

NEM ROLR PROCESSES

Part A - MSATS PROCEDURE: RoLR PROCEDURES

Part B - B2B PROCEDURE

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Current version release details

Version	Effective date	Summary of changes
2.4	1 Nov 2023	<p>Updated Part B with the below:</p> <ul style="list-style-type: none"> • Amended various sections to fix referencing errors • Amended table 102-A with additional data from Failed Retailer to the RoLR • Added new table 102-B to separate LNSP reporting obligations
2.5	1 Dec 2025	<p>Removal of some RoLR reports, updated to improve readability.</p> <p>Updated Part B to:</p> <ul style="list-style-type: none"> • Define obligations for managing inflight service orders sent to metering service providers when a ROLR event is declared • Align personname definition to B2B Procedure: Technical Delivery Specification • Align addressing definition to B2B Procedure: Technical Delivery Specification

Note: There is a full version history at the end of this document.

1. Introduction

1.1 Purpose and Scope

These are the NEM RoLR Processes. As permitted by section 144 of the *NERL*, Part A of which is part of the MSATS Procedures made under clause 7.16.2 of the National Electricity Rules (**NER**), and Part B is part of the *B2B Procedures* made under clause 7.17 of the **NER** (**Procedures**).

These Procedures have effect only for the purposes set out in the *NERL*, and the **NER**. The **NER** and the *National Electricity Law* prevail over these Procedures to the extent of any inconsistency.

1.2 Definitions and Interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

- (a) is incorporated into and forms part of these Procedures; and
- (b) should be read with these Procedures.

1.3 Related AEMO Documents

Title	Location
Retail Market Procedures – Glossary and Framework	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
CATS Procedures	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions

2. Summary of RoLR Processes

- (a) AEMO notifies RoLR Key Contacts that a RoLR Event has occurred, advises them who the AEMO key contacts are, and which *Market Customers* are the *RoLRs*.
- (b) Management of in-progress Service Orders associated with the *NMIs* the Failed Retailer was financially responsible for by the:
 - (i) Failed Retailer.
 - (ii) LNSP, or the ENM in the case of *child connection points*.
 - (iii) RoLR.
- (c) Cancellation of in progress End User transfers to the Failed Retailer, as applicable, and notifications to affected MSATS Participants.
- (d) Acceleration of in progress End User transfers from the Failed Retailer, as applicable, and notifications to affected MSATS Participants.
- (e) Provision of End User details to the *RoLR* by the Failed Retailer.
- (f) Provision of End User details to the *RoLR* by the LNSP or the ENM in the case of *child connection points*.
- (g) Transfers of Failed Retailer *NMIs* to the *RoLR*.
- (h) Provision of *substituted metering data* or Actual Metering Data to AEMO for *settlements* and *Market Participants* entitled to receive it, so that it aligns with the RoLR Effective Transfer Date. The *Market Participants* that are entitled to receive the *metering data* are the:
 - (i) Failed Retailer (old FRMP) and the *RoLR* (New FRMP).
 - (ii) LNSP or the ENM in the case of *child connection points*.
- (i) Update of Roles so that the Failed Retailer can no longer be associated with any *NMI* in MSATS in the Role of FRMP, ENLR, or *RoLR* from or after the RoLR Effective Transfer Date, if the Failed Retailer is no longer able to operate in all Jurisdictions.

Note: This procedure does not restrict the Failed Retailer from being able to update information about *NMIs* for which it had a relationship with prior to the date of the RoLR Event, but updates can only be made effective for dates up to the day prior to the RoLR Effective Transfer Date.

- (j) Change to a Backup RoLR.
- (k) Post RoLR Event reconciliation of data:
 - (i) MSATS *NMI* data with MSATS Participants' *NMIs*.
 - (ii) End User and *metering data* for retail billing with MSATS Participants' *NMIs*.
- (l) RoLR Post Implementation Review.
- (m) Figure 1 shows the same high level processes in more detail, with timings and preconditions. References in the boxes in this process map are also to the relevant section number in this document.

2.1. Preconditions

The processes documented in these Procedures do not commence until:

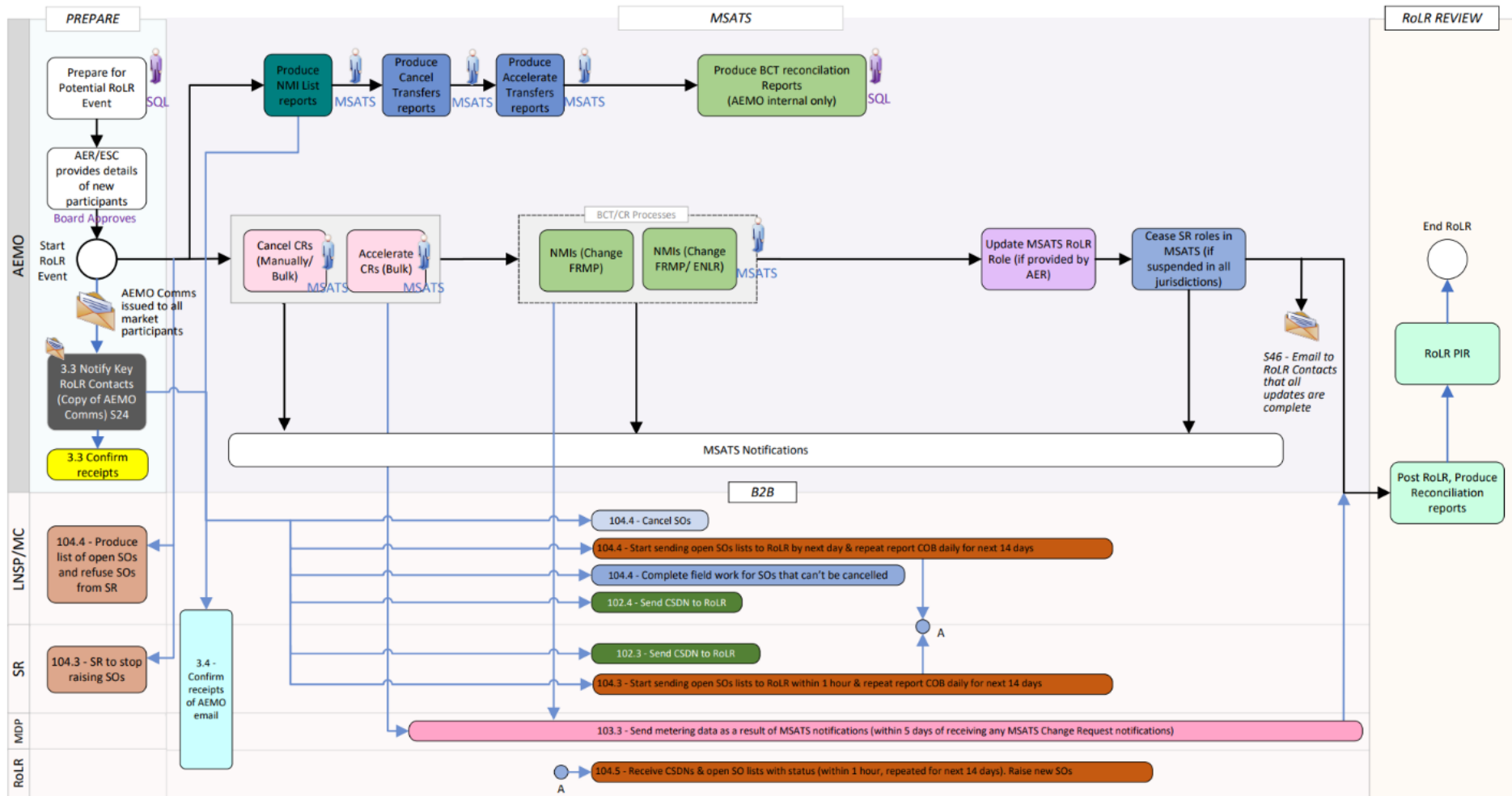
- (a) a RoLR Event is likely to occur, or has occurred; and
- (b) a *Market Customer* is the *RoLR* for a Jurisdiction and an MSATS Participant.

3. Reports

All reports required to be produced by AEMO in relation to a RoLR Event are described in Appendix 1, and must be produced in a format that can be readily communicated to MSATS Participants.

Appendix 1 also identifies which report each MSATS Participant is entitled to receive by reference to their Role.

Figure 1 HIGH LEVEL RoLR PROCESS DIAGRAM



Part A - MSATS Procedure RoLR Procedures

4. GENERAL MSATS OBLIGATIONS

4.1. Application

- (a) The purpose of section 4 is to specify the general obligations imposed on each Role that is potentially involved in a RoLR Event. Specific obligations are also assigned in other sections.
- (b) These Procedures are to be used when RoLR Event Affected NMIs are classified as LARGE SMALL or NREG.

4.2. General Obligations for MSATS Participants

4.2.1. In advance of a RoLR Event

All potential RoLR Event Affected MSATS Participants must:

- (a) Where there is an agreement to act as the RoLR for End Users, provide a list of those *NMIs* to AEMO using the designated consent form;
Note: The above information would be considered incomplete until the customer nomination form consenting to the nomination of RoC has been provided to AEMO by the End User.
- (b) Maintain up to date contact details for nominated RoLR Key Contacts within the NEM Retail Operations Contacts List; and
- (c) Be able to accept Bundled Change Request Notifications.

4.2.2. Once a RoLR Event occurs

Each RoLR Event Affected MSATS Participant must:

- (a) be able to process Bundled Change Request Notifications;
- (b) maintain business as usual;
- (c) immediately after the RoLR Event, follow the processes for the transition of *NMIs* from the Failed Retailer to the RoLR;
- (d) ensure that each of its nominated RoLR Key Contacts accepts emails and telephone calls from another RoLR Key Contact during the RoLR Transition Period;
- (e) keep a record of all notifications sent that relate to the RoLR Event;
- (f) ensure that its nominated RoLR Key Contact is available for AEMO to deliver business process related communications and data as required by these Procedures; and
- (g) ensure that its nominated RoLR Key Contact is available for other RoLR Key Contacts to communicate with, and to provide and receive data from, as required by these Procedures.

