - [Presentation](#)
  - [Session notes](#)
- Technical Information Session – August 2020
  - [MSATS 46.99 Technical Specification v1.02 March 2021](#)
  - [Presentation](#)
  - [Example NMI Discovery PRD Success](#)
  - [Example NMI Discovery PRD Error](#)
  - [Scenarios Basic PRD](#)
  - [Scenarios Interval PRD](#)

# Testing

Presented by Meghan Bibby

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# Testing to 13/9/2021

- Issue #79 - AEMO Message NACK received for NMID Standing Data Request
  - ✓ Fix deployed 10 August
- Issue #62 - Type 2 NMI discovery requests return a '400 Bad Request' response for some NMIs
  - ✓ Fix deployed 10 August
- Issue #70 - RDAT was received for a CR1000 RR
  - ✓ Fix deployed 23 August
- Issue #146 - Debt Reversal CATS Notifications not received
  - ✓ Fix deployed 7 September
- Issue #176 CR1060 is not being sent with any "Roles" as per all other CR10xx transactions.
  - ✓ Fix deployed 7 September
- Issue #184 CR1061 COM Notification contains role assignment fields
  - ✓ Fix deployed 7 September

# Q&A

Presented by Meghan Bibby

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# Q&A

Questions posted  
during the  
session



Questions

# Next steps

Presented by Meghan Bibby

# Next steps

- Effective date is 1 October 2021.
- 5MS Market Trial continues until 17 September 2021.
- Continue testing in pre-production until 30 September.
- Next Q&A sessions:
  - 28 September
- Technical Specification Document – Publication
  - Update published 8 September 2021

