

MEETING RECORD

MEETING:	Customer Switching Q&A Session
DATE:	Tuesday, 14 September 2021
TIME:	2:00pm – 3:30pm
LOCATION:	Virtual
ATTENDEES:	Listed in section 6

Disclaimer – This document provides an overview of the main points of discussion at an industry session convened by AEMO on 14 September 2021 to provide information and questions and answers on matters relating to the Customer Switching. Readers please note that:

- This document is a summary only and is not a complete record of discussion at the forum.
- For presentation purposes, some points have been grouped together by theme and do not necessarily appear in the order they were discussed.

1. Welcome and meeting approach (M. Bibby, slides 1- 9)

Attendees were welcomed to the meeting. AEMO noted that the meeting was being recorded for the purposes of sharing with the participants of the meeting so that it may be used as a training tool within their organisations.

Overview of previous information and Q&A session details – slide pack includes links to relevant information.

2. Testing (M. Bibby, slide 10-11)

Meghan Bibby (AEMO) gave an update on the six defects raised:

- three have been fixed previously as indicated at the last Q&A session;
- an additional three defects have been fixed in the 7 September deployment (#146, #176, #184).

3. Q&A (M. Bibby, slides 12-14)

Meghan Bibby (AEMO) noted that there were no questions that had been received prior to the meeting and the associated answers.

AEMO opened the session for any questions.

Question	Answer
<p>If the retailer raises a CR1030 or CR1040 for an MRIM will there be any validation from AEMO to reject the CR?</p> <p>A 1030 & 1040 were raised for MRIM site, it was expected that it would be rejected by AEMO but MDP received CR – currently PEND in Preprod.</p> <p>RTC used was EI – asked to email NMI for investigation</p> <p>RTC in MSATS was blank</p>	<p>Yes all CR's have validation.</p> <p>NMI's should have been rejected. AEMO asked for an email to be sent or defect raised.</p> <p>Defect#218 in PractiTest for CR1030/1040 raised and not objected for MRIM (manually read) meter with RTC = EI.</p> <p>RTC is not a mandatory field. It will follow the manually read process. EI should not be used on a manually read meter.</p> <p>If RTC is blank, the meter installation type code will determine action. Logic looks at meter installation type code first, then Read Type Code.</p> <p>Refer to table 4-M & 4-K in the procedures.</p> <p>UPDATE:</p> <p>Fix deployed for defect 218 on 21 September 2021.</p>
<p>If MDP sends sub read for CR1000 read required and then a CR1060 is processed after does this only reverse the roles? – wanting to confirm reads are unaffected? Not cancelled, deleted etc.</p>	<p>It only reverses the roles. Reads are unaffected.</p>
<p>Customer switching outage is at 11.30pm will rules be effective from 11.30pm or 12.01am?</p>	<p>New rules become effective from 12.01am</p>
<p>If AEMO receive from 10:30pm to 12am will it be treated as old rules or new rules?</p>	<p>Old Rule CR, this is a business decision if CR's are sent during this time. When AEMO batches come up, it will process CR's, as the</p>

Question	Answer
	batcher is processing it will determine which rules will apply e.g. if processed at 11:30pm old rules will apply, if it is <u>processed</u> after 12am new rules will apply. The rules will apply to when the CR is processed by the batcher NOT when the CR is raised.
If we receive a COM notification late on Friday, how can we raise CR1061 with the one day rule?	The obligation is within one Business day. If you receive a COM on Friday, you will be able to raise a CR1061 on the Monday.
We understand a 1060 cannot be raised (via MSATS validation) if ANY other CR has been generated for a NMI post the related CR10xx went COM. The ANY other CR, what status does this apply to PEND or COM?	Only on the COM, if it is PEND it can be a future change. Noting, the exception to this rule for a CR1060 is where a NSRD transaction (5070/5071) has occurred via batch.
What would happen if in flight transfer CR completed while the CR1060 was in flight, would it be impacted? Transfer CR is at PEND and a CR1060 is raised?	If the first one raised completes first, it will reject next CR.
If a basic meter is transferred on a substitute and the subsequent scheduled reading is an actual with the reading less than the substitute, should the transfer substitute be revised?	Question out to distributors to ask what their process will be. The survey is open until COB Wednesday 15/09. It is up to MDP role to manage substitutions and revision of substitutions.
Is there any thought that the CR1060 could be changed in future so other innocuous CR's don't stop it working e.g. so a CR5071 doesn't stop it from working	If NRSD is submitted by batch by MDP doesn't end up stopping the CR1060/61. If submitted online, it posts differently in the system and it will stop the CR1060/61. However, majority of NRSD are submitted by batch.