4.3. AEMO

4.3.1. In Advance of a RoLR Event

AEMO must:

- (a) maintain a set of queries for producing the reports required by this document from MSATS that can be used to satisfy the requirements for section 6;
- (b) maintain a register of *NMIs* of End Users who have nominated a RoLR of Choice (RoC); and
Note: AEMO must maintain an auditable record of all written communications from the RoC as well as the End User where an agreement has been reached between the two parties.
Note: AEMO to share the register and any updates with the Regulator.
- (c) maintain a set of queries for producing *NMI* list reports from MSATS that can be used to satisfy the requirements for section 7.

4.3.2. Once a RoLR Event occurs

AEMO must:

- (a) check that Bundling of Change Request Notifications is turned on for every RoLR Event Affected MSATS Participant, and if it is not already turned on, turn it on with a multiple of 100;
- (b) ensure that all *RoLRs* for the RoLR Event Affected NMIs have been assigned the Role of FRMP. ;
- (c) keep a record of all Change Request Notifications sent that relate to the RoLR Event;
- (d) ensure that the Failed Retailer retains all data access rights in MSATS for data it is entitled to receive and view; and
- (e) in respect to sections 8, 9, 10, 11, 12, and 13, in a RoLR Event the stop file limitations will be actively reviewed by AEMO for the RoLR Affected MSATS Participants

4.4. Failed Retailer

4.4.1. Once a RoLR Event occurs

The Failed Retailer must:

- (a) ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, receive data from, and provide data to, as required by these Procedures; and
- (b) continue to meet any obligations it has under the NER or procedures under the NER, *NERL* or *NERR*.

5. AEMO NOTIFIES ROLR KEY CONTACTS FOLLOWING ROLR EVENT

5.1. AEMO Obligations

AEMO must:

- (a) Within one Business Hour of the announcement of the occurrence of a RoLR Event by a Regulator, send an email to each RoLR Key Contact for each RoLR Affected MSATS Participant advising of the following:
 - (i) The contact names, email address and phone numbers for AEMO key contacts for:
 - (A) *Metering data* and transfer-related queries.
 - (B) Prudential queries.
 - (C) MP, MDP, MC, LNSP or ENM queries.
 - (ii) The participant id of the Failed Retailer.
 - (iii) The effective date and time of the RoLR event.
 - (iv) The jurisdiction the Failed Retailer is not allowed to operate.
- (b) Provide by email to all RoLR Key Contacts any instructions from Regulators that differ from these Procedures.
- (c) Ensure that the emails sent as required in section 5.1(a) have the following settings applied:
 - (i) Mail box delivery receipt request flag **ON**
 - (ii) Priority **HIGH**
- (d) Monitor when a mail box delivery receipt or a reply email is received from each RoLR Key Contact acknowledging receipt of the email sent.
- (e) Where neither RoLR Key Contact for an MSATS Affected Participant has acknowledged an AEMO email within four Business Hours after sending it, contact by telephone either of the RoLR Key Contacts to confirm receipt. If no one responds, a voicemail message is sufficient.

5.2. RoLR Affected MSATS Participant Obligations

Within one Business Hour of receipt of each email from AEMO, each RoLR Key Contact must acknowledge receipt of the email.

6. AEMO PRODUCES & DELIVERS SUMMARY ROLR REPORTS

6.1. AEMO Obligations

Within two *business days* of the occurrence of a RoLR Event, AEMO must:

- (a) Produce and securely deliver a summary report by Jurisdiction of NMI where the Failed Retailer is the FRMP (ROLR Summary Report)(report)

7. AEMO PRODUCES & DELIVERS NMI LIST REPORTS

7.1. AEMO Obligations

AEMO must:

- (a) Produce a NMI list by MSATS Participant of all NMIs where the Failed Retailer is the Current FRMP ROLR_NMI_LIST report
- (b) Deliver each report produced under section 7.1(a) to participants CATS reports registered Receiving protocol for each of the following RoLR Event Affected MSATS Participant Roles that contains a list of RoLR Event Affected NMIs with which they have a current relationship:
 - (i) RoLR/RoLR of Choice (RoC).
 - (ii) MDP.
 - (iii) LNSP, or the ENM in the case of *child connection points*.
 - (iv) FRMP (either as the Failed Retailer or as another FRMP where the Failed Retailer is the ENLR).
 - (v) ENLR (if the Failed Retailer is a ENLR).
 - (vi) MC

7.2. Timeframe Rules

AEMO shall start producing the reports referred to in section 7.1(a) within two Business Hours of completing the obligations imposed by section 6.1, and continue until all reports have been completed by the end of the next *business day*.

8. AEMO CANCELS TRANSFERS IN PROGRESS TO THE FAILED RETAILER

8.1. AEMO Obligations

On the day of the RoLR Event, or by the end of the next *business day*, AEMO must:

- (a) Produce a list of all In Progress Change Requests entered into MSATS where the Failed Retailer is nominated as the New FRMP (ROLR_PENDING_CR report) to facilitate the Cancellation of Change Requests.

Note: This report excludes a retrospective Change Request nominating the Failed Retailer as the New FRMP with an end date prior to the RoLR Effective Transfer Date.

- (b) If the RoLR Event was invoked by AEMO, Cancel in MSATS all In Progress Change Requests identified in the ROLR_PENDING_CR report.
- (c) If the RoLR Event occurred as a result of the suspension or revocation of a retailer licence in a Jurisdiction, or authorisation under the *NERL*, identify, from the ROLR_PENDING_CR report, any In Progress Change Requests that need to be Cancelled.

Table 8-A: Transfers In Progress to Failed Retailer in MSATS

JURISDICTION	CANCELLATION POLICY
ALL	Any Change Requests entered into MSATS which have not completed for End User transfers to the Failed <i>Retailer</i> must be Cancelled so the End User will remain with its existing <i>retailer</i> .

- (d) After identifying the Change Requests to be Cancelled, Cancel those Change Requests.
- (e) For all Cancelled Change Requests, provide Change Request Notifications to all Participants in accordance with the Change Request Status Notification Rules for each Change Reason Code for the CAN (Cancelled) status.
- (f) Produce ROLR_CANCEL_CR reports.

9. AEMO CANCELS OTHER MSATS CHANGE REQUESTS IN PROGRESS INITIATED BY THE FAILED RETAILER

9.1. AEMO Obligations

On the day of the RoLR Event, or by the end of the next *business day*, AEMO must:

- (a) Produce a list of all Change Requests that have been submitted by the Failed Retailer to change any Role, other than FRMP and are still In Progress (ROLR_RAISED_CR) identifying all In Progress Change Requests to change an MC, MP or MDP submitted by the Failed Retailer prior to the RoLR Event.

Note: Such Change Requests would typically be ones with a Change Reason Code beginning with 6, which are requests to update one or more Roles, other than the FRMP.

- (b) Cancel the Change Requests identified in the ROLR_RAISED_CR report.
- (c) For all Cancelled Change Requests, provide Change Request Notifications to all MSATS Participants in accordance with standard Change Request Status Notification Rules for the Change Request's Change Reason Code for the CAN (Cancelled) status.
- (d) Provide a list of Change Requests for each RoLR as the New FRMP that are In Progress to change any Role, other than the FRMP, that have been submitted by the Failed Retailer (ROLR_RAISED_CR report) to each *RoLR*.

10. AEMO ACCELERATES TRANSFERS IN PROGRESS FROM THE FAILED RETAILER

10.1. AEMO Obligations

AEMO must:

- (a) Confirm, in accordance with regulatory policy, as summarised in Table 10-A, or any other regulatory instructions provided at the time of the RoLR Event, whether any in progress End User transfers that have been submitted to MSATS by a *retailer* other than the Failed Retailer, for *NMIs* where the Failed Retailer is the Current FRMP, are to be Accelerated.

Table 10-A: Transfers In Progress from Failed Retailer to be Accelerated

JURISDICTION	CHANGE REQUEST STATUS	CHANGE REASON CODES	MAX PROPOSED DAYS
ALL	REQ OBJ PEND	All CR 1xxx except 1030, 1040	65

- (b) Produce a list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different retailer is the nominated New FRMP on the Change Requests (ROLR_ACCELERATE_CR report).
- (c) Use the BCT to Accelerate the applicable Change Requests identified by sections 10.1(a) and 10.1(b) by setting the Actual Change Date for each one to be the RoLR Effective Transfer Date and, if applicable, updating the Change Request Status from REQ (Requested) or OBJ (Objected) to PEND (Pending) so they can be Completed. (This is done in the BCT by specifying the Change Date to be the RoLR Effective Transfer Date).

Note: Any Accelerated Change Requests that have their Change Request Status updated from REQ to PEND as a result of the application of this section 10.1(c) will not generate PEND Change Request Notifications.

Note: For Change Requests that are Accelerated, if the Actual Change Date has not already been supplied by the MDP, it does not have to be supplied.

Note: Any Accelerated Change Requests processed as a result of the application of this section 10.1(c) will be Completed by the business as usual MSATS overnight processing and COM (Completed) Change Request Notifications will be generated on business as usual basis.

- (d) Produce a list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different retailer is the nominated New FRMP on the Change Request (ROLR_ACCELERATE_CR report).
- (e) Produce a list of all In Progress Change Requests in MSATS to transfer the FRMP where, the Failed Retailer is the Current FRMP on the RoLR Effective Transfer Date, for each individual LNSP/ENM (ROLR_ACCELERATE_CR report).
- (f) Produce a list of In Progress Change Requests to transfer the FRMP, for each nominated New FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is the nominated New FRMP on the Change Request (ROLR_ACCELERATE_CR report).

- (g) Produce a list of In Progress Change Requests to transfer the FRMP, for each existing or New MDP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is or will become the Current MDP on the RoLR Effective Transfer Date (ROLR_ACCELERATE_CR report).

10.2. Timeframe Rules

The obligations contained in section 10 must be completed prior to commencing the obligations in section 11. Best endeavours must be made to complete all possible Accelerations on the day of the RoLR Event or by the end of the next *business day*.

11. AEMO CHANGES THE FRMP FOR NMIS FROM THE FAILED RETAILER

11.1. Conditions Precedent

- (a) It must be at least two days after the RoLR Event has occurred.