Thank you for your  
participation



# Appendix

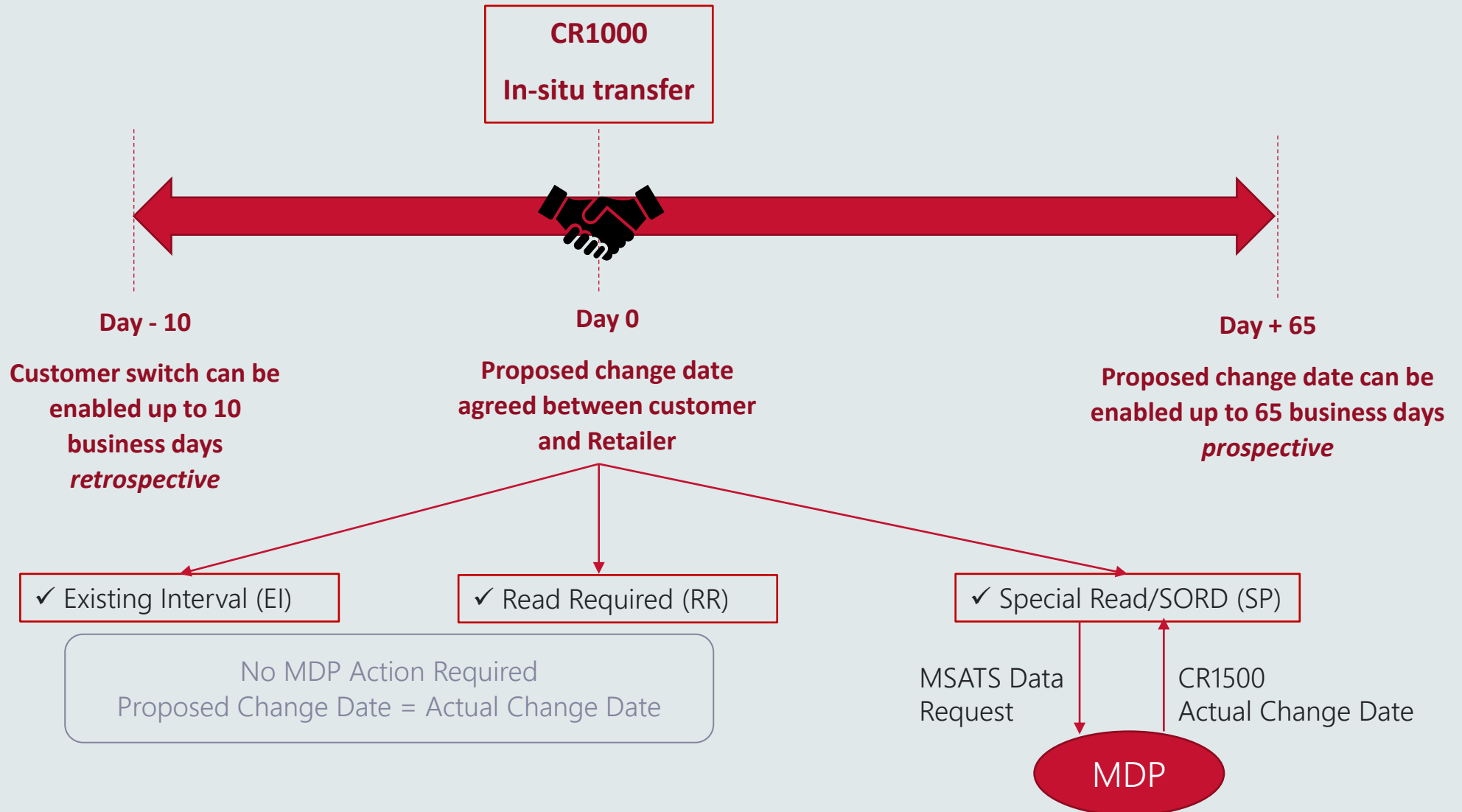
# Changes

Legend:  
 Obsolete CR  
 New CR  
 Existing CR

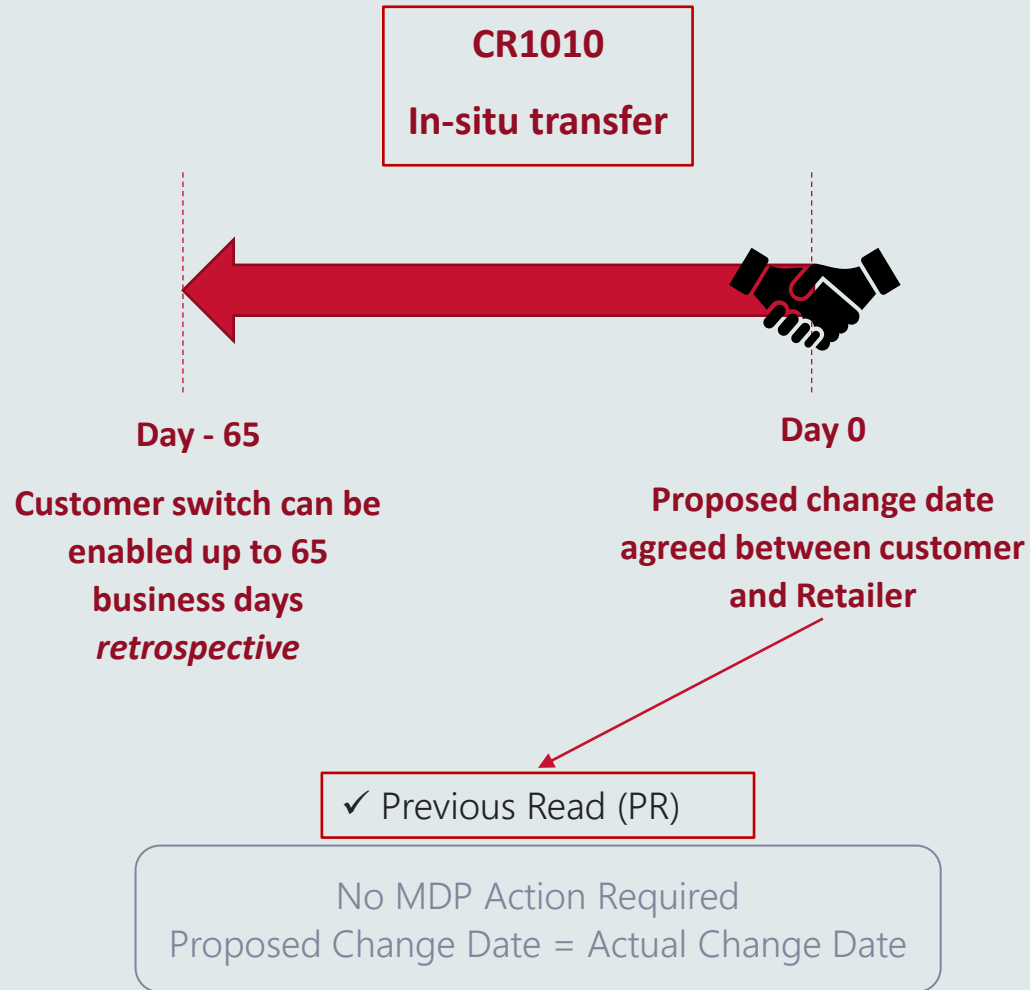
# Existing Change Requests

| Existing CR Number | Code Description                            | Changes to the existing CR  | Objection changes   | Notification Changes  |
|--------------------|---|---|---|---|
| 1000               | Change Retailer                             | No CR1500 required except where read type code of SP is used.<br>All remotely read interval meters (including MRIMs that have a ReadTypeCode of RWD) to use Existing Remotely Read Interval Meter (EI) as the Read Type Code. | Objections removed: <ul style="list-style-type: none"> <li>• Badmeter</li> <li>• Badparty</li> <li>• Declined</li> <li>• Notaprd</li> <li>• Datebad</li> <li>• Debt</li> <li>• Contract</li> </ul> Objection that remained: <ul style="list-style-type: none"> <li>• Noacc (applies where a physical meter reading/energisation is required where the Read Type is SP)</li> </ul> | All notifications of each stage of the CR only provided to: <ul style="list-style-type: none"> <li>• New FRMP, and</li> <li>• Current MDP.</li> </ul> Completed notification provided to: <ul style="list-style-type: none"> <li>• New FRMP,</li> <li>• Current FRMP,</li> <li>• Current LNSP,</li> <li>• Current MDP,</li> <li>• Current MPB,</li> <li>• New MC, and</li> <li>• Current MC.</li> </ul> |
| 1010               | Change Retailer (SMALL/ Retrospective only) | If Basic or MRIM (without a ReadTypeCode of RWD) a Previous Read Date (PR) to be obtained and input into the CR.  | Objections removed: <ul style="list-style-type: none"> <li>• Badmeter</li> <li>• Badparty</li> <li>• Declined</li> <li>• Notaprd</li> <li>• Datebad</li> <li>• Debt</li> <li>• Retro</li> </ul>   | As above  |