Question	Answer
Any consideration to 4000's to stop CR1060's as well?	If it is observed that this is creating issues, then logic applied to the 4000s will need to be reviewed.
Is there an ability in MSATS for them to search on the CR's that have been received from other retailers to us?	No, only allowed to see what you have raised. Search function only for own CR's, not anyone else's.
If we are raising a CR1060 to return a site, but at the same time a customer is also reaching out to the previous retailer and a CR1000 is raised, will they counter each other?	<p>Not part of the concurrent transfer code, they would therefore both be there. The CR1060 would complete first, then the CR1000 would complete/reject based on rules.</p> <p>UPDATE:</p> <p>If a CR1060 is raised against a completed CR1000 and goes into REQ status, and then another CR1000 is also raised, it will also go to REQ status. The CR1060 will complete and then the CR1000 will also complete. There is nothing stopping this from happening. The flip side of this, is if the CR1000 was raised first, then the CR1060, and the CR1000 then completes first, the CR1060 will fail as the related CR is not the last change CR.</p>
Are we receiving inflight CR's on the 30 Sept report?	<p>Once that report is run it will be delivered to your outbox for MSATS reports. It will be run prior to shutdown on 30th.</p> <p>It will only capture the transfer CR's that you have raised that are in flight at the time the report is run. It is a FRMP only report. If any CRs are raised between the time the report finishes and midnight of 1/10, these will not be included in the inflight report.</p>

Question	Answer
We can resubmit on 01/10? Can we cancel & resubmit those CR?	Yes, but this is a business decision. Inflights will continue, just notifications and rejection will change on those inflights for continuing transfer CRs.
How is the FRMP report received/sent?	It is the same as the current process, sent to the FRMP's MSATS FTP OUTBOX folder for the FRMP to pick up. Sample of the report will be put up on website next week so you can see what it looks like.
Is it possible to get indication of whether participants will be resubmitting CR's?	No, AEMO would have to de-identify which retailer is planning what and this would not enable other roles to determine the volumes.
Do retailers get it wrong now? In relation to how often to if retailers haven't reversed transfers?	CR1061 is for cooling off (not getting it wrong, customer has changed mind) CR1060 only in VIC for certified debt
If AEMO can't bring back systems online after deployment, is there a backup plan?	This is a part of the 5MS deployment plan – the draft was sent out 6 th September. UPDATE: Final provided via email on 14/9/2021.
If a customer decides to move into a property that was de-en, the retailer raises re-en and once completed a CR5051 and 4051 sent out and COM - will it lead to CR 1060's being rejected?	Yes, if you've raised a CR1040 and its COM, DB or MDP makes the site active, then it will stop the reversal being done.

4. Next steps (M. Bibby, slide 15-16)

AEMO outlined the next steps in relation to Customer Switching. Further Q&A sessions will occur on 28 September

Market trial will continue in pre-prod until 17 September. Pre-production available until 30 September for testing. Noting that WDR will be joining into pre-production on 28 September 2021 and this adds additional code into pre-production.

Last Technical Specification Document Publication on 08 September.

5. Close (M. Bibby, slide 17)

Attendees were thanked for their attendance. Any further questions to be sent to ercf@aemo.com.au.