Note: The suspension comes into effect midnight on the day of the issue of the *suspension notice*. The changes made in the *market* come into effect at 00:00 hours the next day. BCT can only apply Retrospective Changes with a minimum being for the prior day. Thus the BCT can only be run 2 days post the issue of the *suspension notice*.
- (b) Any Change Requests that are to be Accelerated as a result of the application of section 10.1(b) must have Completed.
- (c) Any Change Requests that are to be Cancelled as a result of the application of section 8.1(b) or section 8.1(d), and section 9.1(b) must have been Cancelled.
- (d) Each *RoLR* must be assigned the Role of FRMP.
- (e) Regulatory advice must have been received instructing AEMO regarding the MSATS Participant to which to transfer the RoLR Event Affected NMIs.
 - (i) The above excludes *NMIs* of End Users, where a RoC has been nominated by the End User and Retailer and received by AEMO.
 - (ii) Only *NMIs* for which a RoLR/RoC has been specified can be transferred as a consequence of the execution of section 11.
- (f) If there is an intention to process the changes required by sections 11 and 12 in a sequence other than that described, RoLR Event Affected MSATS Participants must have been notified of the proposed alternative sequencing in writing.

11.2. AEMO Obligations

AEMO must:

- (a) Confirm that each *RoLR*'s Participant ID has been assigned the FRMP.
- (b) Just prior to beginning the process of updating all the *NMIs* as required by section 11.2(d), send email notifications advising the approximate number of days as to when the process of making the changes will begin and an estimation of the number of days it will take to complete all the changes required by sections 11 and 12 to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

- (c) Starting with the RoC and for one RoLR at a time, use the BCT to update all NMI's to make the RoLR the FRMP, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current FRMP for the NMI on the RoLR Effective Transfer Date.
- (d) Apply the following rules when making the changes:
 - (i) Sequence the BCT runs in batches (e.g. by RoLR/Jurisdiction grouping or by LNSP or ENM in the case of *child connection points*/RoLR grouping).
Note: A Meter Reading is not required for the completion of these updates (this is not necessary using the BCT).
 - (ii) Do not change any Roles other than the FRMP .
 - (iii) Use the following parameters for the BCT:
 - (A) Use the Change Reason Code of RoLR.
 - (B) The Current FRMP is the Participant ID for the Failed Retailer for the group being processed.
 - (C) The New FRMP is the Participant ID for the RoLR.
 - (D) The Start Date is the RoLR Effective Transfer Date.
 - (E) Use any other parameters required to select the batch being processed (e.g. Current LNSP, Jurisdiction).
 - (iv) Send out COM (Completed) Change Request Status Notifications in accordance with the NER in Table 11-A and Table 11-B.

Table 11-A: Role Status of NEW - Change Request Status Notification Rules for RoLR CR Code

Status	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
	FRMP (RoLR)	LR	LNSP/EN M	MDP	MPB	RP
Completed	Yes	-	-	-	-	-

Table 11-B: Role Status of CURRENT - Change Request Status Notification Rules for RoLR CR Code

Status	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
	FRMP	LR	LNSP/EN M	MDP	MPB	RP
Completed	Yes	-	Yes	Yes	Yes	Yes

- (e) If there are no NMI's to update where the ENLR is the Failed Retailer (i.e. as required by section 12), send an email notification containing the information to all RoLR Key Contacts.
Note: This communication may also be delivered to the Relevant Regulators.
- (f) In the email referred to in section 11.2(e):
 - (i) Confirm that all updates of FRMPs are now completed; and
 - (ii) If there are no RoLR Roles to update and section 15 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.
- (g) Compliance with section 11.2(e) is not required if there are further updates to do in MSATS.

11.3. Timeframe Rules

- (a) Reasonable endeavours must be used to commence the obligations imposed by section 11.2 as soon possible after the conditions precedent specified in section 11.1 are met and continue, within the limitations imposed by section 11.2(d), until completed.
- (b) Reasonable endeavours must be used to complete the obligations imposed by sections 11 and 12 within 15 *business days* of starting the section 11 obligations.

Note: The timeframe of 15 *business days* is the anticipated timing if the Failed Retailer is the FRMP for a significant number of *NMIs*. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

- (c) If required, section 11.2(e) must be completed within one Business Hour of completing the obligations imposed by section 11.2(d).

12. AEMO CHANGES THE ENLR FOR CHILD NMIS FROM THE FAILED RETAILER

12.1. Conditions Precedent

- (a) It must be at least two days after the RoLR Event has occurred.
- (b) The obligations imposed by section 11.2 must have been completed.
- (c) The *Market Customer(s)* to which the ENLR Roles are to be assigned must be assigned the Role of LR in MSATS.
- (d) Regulatory advice must have been received instructing AEMO which MSATS Participant to make the New ENLR for *NMIs* for which the Failed Retailer is the Current ENLR. Only *NMIs* for which such an instruction has been received can be updated as a consequence of the execution of section 12.

12.2. AEMO Obligations

AEMO must:

- (a) Confirm that each Participant that is to become the ENLR for *NMIs* where the Current ENLR is the Failed Retailer has been registered as a *Market Customer* in accordance with the NER.
- (b) Confirm that each Participant ID of the *Market Customers* identified in section 12.2(a) has been assigned the LR Role in MSATS.
- (c) Use the BCT to update all Child *NMIs* to make the *Market Participant* nominated by the relevant Regulator the ENLR, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current ENLR for the *NMI*.
- (d) Apply the following rules when making the changes required by section 12.2(c).
 - (i) Sequence the BCT runs in batches (e.g. by New ENLR grouping, by LNSP or the ENM in the case of *child connection points*/New ENLR grouping or by LNSP or the ENM in the case of *child connection points*/New ENLR/TNI grouping) (i.e. complete the changes in batches by selecting each unique combination of LNSP or the ENM in the case of *child connection points* and New ENLR).

Note: A Meter Reading is not required when using the BCT.
 - (ii) Do not change any Role other than the ENLR.
 - (iii) Use the following parameters when using the BCT:
 - (A) Use the Change Reason Code of ROLR.
 - (B) The Current ENLR is the Participant ID for the Failed Retailer for the group being processed.
 - (C) The New ENLR is the Participant ID of the *Market Participant* specified by the Regulator.
 - (D) The Start Date is the RoLR Effective Transfer Date.
 - (E) Any other parameters required to select the batch being processed (e.g. Current LNSP, TNI).
 - (iv) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 12-A and Table 12-B.

Table 12-A: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code

Status	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
	FRMP	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	-	Yes	-	-	-	-

Table 12-B: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code

Status	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
	FRMP	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	Yes	Yes	Yes	Yes	Yes

- (e) If there are no Child NMIs to update, then send an email notification containing the information specified in section 12.2(f) to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

- (f) In the email referred to in section 12.2(e):
- (i) Confirm that all updates of Child NMIs are now completed; and
 - (ii) If there are no RoLR Roles to update and section 15 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

12.3. Timeframe Rules

- (a) Reasonable endeavours must be used to commence the obligations imposed by section 12.2 as soon as the preconditions in section 12.1 are met and continue, within the limitations imposed by section 12.2(d), until completed.
- (b) Reasonable endeavours must be used to complete the obligations imposed by sections 11 and 12 within 15 *business days* of starting the section 11 obligations.

Note: The timeframe of 15 *business days* is the anticipated timing if the Failed Retailer is the FRMP for a significant number of NMIs. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

- (c) If required, section 12.2(e) must be completed within one Business Hour of completing the obligations imposed by section 12.2(c).

13. AEMO PRODUCES PENDING TRANSFER REPORT AND RoC TRANSFER CONFIRMATION EMAIL FOR THE RoLR

13.1. AEMO Obligations

Within two *business days* of completing all the transfers required by sections 11 and 12 AEMO must:

- (a) Identify all NMIs nominated as per the RoC process and transferred to the RoC, however were identified in the NMI List Reports, and send this information to the *RoLR*.
- (b) Produce a list of any NMIs, by Jurisdiction, where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date (ROLR_PENDING_CR report).
- (c) Produce a list of any NMIs, by RoLR where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date (ROLR_PENDING_CR report).
- (d) Deliver each report to:
 - (i) The Regulator.
 - (ii) The Jurisdiction that has jurisdiction of the *NMIs* in the report.
 - (iii) The RoLR Key Contact for the RoLRs nominated in the report.

13.2. RoLR Obligations

Each RoLR Key Contact must upon receipt of the email containing the reports or the couriered media containing the reports, delivered as required in section 13.1(d, send an email to AEMO verifying that it has been received.

14. MDP PROVIDES METERING DATA TO MSATS FOR ROLR EFFECTIVE TRANSFER DATE

14.1. Conditions Precedent

- (a) The MDP has received any of the following:
- (i) A Change Request Notification with a COM status for a change of FRMP generated as a result of the application of section 10.1(c) and 11.2(d)(iv), advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current FRMP, which *Market Participant* is the New FRMP and the date of effect of the change (the *ActualChangeDate* in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: Change Request Notifications generated as a result of the application of section 11.2(d)(iv), will be easily identifiable because they use the Change Reason Code of *ROLR*. The *NMIs* for which COM status Change Request Notifications are generated as a result of compliance with section 10.1(c) are not so easily identified because they will have a *business as usual* Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with section 10.1(g).

- (ii) A Change Request Notification with a COM status for a change of ENLR generated as a result of the application of section 12.2(d) (iv), where the Failed Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current ENLR, which *Market Participant* is its New ENLR and the date of effect of the change (the *ActualChangeDate* in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of ENLR for NMIs where the Failed Retailer was the ENLR.

14.2. MDP Obligations

The MDP must:

- (a) within five *business days* after receiving the COM Change Request Notification for a *NMI*, provide *metering data* up to the RoLR Effective Transfer Date to MSATS and the same *metering data* up to the RoLR Effective Transfer Date to those Participants entitled to it in accordance with the *metrology procedure* under section 103.
- (b) In accordance with section 14.2(a), if an Actual Meter Reading is available for the RoLR Effective Transfer Date, provide it.
- (c) In accordance with section 14.2(a), if an Actual Meter Reading is not available for the RoLR Effective Transfer Date, provide *substituted metering data* that complies with the Substitution rules in Metrology Procedure: Part B.

14.3. Related Part B Section

Section 14 is related to Part B section 103.

15. AEMO CEASES ALL THE FAILED RETAILER'S ROLES AS OF ROLR EFFECTIVE TRANSFER DATE

15.1. Conditions Precedent

- (a) The Failed Retailer must not be able to operate in any Jurisdiction.
- (b) The Failed Retailer is not currently nominated in any Role for any non-extinct *NMI* that overlaps the RoLR Effective Transfer Date.

