

B2B Procedures

- Customer and Site Details
- Service Orders (version change)
- Meter Data (version change)
- One Way Notification (version change)
- Technical Delivery Specification (version change)

CONSULTATION – First Stage

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: CitiPower Powercor

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1. Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
CitiPower Powercor	Figure 2: Customer Details Notification process (Notification sent by an Initiator)	Figure 2: Overview of generic request and notification process	In the Initiator lane, second decision states 'Use other method of communication as agreed with Recipient?' CitiPower Powercor suggests that diamond be changed to a step and reworded to 'Send email to Recipient' or 'Send Life Support Notification'.
CitiPower Powercor	Figure 3: Overview of Customer Details Reconciliation Process	Figure 3: Overview of Customer Reconciliation Process	In comment 'Where Recipient has a NMI flagged as Life Support, but did not receive a CustomerDetailsReconciliation from the Initiator, send a CustomerDetailsRequest with Reason = 'Rec – confirm no LifeSupport', CitiPower Powercor suggests that reason be updated to 'Rec – confirm no Sensitive Load' in line with clause 4.5 Customer Details Reconciliation (g) of the procedure.
CitiPower Powercor		4.4.1. Life Support Notification Table 5 Data Requirements for Life Support Notification	In this notification field <i>LifeSupportStatus</i> has a number of allowable values. CitiPower Powercor seeks clarification on when value of 'None' should be used? It appears that 'None' and 'Deregistered – Customer Notified' options would be used for the same scenario, if so one should be removed.
CitiPower Powercor		4.4.3 Life Support Rejection	CitiPower Powercor suggests the procedure should include a list of reasons/scenarios about why a notification is rejected to ensure consistent practises are adopted across the industry.
CitiPower Powercor			CitiPower Powercor suggests that the procedure consider a section on how distributors should deal with validating a prospective retailer scenario.

2. Option and commentary for long term solution

CitiPower and Powercor favours the central repository as the long term solution provided there are stringent controls in place, i.e. who can update info, clarity and transparency on registration process owner which would otherwise not be visible or difficult to identify if relying solely on B2B transactions. This option also provides industry with the best way of creating a single source of truth for this critical function of managing life support customers.