# Transfer solution



# Transfer solution



Legend:  
 Obsolete CR  
 New CR  
 Existing CR

# Existing Change Requests

| Existing CR Number | Code Description                        | Changes to the existing CR | Objection changes  | Notification Changes  |
|--------------------|---|----------------------------|--|---|
| 1030               | Change Retailer – Move In               | No Changes                 | Objections removed: <ul style="list-style-type: none"> <li>• Badmeter</li> <li>• Badparty</li> <li>• Declined</li> <li>• Notaprd</li> <li>• Contract</li> </ul> Objection that remained: <ul style="list-style-type: none"> <li>• Noacc (applies where a physical meter reading/energisation is required where the switch is a move-in)</li> </ul>   | All notifications of each stage of the CR only provided to: <ul style="list-style-type: none"> <li>• New FRMP, and</li> <li>• Current MDP.</li> </ul> Completed notification provided to: <ul style="list-style-type: none"> <li>• New FRMP,</li> <li>• Current FRMP,</li> <li>• Current LNSP,</li> <li>• Current MDP,</li> <li>• Current MPB,</li> <li>• New MC, and</li> <li>• Current MC.</li> </ul> |
| 1040               | Change Retailer – Move In Retrospective | No Changes                 | Objections removed: <ul style="list-style-type: none"> <li>• Badmeter</li> <li>• Badparty</li> <li>• Declined</li> <li>• Notaprd</li> <li>• Contract</li> </ul> Objection that remained: <ul style="list-style-type: none"> <li>• Datebad (applies for a move-in retro because an Actual Read <u>must</u> be taken. CR1040 with a Read Type of PR)</li> <li>• Noacc (applies where a physical meter reading/energisation is required where the switch is a move-in)</li> </ul> | As above.   |