Note: This requires that all the changes required to meet *AEMO*'s obligations imposed by sections 11 and 12 have been completed.

15.2. AEMO Obligations

- (a) Within two *business days* of the conditions in section 15.1 being met, AEMO must for all MSATS Participant IDs that belong to the Failed Retailer, cease the ability for that Participant ID to act in any Role by making the Roles assigned to the Participant ID inactive as of the RoLR Effective Transfer Date.
- (b) Once section 15.2(a) is completed, AEMO must send an email confirming that there are no other updates required in MSATS to all RoLR Key Contacts.

Note: This email may also be delivered to the Relevant Regulators.

- (c) Once *settlements* Revision 2 for the *billing period* in which the RoLR Event occurred is completed, AEMO must deactivate all MSATS user access for the Failed Retailer.

16. PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION OF MSATS-RELATED DATA AND PREPARE A REPORT FOR AEMO

16.1. Conditions Precedent

AEMO has sent the email indicating that all updates to MSATS are complete, required by one of sections 11.2(e), 12.2(e), , or 15.2(b).

Note: The section that triggers the requirement to send the email will depend on what tasks are required.

16.2. RoLR Event Affected MSATS Participants' Obligations

Between 3-4 months after the day of the RoLR Event, each RoLR Event Affected MSATS Participant must:

- (a) Undertake a reconciliation of data and associated information in accordance with Table 16-A.
- (b) Create a reconciliation differences table that captures discrepancies between the data and information stored by AEMO and the data and information stored by MSATS Participants' systems.
- (c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.
- (d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 16-A: Post RoLR Event Reconciliation Matrix – MSATS Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now FRMP)	NMIs where FRMP was changed	ROLR_NMI_LIST report Change Request Notifications for ROLR CR code.	List of NMI mismatches - NMIs in the AEMO lists for which Change Request Notifications for ROLR CR code have not been received. - NMIs for which Change Request Notifications for ROLR CR code have been received that are not in the AEMO NMI lists.
LNSP/ENM	NMIs where FRMP was changed	Same as for RoLR above.	Same as for RoLR above.
MDP	NMIs where FRMP was changed	Same as for RoLR above.	Same as for RoLR above.
Replacement ENLR	NMIs where ENLR was changed	Change Request Notifications for ROLR CR code received in FRMP Role that also nominated a New ENLR.	List of NMI mismatches NMIs in the AEMO list for which Change Request Notifications for ROLR CR code with a New ENLR nominated have not been received.

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
			<i>NMIs</i> for which Change Request Notifications for ROLR CR code with a New ENLR have been received that are not in the AEMO <i>NMI</i> list.
LNSP/ENM	<i>NMIs</i> where ENLR was changed	Same as for Replacement ENLR above.	List of <i>NMI</i> mismatches (same as for Replacement ENLR above).
MDP	<i>NMIs</i> where ENLR was changed	Same as for Replacement ENLR above.	List of <i>NMI</i> mismatches (same as for Replacement ENLR above).
<i>RoLR</i> (now FRMP)	<i>NMIs</i> where ENLR was changed	Same as for Replacement ENLR above.	List of <i>NMI</i> mismatches (same as for Replacement ENLR above).
FRMP (other than <i>RoLR</i>)	Accelerated transfers	ROLR_ACCELERATE_CR report. If necessary, Change Request Notifications that change the FRMP.	Check that, for all Accelerated transfers on the AEMO list, the <i>NMI</i> is recorded in the FRMP's internal systems as having being transferred on the <i>RoLR</i> Effective Transfer Date.
MDPs for <i>NMIs</i> with Accelerated transfers	Accelerated transfers	ROLR_ACCELERATE_CR report. If necessary, Change Request Notifications that change the FRMP.	Check that, for all Accelerated transfers on the AEMO list, the <i>NMI</i> is recorded in the MDP's internal systems as having being transferred to a New FRMP (other than the <i>RoLR</i>) and, if applicable, New MDP, on the <i>RoLR</i> Effective Transfer Date.
MPB	MPB Participant ID	Change Requests The list of Cancelled Change Requests (see section 9.1(d)) that were updating the MPB Role. Internal processes and systems.	Check that the MPB Role is correct.
MDP	MDP Participant ID	Change Requests The list of Cancelled Change Requests (see section 9.1(d)) that were updating the MDP Role. Internal processes and systems.	Check that the MDP Role is correct.

- (e) provide AEMO with a report that contains the following data:
- (i) Summary of status of all *RoLR* Event Affected *NMIs* for that MSATS Participant, listing:
 - (A) Number of *NMIs* for which all processing is complete.
 - (B) Number of *NMIs* for which processing is still in progress for which there are issues.
 - (C) Number of *NMIs* for which processing is still in progress for which there are no issues.

Note: The reconciliation shall be limited to detail directly affected by the *RoLR* Event
 - (ii) List of *NMIs* that are in dispute and reasons for the dispute.
 - (iii) Impact statements including:
 - (A) Volume of *NMIs* processed for the MSATS Participant.

- (B) Estimated times for completion of business processes described in Part A of this document.
- (C) Any timeframe impacts on business as usual MSATS-related business processes.

16.3. Related Part B Section

Section 16 is related to section 105.

17. AEMO CONDUCTS ROLR POST IMPLEMENTATION REVIEW

17.1. AEMO Obligations

Within six months of the date a RoLR Event, AEMO must:

- (a) Undertake and *publish* a report of a RoLR Post Implementation Review, which includes:
 - (i) A review of the impacts to the *market* as a whole.
 - (ii) Captured substantial issues.
 - (iii) Proposed solutions, or a proposed methodology to identify solutions to the captured issues and changes to these Procedure where required.

Part B - B2B Procedure RoLR Process

101. General B2B Obligations

101.1. Application

- (a) The purpose of clause 101 is to specify general obligations imposed on each Role that is potentially involved in a RoLR Event within the context of B2B-related business processes. Specific obligations are also assigned in other clauses.
- (b) Clause 101 applies to the following, as applicable:
 - (i) Service Providers and RoLR-event affected Participants.
 - (ii) Suspended Retailer.

101.2. Application of this procedure

This procedure applies to the following participating Jurisdictions:

ACT	NSW	QLD	SA	VIC	TAS
Yes	Yes	Yes	Effective from 30 March 2011	Effective from 30 March 2011	Yes

101.3. General Obligations for Service Providers and RoLR Event Affected Participants as Applicable

101.3.1. In Advance of a RoLR Event

- (a) Participants and *Service Providers* must maintain up to date contact details for the RoLR Key Contact within the *NEM Retail Operations Contacts List* which is managed under section 6 of the *B2B Procedure: Technical Delivery Specification*. This includes the primary operational contact and the process owner or escalation contact.

101.3.2. Once a RoLR Event is invoked

- (a) Participants and *Service Providers* must maintain *business as usual*, and must meet any *business as usual* obligations, some of which might be consequent on the RoLR Event, that are defined in the *B2B Procedures* and other documentation as appropriate.
- (b) Immediately after AEMO has invoked a RoLR Event, RoLR Event Affected Participants and *Service Providers* must, in accordance with this *Part B - B2B Procedure: RoLR Process* and other documentation as appropriate, follow the set of defined processes for the transition of *NMIs* and associated business services from the Suspended Retailer to the *RoLR*.
- (c) The nominated RoLR Key Contact for each RoLR Event Affected MSATS Participant must be available for other RoLR Key Contacts to communicate to, and to provide and receive data from, as determined in this *Part B - B2B Procedure: RoLR Process*.
- (d) Should the primary operational RoLR Key Contact and the process owner or escalation RoLR Key Contact for an organisation both be on leave or otherwise unavailable at the time a RoLR Event is invoked, the organisation must update the *NEM Retail Operations Contacts List* with the name and contact details for replacement RoLR Key Contacts.

101.4. Suspended Retailer

101.4.1. Once a RoLR Event is invoked

The Suspended Retailer must:

- (a) Ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, and to receive data from and provide data to as required in this *Part B - B2B Procedure: RoLR Process*.

102. RoLR Obtains Customer & Site Details for NMIs for which it has become Financially Responsible

102.1. Application

Clause 102 applies to:

- (a) RoLR.
- (b) Suspended Retailer/Insolvency Official.
- (c) LNSP.

102.2. Conditions Precedent

- (a) AEMO has provided the Suspended Retailer with the *NMI* list reports, as required by clause 7.1(b).
- (b) AEMO has provided the *Service Provider* (the *LNSP*) with the *NMI* list reports, as required by clause 7.1(b).

102.3. Suspended Retailer/Insolvency Official Obligations

The Suspended Retailer/Insolvency Official must:

- (a) Provide each *RoLR* with the *customer* and *Site details* data specified in Table 102 - A for each of the *NMIs* to be transferred to that *RoLR* that were in the *NMI* List provided by AEMO (the *RoLR/FRMP NMI* List - Where Suspended Retailer is FRMP Report) as a consequence of the application of clause 7.1(a) and clause 7.1(b), but excluding the *NMIs* identified in clause 102.3(b).
- (b) Exclude from the list of *NMIs* identified in clause 102.3(a) any *NMIs* transferred to a *retailer* other than the *RoLR* as a result of AEMO's acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 10.1(c). Use, to identify the *NMIs* to be excluded:
 - (i) The list provided by AEMO in compliance with clause 10.1(d); and
 - (ii) Any MSATS COM notifications received as a consequence of the application of clause 10.1(c).
- (c) Supply the data referred to in clause 102.3(a) in csv format as a minimum to the RoLR Key Contact, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