6. Attendees

Contact	Company
Anne-Marie McCague	AEMO
Chris Kurp	AEMO
Deborah Armenante	AEMO
Isaac Street	AEMO
Jackie Krizmanic	AEMO
Kate Gordon	AEMO
Meghan Bibby	AEMO
Peta Hatzikides	AEMO
Andrew Smith	ActewAGL
Collette Reedy	ActewAGL
Ellie Leiper	ActewAGL
Jeff Roberts	ActewAGL
Kate Goatley	ActewAGL
Damien Brooks	Agility CIS
Abhay Shah	AGL
Heena Shah	AGL
Madelene Villena	AGL
Mark Riley	AGL
Raoul Menon	AGL
Andree Leong	Alinta
Rajeev Ananthula	Alinta
Shweta Balyan	Alinta
Sue Richardson	Alinta
Priya Singh	APMEA
Kevin Boutchard	Aurora

Contact	Company
Wayne Turner	Ausgrid
Liz Separovic	Ausnet Services
Prachi Mehta	Ausnet Services
Rebecca Neatnica	Ausnet Services
Veronica Imbuido	Ausnet Services
Damien Tillig	Brave Energy
Ben Harper	DE
Lenie Aquiatan	Endeavour Energy
Prez Anderson	Endeavour Energy
Sara Baxter	Endeavour Energy
Simeon Petersons	Endeavour Energy
Steev Jacob	Endeavour Energy
Steve Smith	Energex
Zahara Magriplis	Energex
Alecia Osborne	Energy Queensland
Steve Blair	Energy Queensland
Doeven, Ben	EnergyAustralia
Kingsley, John	EnergyAustralia
Mcleod, Cheryle	EnergyAustralia
Melgoza, Lisa	EnergyAustralia
Nocom, Nicky	EnergyAustralia
Olcorn, Troy	EnergyAustralia
Srivastav, Nishant	EnergyAustralia
Unnikrishnan, Saumya	EnergyAustralia
KASUBA Padmavathi	Engie
MUKHERJEE Sourav	Engie
Glenn G. Farrell	Essential Energy
Ravi Thota	Essential Energy
Nikos Fairburn	Flux Federation
Anthony Croce	Infigen Energy
Lo Giudice, Robert	Intellihub
Ricardo Coelho	Intellihub
Camille Hymer	Jarosite Consulting
Chantal Wright	Jemena
Quy Nguyen	Jemena
Diana Senjaya	Momentum
Gordon Stevenson	Momentum
Hitesh Thaker	Momentum
Tania Beasley	Momentum
Andrew Mair	Next Business Energy
Jessica Cherry	Oceania

Contact	Company
Agarwal, Rahul	Origin
Airey, Samantha	Origin
Fule, Nitin	Origin
Manohar, Kavita	Origin
Richmond, Kristy-lee	Origin
Sheikh, Akif	Origin
Tuckett, Yvonne	Origin
Wong, Rachel	Origin
Brendan James	PLUS ES
Helen Vassos	PLUS ES
Linda Brackenbury	PLUS ES
Lenore Richards	Power Shop
Jack Rowe	ReAmped
Michael Cini	ReAmped
Sarah	ReAmped
Christophe Bechia	Red Energy
Neha Sethi	Red Energy
Nick Foo	Red Energy
Nick Gustafsson	Red Energy
David Woods	SA Power Networks
Michael Zhang	SA Power Networks
Parineeta Shetty	SA Power Networks
Amy Thomson	Shell
Cathy George	Shell
Joseph Warda	Shell
Mrinal Dutta	Shell
Sumit Khanna	Shell
Craig Taylor	Simply Energy
Simeon Dravitzki	Tango
Syed Tousif Ahmed	Tango
Adrian Honey	TasNetworks
Bryce Turnbull	TasNetworks
Lara, Larry	United Energy
Satabdi Bodhak	United Energy
Seeliger, Sean	United Energy
Wilmund Foong	United Energy
Jono Kendrick	Utility Software Services
Chris Barlow	Vector
Dannii Upham	Yurika