# Change Request Validation

- Accelerate Customer Switch – Remove Objections.
- Up front validations have been implemented to preserve data integrity.

| CR Code        |                         | 1000        |        | 1010       | 1030             | 1040, 102X<br>(except 1023) | 1023       | All    |
|----------------|-------------------------|-------------|--------|------------|------------------|-----------------------------|------------|--------|
| Read Type Code | Proposed Change Date    | Prospective | Retro  | Retro Only | Prospective Only | Retro Only                  | Retro Only |        |
| PR             | Previous Read Date      | X           | X      | Type A     | X                | Type A                      | X          | X      |
| SP             | Special Read            | Type A      | X      | X          | Type A / B       | X                           | X          | X      |
| RR             | Read Required           | Type A / B  | Type B | X          | X                | X                           | X          | X      |
| EI             | Existing Interval Meter | Type B      | Type B | X          | Type B           | Type B                      | X          | X      |
| GR             | Greenfield NMI          | X           | X      | X          | X                | X                           | Type C     | X      |
| UM             | Unmetered Connection Pt | X           | X      | X          | X                | X                           | X          | Type D |

Type A Basic / MRIM not RWD / MRAM

Type B Comms 1-4 / 4C & 4D / MRIM with RWD / VICAMI / Sample

Type C Not metered

Type D Unmetered Supply

(i.e. manually read)

(i.e. remotely read)

(NMI Status G (Greenfield))

(Type 7)

Legend:  
 Obsolete CR  
 New CR  
 Existing CR

# Obsolete Change Requests

| Obsolete CR Number | Code Description  | Existing CR or New CR to use instead |
|--------------------|---|--------------------------------------|
| 1021               | Error Correction – Missed CR1500                        | 1025 or 1029                         |
| 1022               | Incorrect Transfer Date                                 | 1025 or 1029                         |
| 1024               | Transfer Missed   | 1025 or 1029                         |
| 1027               | End user moves out on or before CR completion date      | 1025 or 1029                         |
| 1028               | Non account holder sign contract                        | 1025 or 1029                         |
| 1026               | Cooled off  | 1060 or 1029                         |
| 1080               | Change Retailer – Child NMI                             | 1000                                 |
| 1081               | Change Retailer – Child NMI – Retro Align Meter Reading | 1010                                 |
| 1083               | Change Retailer Child NMI – Move In                     | 1030                                 |
| 1084               | Change Retailer Child NMI – Move In - Retro             | 1040                                 |



Legend:  
 Obsolete CR  
 New CR  
 Existing CR

# New Change Requests

| New Change Request | Code Description                  | Use  | Characteristics  |
|--------------------|-----------------------------------|--|--|
| 1060               | Reverse Retailer – Cooling Off    | Replaced <b>CR1026</b> where the customer cooled off before the cooling off period ended but after the transfer completed. | MSATS will determine actual change date by linking it to the related change request id. CR still requires a change date to be proposed.  |
| 1061               | Reverse Retailer – Debt Objection | Replaced the previous FRMPs ability to raise an objection of DEBT  | Can only be used in Vic jurisdiction and must be raised within 1 day of the original change request completing.<br>MSATS will determine actual change date by linking it to the related change request id. |

# In-Flight Change Requests/ Cutover

# In Flight Change Requests - Obsolete CRs

## POST GO-LIVE

- MSATS will 'Reject' any new CR's received for retired Change Reason Codes upon receipt.
- Any obsolete CRs still in an open state 65 business days from 1 October 2021 will be rejected automatically by MSATS when BU500 reaches their actual date.

## OBJECTIONS

- Will continue to be able to be raised until Objection Logging Period closes
- Can be removed until the Objection Clearing Period closes
- 21 days after implementation, objections for Customer Switching are obsolete.