Table 102-A: Customer and Site Details to Provide to RoLR

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
NMI	CHAR(10)	M	As defined in the CustomerDetailsNotification transaction in <i>B2B Procedure: Customer and Site Details Notification Process</i> .
NMIChecksum	CHAR(1)	M	As defined in the CustomerDetailsNotification transaction in <i>B2B Procedure: Customer and Site Details Notification Process</i> .
CustomerClassification	VARCHAR(20)	R	Allowed values: <ul style="list-style-type: none"> BUSINESS RESIDENTIAL
CustomerNamePerson NameTitle	VARCHAR(12)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerNamePerson NameGiven	VARCHAR(40)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerNamePerson NameFamily	VARCHAR(40)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerPersonName Suffix	VARCHAR(12)	O	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i>. The format of this component is as per the definition of PersonNameSuffix in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i>.
CustomerPersonName Type	VARCHAR(3)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameType in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
Email Address	VARCHAR(100)	R	As per the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of EmailAddress in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
HardshipIndicator	VARCHAR(12)	R	Allowed values: - Yes - No
BusinessName	VARCHAR(200)	R	As defined in the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process.</i>
BusinessContactName Title	VARCHAR(12)	M	A component of BusinessContactName, which is a part of the CustomerDetailsNotification transaction as defined in the <i>B2B Procedure: Customer and Site Details Notification Process.</i> The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification.</i>
BusinessContactPersonNameGiven	VARCHAR(40)	M	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process.</i> The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification.</i>
BusinessContactPersonNameFamily	VARCHAR(40)	M	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process.</i> The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the <i>B2B Procedure: Delivery Specification.</i>
BusinessPersonName Suffix	VARCHAR(12)	O	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process.</i> The format of this component is as per the definition of PersonNameSuffix in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification.</i>
BusinessPersonName Type	VARCHAR(3)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process.</i> The format of this component is as per the definition of PersonNameType in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification.</i>
Business_ABN	VARCHAR(20)	R	Provide ABN if customer is a Business
Average Daily Load	NUMBER (10)	R	Provide the average daily load for the NMI (in kWh)
Solar	VARCHAR(10)	R	Provide if site has solar tariff. Allowed values: - Yes - No
Battery/EV	Varchar(10)	R	Provide if site has battery / EV charger installed. Allowed values: - Yes

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			<ul style="list-style-type: none"> - No - Unknown
BillingPreference	VARCHAR (20)	R	Allowed values: <ul style="list-style-type: none"> - E-billing - Paper
BillingFrequency	VARCHAR (20)	R	Allowed values: <ul style="list-style-type: none"> - Monthly - Quarterly - Other
SiteFlatOrUnitType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFlatOrUnitNumber	VARCHAR(7)	R	A component of SiteAddress. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFloorOrLevelType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFloorOrLevelNumber	VARCHAR(5)	R	A component of SiteAddress. The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteBuildingOrProperty Name	VARCHAR(50)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteBuildingOrProperty Name2	VARCHAR(50)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName2 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Note: This is only required if the building or property name require more than one line of description. It should only be supplied if there is a value in SiteBuildingOrPropertyName.
SiteLocationDescriptor	VARCHAR(200)	R	A component of SiteAddress. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteHouseNumber	NUMERIC(5) IN RANGE 0-99999	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If there is only one house number, use this data element only. If the address has a range of numbers, the first number in the range should go here.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SiteHouseNumberSuffix	VARCHAR(1)	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteHouseNumber.
SiteHouseNumberTo	NUMERIC(5) IN RANGE 0-99999	R	See description of 'SiteHouseNumber1'. This value is the second number in the range if the address is expressed as a number range. Where data is provided, there must be a value in SiteHouseNumber.
SiteHouseNumberToSuffix	VARCHAR(1)	R	See description of 'SiteHouseNumberSuffix1'. Where data is provided, there must be a value in SiteHouseNumberTo.
SiteLotNumber	VARCHAR(6)	R	A component of SiteAddress. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteStreetName1	VARCHAR(45)	R	A component of SiteAddress. The format of this component is as per the definition of StreetName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If there is only one street name in the address, use this data element only. If the address has more than one street name (e.g. an address on a corner), the first street name part of the address goes here.
SiteStreetType1	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteStreetName1.
SiteStreetSuffix1	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteStreetName1.
SiteStreetName2	VARCHAR(45)	R	See description of 'SiteStreetName1'. This would only be required, when used in conjunction with a location descriptor for physical addresses that are expressed as the corner of two streets or rear access lots. Where data is provided, it must be the second name (i.e. there must be a value in SiteStreetName1).
SiteStreetType2	VARCHAR(4)	R	See description of 'SiteStreetType1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteStreetSuffix2	VARCHAR(2)	R	See description of 'SiteStreetSuffix1'. Where data is provided, it must be related to a value in SiteStreetName2.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SiteLocality	VARCHAR(46)	M	A component of SiteAddress. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteAddressState	VARCHAR(3)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressState in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteAddressPostcode	CHAR(4)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressPostcode in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFlatOrUnitType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFlatOrUnitNumber	VARCHAR(7)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFloorOrLevelType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFloorOrLevelNumber	VARCHAR(5)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalBuildingOrPropertyName	VARCHAR(50)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			definition of BuildingOrPropertyName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteBuildingOrPropertyName in this table.
PostalBuildingOrProperty Name2	VARCHAR(50)	R	See definition of PostalBuildingOrPropertyName. Additional notes for SiteBuildingOrPropertyName2 in this table apply here too.
PostalLocationDescriptor	VARCHAR(200)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalHouseNumber	NUMERIC(5) IN RANGE 0-99999	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SitehouseNumber in this table, which apply here too.
PostalHouseNumberSuffix	VARCHAR(1)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteHouseNumberSuffix in this table, which apply here too.
PostalHouseNumberTo	NUMERIC(5) IN RANGE 0-99999	R	See definition of PostalHouseNumber. Additional notes for SiteHouseNumberTo in this table apply here too.
PostalHouseNumberToSuffix	VARCHAR(1)	R	See definition of PostalHouseNumberSuffix. Additional notes for SiteHouseNumberToSuffix in this table apply here too.
PostalLotNumber	VARCHAR(6)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of LotNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalStreetName1	VARCHAR(45)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of StreetName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetName1 in this table, which apply here too.
PostalStreetType1	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetType1 in this table.
PostalStreetSuffix1	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetType1 in this table, which apply here too.
PostalStreetName2	VARCHAR(45)	R	See definition of PostalStreetName1. Additional notes for SiteStreetName2 in this table apply here too.
PostalStreetType2	VARCHAR(4)	R	See definition of PostalStreetType1. Additional notes for SiteStreetType2 in this table apply here too.
PostalStreetSuffix2	VARCHAR(2)	R	See definition of PostalStreetsuffix1. Additional notes for SiteStreetsuffix2 in this table apply here too.
PostalDeliveryType	VARCHAR(11)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of PostalDeliveryType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalDeliveryNumber Prefix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberPrefix in the

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalDeliveryNumber Value	NUMERIC(5) IN RANGE: 0-99999	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberValue in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalDeliveryNumber Suffix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalUnstructuredAddress1	VARCHAR(80)	R	<p>If the postal address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode.</p> <p>This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i>. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i>.</p>
PostalUnstructuredAddress2	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If the unstructured postal address requires more than one line, then this item contains the second line. Where data is provided, there must be a value in PostalUnstructuredAddress1.
PostalUnstructuredAddress3	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If the unstructured postal address requires more than two lines, then this item contains the third line. Where data is provided, there must be a value in PostalUnstructuredAddress2.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalSuburbOrPlaceOrLocality	VARCHAR(46)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
PostalStateOrTerritory	VARCHAR(3)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of SiteAddressState in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
PostalPostcode	CHAR(4)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of SiteAddressPostcode in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
Contact1PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Prefix in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact1PhoneNumber.
Contact1PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Number in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact1PhonePrefix.
Contact1PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
Contact1PhoneService Type	VARCHAR(12)	R	A component of PhoneNumber12, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
Contact2PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Prefix in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Contact2 phone details should only be populated if a Contact2 telephone number has been provided. This is mandatory if there is a value in Contact2PhoneNumber.
Contact2PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Number in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact2PhonePrefix.
Contact2PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
Contact2PhoneService Type	VARCHAR(12)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
RebateCode	VARCHAR(20)	R	Allowed Codes: <ul style="list-style-type: none"> • Pension Card • Health Care Card • Health Benefits Card • Veterans Affairs Card
PensionHealthCardNumber	VARCHAR(10)	R	Nine Numeric and one alpha unique identifier as issued by the Department of Social Security or Veterans' Affairs Mandatory if there is a value in RebateCode.
FromDate	DATE(8)*	R	This is mandatory if there is a value in RebateCode.
ToDate	DATE(8)*	R	This is mandatory if the value in RebateCode is Health Care Card.
DateOfBirth	DATE(8)*	M	Customer's date of birth.
CustomerIdentification	VARCHAR(25)	R	Contains customer's driver licence.
LifeSupportStatus	VARCHAR (50)	M	As defined in the LifeSupportNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			LifeSupportStatus in the <i>B2B Procedure: Customer and Site Details Notification Process</i> , however for the purpose of this report, allowed values are: <ul style="list-style-type: none"> Registered - No Medical Confirmation Registered - Medical Confirmation None
SensitiveLoad	VARCHAR(20)	M	As defined in the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of SensitiveLoad in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .
SiteAccessDetails	VARCHAR(160)	R	As defined in the SiteAccessNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of AccessDetails in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .
SiteHazardDescription	VARCHAR(80)	R	As defined in the SiteAccessNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of HazardDescription in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .

** Values are as follows:

M Mandatory (must be provided in all situations)

R Required (if this information is available)

* Refer to definition of DATE(8) in the *B2B Procedure: Technical Delivery Specification*.

102.4. LNSP Obligations

The LNSP must:

- (a) Provide each *RoLR* with the *customer* and *Site details* data specified in Table 102-B for all the *NMIs* on the *NMI* list reports provided by AEMO in compliance with clause 7.1(b).
- (b) Exclude from the list of *NMIs* identified in clause 102.4(a) any *NMIs* transferred to a *retailer* other than the *RoLR* as a result of AEMO's acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 10.1(c), using, to identify the *NMIs* to be excluded:
 - (i) The list provided by AEMO in compliance with clause 10.1(e); and
 - (ii) Any MSATS COM notifications received as a consequence of the application of clause 10.1(c)
- (c) Supply this information in csv format as a minimum to the *RoLR* Key Contact, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

Table 102-B: LNSP's Customer and Site Details to Provide to RoLR

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
NMI	CHAR(10)	M	As defined in the CustomerDetailsNotification transaction in <i>B2B Procedure: Customer and Site Details Notification Process</i> .
NMIChecksum	CHAR(1)	M	As defined in the CustomerDetailsNotification transaction in <i>B2B Procedure: Customer and Site Details Notification Process</i> .
CustomerNamePersonNameTitle	VARCHAR(12)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerNamePersonNameGiven	VARCHAR(40)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerNamePersonNameFamily	VARCHAR(40)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerPersonNameSuffix	VARCHAR(12)	O	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
CustomerPersonNameType	VARCHAR(3)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameType in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
BusinessName	VARCHAR(200)	R	As defined in the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
BusinessContactName Title	VARCHAR(12)	M	A component of BusinessContactName, which is a part of the CustomerDetailsNotification transaction as defined in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
BusinessContactPersonNameGiven	VARCHAR(40)	M	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
BusinessContactPersonNameFamily	VARCHAR(40)	M	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
BusinessPersonNameSuffix	VARCHAR(12)	O	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameSuffix in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
BusinessPersonNameType	VARCHAR(3)	M	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of PersonNameType in the PERSONNAME definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFlatOrUnitType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFlatOrUnitNumber	VARCHAR(7)	R	A component of SiteAddress. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFloorOrLevelType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteFloorOrLevelNumber	VARCHAR(5)	R	A component of SiteAddress. The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SiteBuildingOrPropertyName	VARCHAR(45)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteBuildingOrPropertyName2	VARCHAR(45)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName2 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Note: This is only required if the building or property name require more than one line of description. It should only be supplied if there is a value in SiteBuildingOrPropertyName.
SiteLocationDescriptor	VARCHAR(200)	R	A component of SiteAddress. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteHouseNumber	NUMERIC(5) IN RANGE 0-99999	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If there is only one house number, use this data element only. If the address has a range of numbers, the first number in the range should go here.
SiteHouseNumberSuffix	VARCHAR(1)	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteHouseNumber.
SiteHouseNumberTo	NUMERIC(5) IN RANGE 0-99999	R	See description of 'SiteHouseNumber'. This value is the second number in the range if the address is expressed as a number range. Where data is provided, there must be a value in SiteHouseNumber.
SiteHouseNumberToSuffix	VARCHAR(1)	R	See description of 'SiteHouseNumberSuffix'. Where data is provided, there must be a value in SiteHouseNumberTo.
SiteLotNumber	VARCHAR(6)	R	A component of SiteAddress. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteStreetName1	VARCHAR(45)	R	A component of SiteAddress. The format of this component is as per the definition of StreetName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If there is only one street name in the address, use this data element only. If the address has more than one street name (e.g. an address on a corner), the first street name part of the address goes here.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SiteStreetType1	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteStreetName1.
SiteStreetSuffix1	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Where data is provided, there must be a value in SiteStreetName1.
SiteStreetName2	VARCHAR(45)	R	See description of 'SiteStreetName1'. This would only be required, when used in conjunction with a location descriptor for physical addresses that are expressed as the corner of two streets or rear access lots. Where data is provided, it must be the second name (i.e. there must be a value in SiteStreetName1).
SiteStreetType2	VARCHAR(4)	R	See description of 'SiteStreetType1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteStreetSuffix2	VARCHAR(2)	R	See description of 'SiteStreetSuffix1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteLocality	VARCHAR(46)	M	A component of SiteAddress. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteAddressState	VARCHAR(3)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressState in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
SiteAddressPostcode	CHAR(4)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressPostcode in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFlatOrUnitType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalFlatOrUnitNumber	VARCHAR(7)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFloorOrLevelType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalFloorOrLevelNumber	VARCHAR(5)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalBuildingOrPropertyName	VARCHAR(50)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteBuildingOrPropertyName in this table.
PostalBuildingOrPropertyname2	VARCHAR(50)	R	See definition of PostalBuildingOrPropertyName. Additional notes for SiteBuildingOrPropertyname2 in this table apply here too.
PostalLocationDescriptor	VARCHAR(200)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalHouseNumber	NUMERIC(5) IN RANGE 0-99999	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SitehouseNumber in this table, which apply here too.
PostalHouseNumberSuffix	VARCHAR(1)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteHouseNumberSuffix in this table, which apply here too.
PostalHouseNumberTo	NUMERIC(5) IN RANGE 0-99999	R	See definition of PostalHouseNumber. Additional notes for SiteHouseNumberTo in this table apply here too.
PostalHouseNumberToSuffix	VARCHAR(1)	R	See definition of PostalHouseNumberSuffix. Additional notes for SiteHouseNumberSuffixTo in this table apply here too.
PostalLotNumber	VARCHAR(6)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of LotNumber in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalStreetName1	VARCHAR(45)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of StreetName in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetName1 in this table, which apply here too.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalStreetType1	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetType1 in this table.
PostalStreetSuffix1	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . See also additional notes for SiteStreetType1 in this table, which apply here too.
PostalStreetName2	VARCHAR(45)	R	See definition of PostalStreetName1. Additional notes for SiteStreetName2 in this table apply here too.
PostalStreetType2	VARCHAR(4)	R	See definition of PostalStreetType1. Additional notes for SiteStreetType2 in this table apply here too.
PostalStreetSuffix2	VARCHAR(2)	R	See definition of PostalStreetsuffix1. Additional notes for SiteStreetsuffix2 in this table apply here too.
PostalDeliveryType	VARCHAR(11)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of PostalDeliveryType in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalDeliveryNumber Prefix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberPrefix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalDeliveryNumber Value	NUMERIC(5) IN RANGE: 0-99999	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberValue in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalDeliveryNumber Suffix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid format of this component is as per the definition of PostalDeliveryNumberSuffix in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalUnstructuredAddress1	VARCHAR(80)	R	If the postal address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
PostalUnstructuredAddress2	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If the unstructured postal address requires more than one line, then this item contains the second line. Where data is provided, there must be a value in PostalUnstructuredAddress1.
PostalUnstructuredAddress3	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . If the unstructured postal address requires more than two lines, then this item contains the third line. Where data is provided, there must be a value in PostalUnstructuredAddress2.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalSuburbOrPlaceOrLocality	VARCHAR(46)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
PostalStateOrTerritory	VARCHAR(3)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of SiteAddressState in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
PostalPostcode	CHAR(4)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of SiteAddressPostcode in the ADDRESS definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if any other 'Postal' address data items are supplied.
Contact1PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Prefix in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact1PhoneNumber.
Contact1PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Number in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact1PhonePrefix.
Contact1PhoneServiceComment	VARCHAR(40)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
Contact1PhoneService Type	VARCHAR(12)	R	A component of PhoneNumbe12, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
Contact2PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Prefix in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . Contact2 phone details should only be populated if a Contact2 telephone number has been provided. This is mandatory if there is a value in Contact2PhoneNumber.
Contact2PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The format of this component is as per the definition of Number in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> . This is mandatory if there is a value in Contact2PhonePrefix.
Contact2PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
Contact2PhoneService Type	VARCHAR(12)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the <i>B2B Procedure: Technical Delivery Specification</i> .
LifeSupportStatus	VARCHAR (50)	M	As defined in the LifeSupportNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of LifeSupportStatus in the <i>B2B Procedure: Customer and Site Details Notification Process</i> , however for the purpose of this report, allowed values are: <ul style="list-style-type: none"> Registered - No Medical Confirmation Registered - Medical Confirmation None

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SensitiveLoad	VARCHAR(20)	M	As defined in the CustomerDetailsNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of SensitiveLoad in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .
SiteAccessDetails	VARCHAR(160)	R	As defined in the SiteAccessNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of AccessDetails in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .
SiteHazardDescription	VARCHAR(80)	R	As defined in the SiteAccessNotification transaction in the <i>B2B Procedure: Customer and Site Details Notification Process</i> . The valid values for and format of this component are as per the definition of HazardDescription in the <i>B2B Procedure: Customer and Site Details Notification Process</i> .

** Values are as follows:

- M Mandatory (must be provided in all situations)
- R Required (if this information is available*)

102.5. Time Frame Rules

- (a) The Suspended Retailer/Insolvency Official must make reasonable endeavours to comply with clause 102.3(a) by the end of the next *business day* after receiving the *NMI* List report provided in compliance with clause 7.1(b), and, if that is not possible, must comply within four business days of receiving it.
- (b) The LNSP must comply with clause 102.4(a) within four business days of receiving the *NMI* List reports provided in compliance with clause 7.1(b) and clause 10.1(e).

103.MDP Provides Metering Reads for RoLR Effective Transfer Date

103.1. Application

Clause 103 applies to:

- (a) MDP.

103.2. Conditions Precedent

- (a) The MDP has received any of the following:
 - (i) An MSATS Change Request Notification with a COM status for a change of FRMP generated as a result of the application of clause 10.1(c), clause 11.2(d)(iv), clause

11.2(g)(v), clause 13.3(d)(v) or clause 13.3(h)(v), advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current FRMP, which *Market Participant* is the New FRMP and the date of effect of the change (the *ActualChangeDate* in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: MSATS Change Request Notifications generated as a result of the application of clause 11.2(d)(iv) or clause 12.2(d)(v) will be easily identifiable because they use the Change Reason Code of *ROLR*. The *NMIs* for which COM status MSATS Change Request Notifications are generated as a result of compliance with clause 10.1(c) are not so easily identified because they will have a *business as usual* Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with clause 10.1(g).

- (ii) An MSATS Change Request Notification with a COM status for a change of ENLR generated as a result of the application of clause 12.2(d)(iv), where the Suspended Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current ENLR, which *Market Participant* is its New ENLR and the date of effect of the change (the *ActualChangeDate* in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of ENLR for Second Tier NMIs where the Suspended Retailer was the ENLR.

103.3. MDP Obligations

The MDP must:

- (a) For each *NMI* for which it has received the MSATS Change Request Notification identified in clause 103.2(a), provide *metering data* up to the RoLR Effective Transfer Date to those MSATS Participants entitled to it, in accordance with the 'Service Level Requirements - *Metering data* Collection, Processing and Delivery Services for *Metering* Provider Category Type 5D, 6D and 7D'.
- (b) In accordance with clause 103.3(a), if an actual read is available for the RoLR Effective Transfer Date, provide it.
- (c) In accordance with clause 103.3(a), if an actual read is not available for the RoLR Effective Transfer Date, provide Substituted *metering data*, which complies with Substitution rules in the Metrology Procedure: Part B.

103.4. Time Frame Rules

- (a) Reasonable endeavours must be made to comply with clause 103.3(a) for each affected *NMI* within five *business days* after receiving the COM MSATS Change Request Notification for that *NMI*.