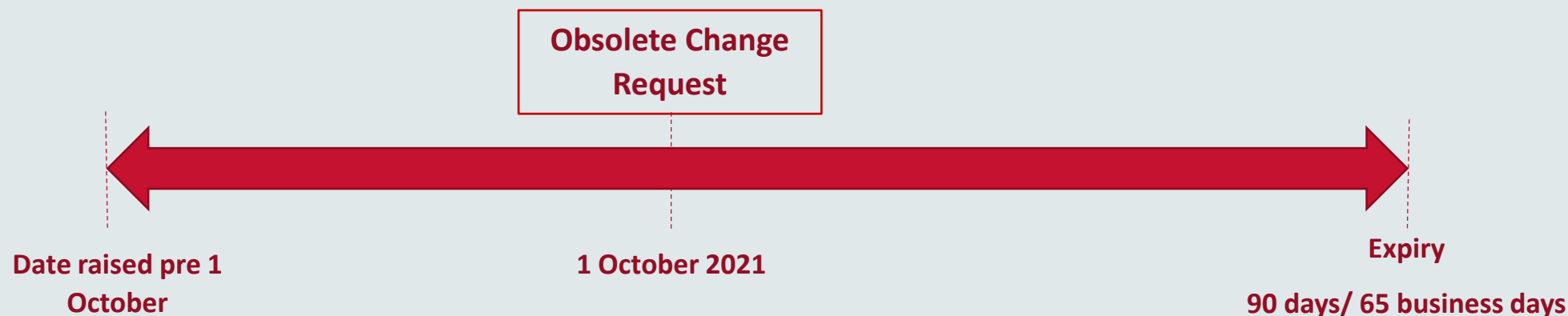
## CHANGE REQUEST PROCESSING

- Where an RDAT has been issued and a CR1500 is required, this will continue to be required to effect transfer completion.

## NOTIFICATIONS

- Usual processing of PEND and COM will continue.

# Inflight Obsolete Change Requests



- Notifications continue as per MSATS rules prior to 1 October 2021
- Any obsolete CRs still in an open state 65 business days from 1 October 2021 will be rejected automatically by MSATS when BU500 reaches their actual date.

| Example       | Stage 1  | Stage 2  | Stage 3   | Notifications  |
|---------------|--|--|---|--|
| CR1080        | REQ 27/9/2021  | PEND<br>2/10/2021  | COM<br>5/12/2021  | Pre 1 October 2021 notifications apply across all stages |
| Notifications | Current FRMP,<br>New FRMP,<br>Current MDP,<br>New MDP,<br>Current MPB,<br>New MPB<br>Current MC,<br>New MC | Current FRMP,<br>New FRMP,<br>Current MDP,<br>New MDP,<br>Current MPB,<br>New MPB<br>Current MC,<br>New MC | Current FRMP,<br>New FRMP,<br>Current MDP,<br>New MDP,<br>Current MPB,<br>New MPB<br>Current MC,<br>New MC,<br>Current LNSP |  |



# In Flight Change Requests - Continuing CRs

## POST GO-LIVE

- MSATS will process and validate as per the new configuration any new CR's received on or after 1 October 2021.
- There is a single implementation of Configuration.
- All configuration will have effective date in line with above.
- Any continuing CRs still in an open state 65 business days from 1 October 2021 will be rejected automatically by MSATS when BU500 reaches their actual date.

## OBJECTIONS

- Will continue to be able to be raised until Objection Logging Period closes as per:
  - the existing rules until 30 September, then
  - the new rules from 1 October 2021.
- Can be removed until the Objection Clearing Period closes
- 21 days after implementation, objections for Customer Switching are obsolete.

## CHANGE REQUEST PROCESSING

- Where an RDAT has been issued and a CR1500 is required, this will continue to be required to effect transfer completion.
- Notifications will be issued as per the new configuration.

## NOTIFICATIONS

- Will continue to be provided as per:
  - the existing rules until 30 September, then
  - the new rules from 1 October 2021.