103.5. Related Part A Clause

- (a) Clause 103 is related to *Part A* clause 11 and clause 12.

104. Management of In Progress Service Orders raised by Suspended Retailer

104.1. Conditions Precedent

- (a) AEMO has invoked a RoLR Event.
- (b) The Suspended Retailer and LNSP have received a notification of the RoLR Event being invoked.
- (c) Non-regulated MC, MP and MDP have received a notification of the RoLR Event being invoked.

104.2. Application

Clause 104 applies to:

- (a) Suspended Retailer.
- (b) LNSP.
- (c) RoLR that becomes the retailer for RoLR Event Affected NMIs where the Suspended Retailer was the FRMP.
- (d) Non-regulated MC, MP and MDP.

104.3. Suspended Retailer Obligations

The Suspended Retailer must:

- (a) Stop raising Service Order Requests for RoLR Event Affected NMIs immediately after the RoLR Event is invoked.
- (b) After receiving the FRMP/RoLR NMI List report provided by AEMO in compliance with clause 7.1(b), provide each RoLR with a list of *Service Orders* that have been raised, for which a *ServiceOrderResponse* transaction with a response type of 'Closure' has not been received, for all RoLR-affected NMIs.
- (c) At least once each *business day*, provide each RoLR with a list of all *Service Orders* that it has previously raised, for which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed", "Not Completed" or "Complete" is received, for all RoLR-affected NMIs where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the RoLR Effective Transfer Date.
- (d) Include in the lists provided as required by:
 - (i) Clause 104.3(b), all the details contained in each original *Service Order Request*, as defined in clause 4.1 of the *B2B Procedure: Service Order Process*; and
 - (ii) Clause 104.3(c), all the details contained in each original *Service Order Request*, as defined in clause 4.1 of the *B2B Procedure: Service Order Process*, and the information provided by the LNSP in the *ServiceOrderResponse*, as defined in clause 4.2 of the *B2B Procedure: Service Order Process*.

- (e) At a minimum, the lists to be provided in compliance with clause 104.3(b) and clause 104.3(c), must be in csv format.

104.4. LNSP Obligations

Each LNSP must:

- (a) On receipt of notification that the RoLR Event has been invoked (the notification referred in clause 5.1(a), obtain and retain a list of all *Service Orders* raised by the Suspended Retailer for which the works have been undertaken.
- Note: This report will be used to support the reconciliation required by clause 105.3.
- (b) Should the Suspended Retailer send any *Service Order Requests* with an Action Type of 'New' or 'Replace' on or after the RoLR Effective Transfer Date for *NMIs* that are in Jurisdictions where the Suspended Retailer is no longer licensed to operate, send a *Business Rejection* signal in response to the *Service Order Request* which indicates that 'Initiator Is Not Permitted To Raise This Service Order Type' with EventCode '1945'.
- Note that if the RoLR Event was invoked by AEMO issuing a *suspension notice* then the Suspended Retailer will not be able to operate in any Jurisdiction because they have been suspended from the *NEM*.
- (c) Using the information received from the notification in clause 5.1(a), all De-Energisation for non-payment *Service Orders* must be cancelled and finalised for each RoLR Event Affected *NMI*, except where the *LNSP* considers the work is unable to be cancelled, by sending a *ServiceOrderResponse* transaction with the following details:
- (i) `ServiceOrderStatus = "Not completed"`
 - (ii) `ExceptionCode = "Other"`
 - (iii) `SpecialNotes = "RoLR"`
- (d) Provide the *RoLR* with a list of all *Service Orders* for which a *ServiceOrderResponse* with a "Not Completed" *ServiceOrderStatus* was generated as a consequence of the requirements of clause 104.4(c), which contains all of the details in:
- Each original *Service Order Request*; as defined in clause 4.1 of the B2B Procedure: *Service Order Process*, and
 - Each original *Service Order Response*, as defined in clause 4.2 of the B2B Procedure: *Service Order Process*.
- (e) Complete the field work for any de-energisations for non-payment *Service Orders* that have been scheduled in the field that were not able to be cancelled.
- (f) For a period of fifteen *business days*, starting from when the *NMI List* report is received, deliver to each *RoLR* a daily report that has lists of all *Service Orders* details including Request and Response information initiated by the Suspended Retailer for *NMIs* for which the *RoLR* has become the FRMP (to be sent to the RoLR Key Contact):
- (i) For which a *ServiceOrderResponse* has yet to be sent to the Suspended Retailer; and those
 - (ii) For which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed" "Not Completed" or "Complete" has been sent to the Suspended Retailer.
- (g) At a minimum, the list to be provided in compliance with clause 104.4(d) and 104.4(f) must:
- (i) Be in a csv format.

- (ii) Contain a header row that includes all fields and in the same order as described in Table 13, followed by all fields and in the same order as described in Table 14, both in the B2B Procedure: Service Order Process.

Note: The first *business day* that this report is sent, the report should include all applicable *ServiceOrderResponses* where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the RoLR Effective Transfer Date. Subsequent reports should include all applicable *ServiceOrderResponse* transactions generated since the previous report.

104.5. Non-regulated MC, MP and MDP Obligations

The MC, MP and MDP of non-regulated businesses must:

- (a) On receipt of notification that the RoLR Event has been invoked (the notification referred in clause 5.1(a), obtain and retain a list of all Service Orders received from the Suspended Retailer for which a *ServiceOrderResponse* transaction has yet to be provided.

Note: This report will be used to support the reconciliation required by clause 105.3.

- (b) For all service orders obtained in 104.5(a) and using the information received from the notification in clause 5.1(a), cancel the service order and send a *ServiceOrderResponse* transaction to the suspended retailer with the following details:
 - (i) *ServiceOrderStatus* = "Not completed"
 - (ii) *ExceptionCode* = "Other"
 - (iii) *SpecialNotes* = "RoLR"
- (c) Should the Suspended Retailer send any Service Order Requests with an Action Type of 'New' or 'Replace' on or after the RoLR Effective Transfer Date for NMI's that are in Jurisdictions where the Suspended Retailer is no longer licensed to operate, send a Business Rejection signal in response to the Service Order Request with EventCode '1945'.
- (d) For the service orders identified in 104.5(a) deliver a service order list:
 - (i) to each RoLR for NMI's the RoLR has become, or will become, the FRMP
 - (ii) to each LNSP for NMI's belonging to the LNSP
- (e) At a minimum, the list to be provided in compliance with clause 104.5(d) must:
 - (i) Be in a csv format.
 - (ii) Contain a header row that includes all fields and in the same order as described in Table 13, followed by all fields and in the same order as described in Table 14, both in the B2B Procedure: Service Order Process.

104.6. RoLR Obligations

The RoLR must:

- (a) After receiving a list of *Service Orders* that are still not finalised from the Suspended Retailer provided in compliance with clause 104.3 b) or a list of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Not Completed" from the LNSP, MC, MP, MDP

and other relevant participants as a consequence of clause 104.4 d) or clause 104.4(g) or clause 104.5 (d), do the following where necessary:

- (i) If the service is still required, initiate a new *Service Order* with the *LNSP, MC, MP, MDP* and other relevant participants to have the service undertaken.
- (b) After receiving any lists of *Service Orders* that were finalised with a *ServiceOrderStatus* of “Partially Completed” from the Suspended Retailer in compliance with clause 104.3 c) or the *LNSP, MC, MP, MDP* and other relevant participants in compliance with clause 104.4(f) or clause 104.5 (d), do the following where necessary:
 - (i) If the service is still required, initiate a new *Service Order* with the *LNSP, MC, MP, MDP* to have the service undertaken.
- (c) Be responsible for any charges passed on by the *LNSP, MC, MP, MDP* and any other relevant participants under use of system agreements or contracts, for providing any services it has requested from *LNSP, MC, MP, MDP* and any other relevant participants for any *NMIs* transferred to it as a consequence of the RoLR Event.

104.7. Time Frame Rules

- (a) Clause 104.3(a) must be complied with immediately after receiving the AEMO Communication notification that the RoLR Event has been invoked.
- (b) Clause 104.3(b) must be complied with within one Business Hour of receiving the *NMI* List reports from AEMO provided in compliance with clause 7.1(b).
- (c) Clause 104.3(c) must be complied initially within one Business Hour of receiving the *NMI* List report provided in compliance with clause 7.1(b) and continue once each *business day* for fourteen *business days*.
- (d) Clause 104.4(a) and clause 104.4(b) must be complied with immediately after receiving notification that the RoLR Event has been invoked, as per the notification referred in clause 5.1(a).
- (e) Clause 104.4(c) must be complied with by the end of the next *business day* after receiving or from the date and time specified in the notification in clause 104.4(a), whichever is the later.
- (f) Clause 104.4(d) must be complied with within a Business Hour of completing clause 104.4(c).
- (g) Clause 104.4(f) must be complied with initially by the end of the next *business day* after receiving the *NMI* List report provided by AEMO in compliance with clause 7.1(b), and then by the end of each of the next fourteen *business days*.
- (h) Clause 104.5(a) must be complied with immediately after receiving notification that the RoLR Event has been invoked (the notification referred in clause 5.1(a)).
- (i) Clause 104.5(b) must be complied with by the end of the next business day after receiving or from the date and time specified in the notification in clause 104.5(a), whichever is the later.
- (j) Clause 104.5(d) must be complied with within a Business Hour of completing clause 104.5(b).

105. Participants Perform a Post RoLR Event Reconciliation AND Prepare A REPORT for AEMO

105.1. Application

Clause 105 applies to:

- (a) MSATS Participants that have a relationship with RoLR Event Affected NMIs in one of the following Roles:
 - (i) RoLR.
 - (ii) LNSP.
 - (iii) MC.
 - (iv) MP.
 - (v) MDP.

105.2. Conditions Precedent

- (a) AEMO has sent the email, indicating that all updates to MSATS are complete, required by one of clause 11.2(e), clause 12.2(e), clause 13.3(k), clause 16.1(f) or clause 15.2 (b).

Note: The time when the email is sent will depend on what subsequent tasks are required.

105.3. RoLR Event Affected MSATS Participants' Obligations

Each RoLR Event Affected MSATS Participant acting in a Role identified in clause 105.1(a) must:

- (a) Undertake a reconciliation of data and associated information in accordance with Table 105 - below.
- (b) Create a reconciliation differences table that captures discrepancies between the *NMI* list data provided by AEMO and Change Request Notifications and B2B data and information provided by other MSATS Participants.
- (c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.
- (d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 105-A: Post RoLR Event Reconciliation Matrix – B2B Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now FRMP)	Customer and Site data for <i>NMIs</i> where FRMP was updated.	'RoLR/FRMP NMI List – Where Suspended Retailer is a Second Tier FRMP Report' And, if received: 'RoLR/LR NMI List– where Suspended Retailer is ENLR Report' (includes First Tier NMIs where Suspended Retailer is FRMP and ENLR)	List of <i>NMIs</i> on AEMO NMI lists for which no customer and site data has been received. List of <i>NMIs</i> for which customer details have been received that are not on the AEMO NMI lists.

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
		Customer and Site details provided by Suspended Retailer/Insolvency Official and/or LNSP.	
RoLR (now FRMP)	Services Orders for which a ServiceOrder Response with a ServiceOrderStatus of “Not complete” was received.	Lists provided by LNSP and/or Suspended Retailer/Insolvency Official against internal documents that track <i>customer</i> contacts Used to confirm that they have contacted all <i>customers</i> and actioned appropriately.	List of <i>Service Orders</i> with a <i>ServiceOrderStatus</i> of “Not complete” that have not been followed up with the <i>customer</i> by LNSP.
RoLR(now FRMP)	Services Orders for which a ServiceOrder Response with a ServiceOrderStatus of “Partially Completed” was received.	Lists provided by LNSP and/or Suspended Retailer/Insolvency Official against internal documents that track <i>customer</i> contacts. Used to confirm that they have contacted all <i>customers</i> and actioned appropriately.	List of <i>Service Orders</i> with a <i>ServiceOrder Status</i> of “Partially Completed” that have not been followed up with the <i>customer</i> – by LNSP.
LNSP, MC, MP, and/or MDP as relevant	Ensure that a <i>ServiceOrderResponse</i> has been provided for all <i>Service Orders</i> requested by the Suspended Retailer.	Compare snapshot report of <i>Service Orders</i> from Suspended Retailer made in compliance with clause a) against internal systems to check if there are any <i>Service Orders</i> on that list that have still not been responded to with a <i>ServiceOrderResponse</i> .	List of <i>Service Orders</i> raised by Suspended Retailer for which a <i>ServiceOrderResponse</i> has not been sent.

- (e) Not until at least three months have passed since the RoLR Event was invoked, provide AEMO with a report that contains the data specified in the sub-clauses of this clause 105.3(e)
- (i) Summary of status of all RoLR Event Affected NMs for that MSATS Participant.
 - (A) Number of *NMs* for which all required *customer* and Site details have been received (FRMP only).
 - (B) Number of *NMs* for which all required *customer* and Site details have not been received (FRMP only).
 - (C) Number of *NMs* for which there are issues with regard to completion of *Service Orders*.
 - (ii) List of *NMs* that are in dispute and reasons for the dispute.
 - (iii) Impact statements including:
 - (A) Volume of *NMs* processed for the MSATS Participant.
 - (B) Estimated times for completion of business processes described in *Part B* of this document.
 - (C) Any timeframe impacts on *business as usual* B2B-related business processes.

105.4. Time Frame Rules

- (a) The report must be provided to AEMO no earlier than three months after the RoLR Event was invoked and no later than four months after the RoLR Event was invoked.

105.5. Related Part A Clause

- (a) Clause 105 is related to *Part A* clause 18.

APPENDIX 1. Specifications for RoLR reports

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR Summary Report	6.1(a)	RoLR/FRMP Summary Report Type A	A summary report by Jurisdiction of NMIs where the Failed Retailer is the FRMP. Each Regulator receives the count of <i>NMIs</i> from its Jurisdiction.	CSV file	ROLR_001_<JURISDICTION> where <JURISDICTION> is the name of the Regulator applicable to the file.	Each individual Jurisdiction	Delivered within 2 <i>business days</i> of RoLR Event occurring
ROLR_NMI_LIST report	7.1 (a)	RoLR/FRMP NMI List	<i>NMI</i> list by MSATS Participant of all NMIs where the Failed Retailer is the Current FRMP. This list will also include ADLs for each NMI.	CSV file	ROLR_013_<Role>_<Participant ID> where: <Role> is the Role of the Participant applicable to the file, and <Participant ID> is the participant ID applicable to the file.	All relevant <i>Market Customers</i> and <i>Market Participants</i>	Commence within 2 hours of completing reports specified in section 6.1 (b), and complete by the end of the following <i>business day</i> .
ROLR_PENDING_CR	8.1 (a)	CRs Pending where SR is to become FRMP	A list of all In Progress Change Requests entered into MSATS where the Failed Retailer is nominated as the New FRMP and the proposed change date is greater than or equal to the RoLR Effective Transfer Date.	CSV file	ROLR_015_AEMO	AEMO	On day of RoLR Event or by COB the day after the

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
							RoLR Event at the latest
ROLR_C ANCEL_ CR	8.1 (f)	Proposed Cancelled CRs - CRs Pending where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is greater than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_016_<Participant ID> where <Participant ID> is the Participant ID applicable to the file.	LNSP/ENM	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_C ANCEL_ CR	8.1 (g)	Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is greater than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_017_<Participant ID> where <Participant ID> is the Participant ID applicable to the file.	Current FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_R AISED_C R	9.1 (a)	CRs Pending submitted by SR to change any Role (AEMO)	A list of all Change Requests that have been submitted by the Failed Retailer to change any Role, other than FRMP and are still In Progress.	CSV file	ROLR_018_AEMO	AEMO	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_R AISED_C R	9.1 (d)	CRs Pending submitted by SR to change any Role (by RoLR)	A list of Change Requests for each RoLR as the New FRMP that are In Progress to change any Role, other than the FRMP, that have been submitted by the Failed Retailer.	CSV file	ROLR_019_<RoLR> where <RoLR> is the Participant ID of the RoLR applicable to the file.	Each individual RoLR as the New FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_A CCELER ATE_CR	10.1 (b)	CRs to be Accelerated (AEMO)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different <i>retailer</i> is the nominated New FRMP on the Change Requests.	CSV file	ROLR_020_AEMO	AEMO	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_A CCELER ATE_CR	10.1 (d)	CRs to be Accelerated (SR)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different <i>retailer</i> is the nominated New FRMP on the Change Request.	CSV file	ROLR_021_<SR> where <SR> is the Participant ID of the Failed Retailer.	The Failed Retailer	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_A CCELER ATE_CR	10.1 (e)	CRs to be Accelerated (by LNSP/ENM)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP on the RoLR Effective Transfer Date, for each individual LNSP/ENM.	CSV file	ROLR_022_<LNSP> where <LNSP> is the Participant ID of the affected NMI.	Each Individual LNSP or ENM	On day of RoLR Event or by COB the day after the RoLR Event at the latest

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_A CCELER ATE_CR	10.1 (f)	CRs to be Accelerated (by New FRMP)	A list of In Progress Change Requests to transfer the FRMP, for each nominated New FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is the nominated New FRMP on the Change Request.	CSV file	ROLR_023_<New FRMP> where <New FRMP> is the Participant ID of the New FRMP applicable to the file.	Each New FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_A CCELER ATE_CR	10.1 (g)	CRs to be Accelerated (by MDP)	A list of In Progress Change Requests to transfer the FRMP, for each existing or New MDP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is or will become the Current MDP on the RoLR Effective Transfer Date.	CSV file	ROLR_024_<MDP> where <MDP> is the Participant ID of the MDP applicable to the file.	Each MDP post Change Request	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_PE NDING_C R	13.1 (b)	<u>CRs to change FRMP still in progress for NMs that have changed due to RoLR Event (by Jurisdiction)</u>	A list of any <i>NMs</i> , by Jurisdiction, where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.	CSV file	ROLR_027_<JURISDICTION> where <JURISDICTION> is the name of the Regulator applicable to the file.	Each Regulator	Within two <i>business days</i> after completing all transfers required by sections 11 and 12 .
ROLR_PE NDING_C R	13.1 (c)	<u>CRs to change FRMP still in progress for NMs that have changed due to RoLR Event (by RoLR as the New FRMP)</u>	A list of any <i>NMs</i> , by <i>RoLR</i> where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.	CSV file	ROLR_028_<RoLR> where <RoLR> is the Participant ID of the <i>RoLR</i> as the New FRMP applicable to the file.	Each <i>RoLR</i> as the New FRMP	Within two <i>business days</i> after completing all transfers required by sections 11 and 12.
ROLR_C ANCEL_ CR	8.1 (f)	Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is great than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_031_<Participant ID> Where <Participant ID> is the Participant ID of the RoLR as the New MDP applicable to the file.	Current MDP	On day of RoLR Event or by COB the day after the RoLR Event at the latest

Version release history

Version	Effective Date	Summary of Changes
1.0	17 May 2010	Final Determination
1.1	18 October 2010	Final Determination
1.1a	24 November 2010	Final Determination
1.2	14 February 2012	Final Determination
1.3	12 August 2013	Final Determination
1.4	01 December 2017	Updated to incorporate: 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 (Meter Replacement Processes) Rule 2016 No. 2.
2.0	6 February 2022	Updated to incorporate National Electricity Amendment (Global Settlement and Market Reconciliation) Rule 2018 No 14 into Part A.
2.1	1 May 2022	Updated to include changes for the Metering ICF Package 2020 consultation, the changes are for the following Information Change Requests (ICFs): ICF_028 Remove Failed Retailer MSATS user access Reference corrections
2.2	1 May 2022	Updated to incorporate National Electricity Amendment (Global Settlement and Market Reconciliation) Rule 2018 No 14 into Part B.
2.3	1 May 2022	Consolidated v2.0, v2.1 and v2.2.
2.4	1 Nov 2023	Updated Part B with the below: <ul style="list-style-type: none"> Amended various sections to fix referencing errors Amended table 102-A with additional data from Failed Retailer to the RoLR Added new table 102-B to separate LNSP reporting obligations
2.5	1 Dec 2025	Removal of some RoLR reports, updated to improve readability. Updated Part B to: <ul style="list-style-type: none"> Define obligations for managing inflight service orders sent to metering service providers when a ROLR event is declared Align personname definition to B2B Procedure: Technical Delivery Specification Align addressing definition to B2B Procedure: Technical Delivery Specification