# Inflight Continuing Change Requests



- Notifications change to new MSATS rules on 1 October 2021
- Any continuing CRs still in an open state 65 business days from 1 October 2021 will be rejected automatically by MSATS when BU500 reaches their actual date.

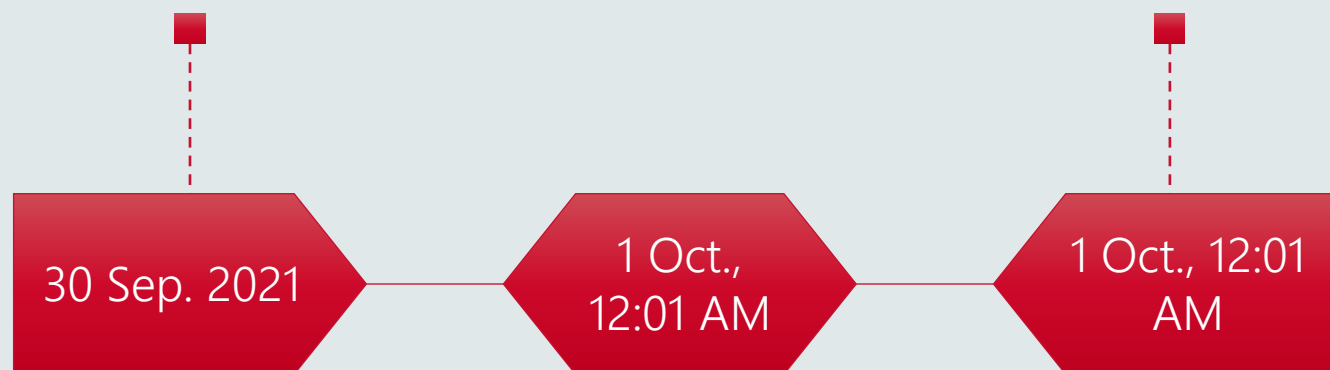
| Example       | Stage 1   | Stage 2                  | Stage 3  | Notifications   |
|---------------|---|--------------------------|--|---|
| CR1000        | REQ 27/9/2021   | PEND<br>2/10/2021        | COM<br>5/12/2021   | Notification provided<br>change to new rules<br>on 1 October 2021 |
| Notifications | Current FRMP,<br>New FRMP,<br>Current MDP,<br>New MDP,<br>Current MPB,<br>New MPB<br>Current MC,<br>New MC,<br>Current LNSP | New FRMP,<br>Current MDP | Current FRMP,<br>New FRMP,<br>Current MDP,<br>Current MPB,<br>Current MC,<br>New MC,<br>Current LNSP |   |



# Cutover

Release 46.99 to be released to production on 30 September 2021 in late afternoon/early evening (similar time of day as it went into pre-production on 29 July 2021).

Compliance is from 12:01am on 1 October.



The Customer Switching rule change will kick in at 12:01am on 1 October. The 12:01am is based on market time which is Melb/Syd.

# Contingency Planning

Presented by Michelle Norris



# Customer Switching contingency options

- We're aware a lot of participants are testing using retrospective previous read date (PRD) transfers. If:
  - the PRD transfers are not fully functional for a participant, or
  - a PRD is not returned, or
  - a participant is not ready to use retrospective, then



AEMO suggests using prospective CR1000 which is an existing CR with configuration changes

# Customer Switching contingency options

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Tier 1 meter read data availability, 3 MDPs have flagged issues with being fully compliant by 1 October 2021 for provision of their Tier 1 basic meter reads. Again, prospective CR can be used as an alternative.

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Transfers occur now, CR1000 is working in pre-production and transfer functionality will continue from 1 October 2021.

# Customer Switching contingency options

AEMO has not identified any significant issues for Customer Switching for 1 October 2021.

Any issues identified from 1 October 2021 for Customer Switching are to be sent to the Support Hub

Hypercare is available from 1 October 2021.

# Customer Switching contingency options



Customer Switching and 5MS  
release is combined.



Precautionary Rule Change  
Request for 5MS contingency  
arrangements – currently open  
for AEMC consultation [here](#).