

## 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:*** AGL

***Completion Date:*** 22 April 2017

# Table of Contents

1. Customer and Site Details .....	3
1. Assuming normal transfer processes, is it expected that the general usage of date would be the expected transfer date / scheduled meter read date.....	<b>Error! Bookmark not defined.</b>
2. Should there be validation or process around the use of DateRequired ? .....	<b>Error! Bookmark not defined.</b>
3. Option and commentary for long term solution .....	9

## 1. Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
AGL			General Comment Clauses should be amended to reflect that the Life Support information being distributed is via 'notices' and any references to e-mail should only occur where it is specific – eg e-mail subject header.
AGL	4.1(g)		Error in cross reference
AGL		4.3.1(e)	Guidance Note requires the Sensitive Load Field to be updated to 'None' if Life Support Is removed. However, the site may still qualify as 'Sensitive Load'.  This clause should be updated to:  .....a <u>Current</u> Retailer .... a <i>MovementType</i> value of "Update" and <i>SensitiveLoad</i> <u>field with a</u> value of <del>"None"</del> <u>updated per clause 4.3.2</u> to the relevant DNSP and the DNSP ....
AGL		4.3.1(e)	Question whether this clause should be in this section since it is covered off in the Life Support section.
AGL		4.3.3 (a)	For consistent usage and obligations, the clause should be updated to:  (a) [Guidance Note 2] If a Site is vacant, the Initiator must send a CustomerDetailsNotification containing <i>NMI</i> , <i>LastModifiedDateTime</i> , a <i>MovementType</i> value of 'Site Vacant' and <i>SensitiveLoad</i> of 'None' to the relevant Recipient <u>who should update their records accordingly.</u>

Participant Name	Old Clause No	New Clause No	Comments
AGL		4.4	<p>Suggest that as this process is driven by e-mail, the first clause (4.4.1) should be a clear statement of the basic protocol that is expected for the e-mail communication process, as suggested below:</p> <p><b><u>4.4.1 E-mail Protocol</u></b></p> <ul style="list-style-type: none"> <li>a) <u>The transport mechanism for the movement of Life Support Notices is e-mail;</u></li> <li>b) <u>All initiating notices must be sent to the Recipients Life Support Notifications email address specified in the Retail Operations Contact List (ROCL);</u></li> <li>c) <u>The initiating notice subject header must be in the form of:</u> <u>'Life Support Notification # NMI';</u></li> <li>d) <u>All responses should be returned to the e-mail address they are received from;</u></li> <li>e) <u>If a recipient does not respond to a notice, the initiator should contact the Recipient through other means to seek confirmation;</u></li> </ul> <p>And remove unnecessary clauses from each sub section</p>
AGL		4.4.1(b)	<p>Clarification –update or delete (per comment above)</p> <p>(b) All <del>initiating emails</del> <u>initiating notices</u> must be sent to the Recipients Life Support Notifications email address in the Retail Operations Contact List (ROCL). <del>The email subject header must be in the form of:-</del> <del>'Life Support Notification # NMI'.</del></p>

Participant Name	Old Clause No	New Clause No	Comments
AGL		4.4.1(c)	<p>Clarification of statement</p> <p>(c) In addition to (a), where the Retailer is the Current Retailer or becomes the Current Retailer, they must send a CustomerDetailsNotification. In this case, the changes are effective from the earliest date notified <del>between the parties.</del> <u>notified by the initiator in the Life Support Notification or CustomerDetailsNotification.</u></p>
AGL		4.4.1(e)(i)	<p>Clarification:</p> <p>(i) they must send the other party <u>a notice</u> <del>an email</del> as specified in <u>4.4.1(a)</u></p>
AGL		4.4.1(e) (ii)	<p>Per issue in 4.3.1(e).</p> <p>Note both location and extent of clause obligation in relation to DB obligation.</p> <p>For consistency, the clause should be updated to:</p> <p>The current retailer..... a <i>MovementType</i> value of “Update” and <i>SensitiveLoad</i> <u>field with a value of</u> <del>“None”</del> <u>updated per clause 4.3.2</u> to the relevant DNSP <u>and the DNSP must update their records accordingly.</u></p>
AGL		4.4.1(e)(iii)	<p>Clarification</p> <p>(iii) the changes are effective from the date specified in the <u>notice provided in 4.4.1(a)</u> <del>email notification.</del></p>

Participant Name	Old Clause No	New Clause No	Comments
AGL		4.4.1(f)	<p>Clarification</p> <p>(f) [Guidance Note 1] Where the Retailer<sub>1</sub> who is not the Current Retailer<sub>1</sub> has provided information to the DNSP required in <a href="#">4.4.1(a)</a> and no longer requires life support registration:</p> <p>(i) The Retailer must send the DNSP an email as specified in (a) with the <i>LifeSupportStatus</i> value of 'Deregistered – Customer Notified' and</p> <p>(ii) The DNSP may update their records accordingly.</p>
AGL		4.4.1 Table 5	<p>For LifeSupportStatus should the allowable value of 'Registered – Customer Notified' be changed to 'Deregistered – Customer Advice' to make it clear that the reason for the deregistration is advice from the customer, rather than a notice sent to the customer.</p>
AGL		4.4.1 Table 5	<p>Definition</p> <p>Date when life support equipment is required or deregistered</p> <p>This information will require some clarity in how the information is provided.</p> <p>For a network, the relationship is with a FRMP, so the date will be relevant only to the two parties. For an incoming retailer it could be an in situ transfer or move in.</p> <p>For an in-situ transfer, the date required (unless specifically advised by the customer) should be the date the customer provides advice. This will in turn prompt a process between the Network and FRMP to confirm currency of life support requirements.</p> <p>For a move in, the date required is the move-in date.</p>

Participant Name	Old Clause No	New Clause No	Comments				
AGL		4.4.1 Table 5	<p>Grammar and Enhancement LSEquipment – Other</p> <p>‘Other’ means <del>an</del> equipment that a registered medical practitioner certifies is required for a person residing at the customer’s premises for life support and is not already listed above.</p> <p>If suggestion below is not used – then it is suggested that the following be added to other  <a href="#">Details of the required equipment must be provided in this field when other is used.</a></p>				
AGL		4.4.1 Table 5	<p>For consistency with other B2B notices, an additional field called <i>SpecialNotes</i> should be added to this table with the following characteristics:</p> <table border="1"> <tr> <td><a href="#">SpecialNotes</a></td><td><a href="#">VARCHAR(240)</a></td><td><a href="#">O/M</a></td><td> <a href="#">Any additional information the Initiator wishes to convey to the Recipient.</a>  <a href="#">Mandatory if Reason is “Other” and must include details of the equipment required by the medical practitioner.</a> </td></tr> </table> <p>If this suggestion is used, the field width for LSEquipment could be reduced to 50 characters.</p>	<a href="#">SpecialNotes</a>	<a href="#">VARCHAR(240)</a>	<a href="#">O/M</a>	<a href="#">Any additional information the Initiator wishes to convey to the Recipient.</a> <a href="#">Mandatory if Reason is “Other” and must include details of the equipment required by the medical practitioner.</a>
<a href="#">SpecialNotes</a>	<a href="#">VARCHAR(240)</a>	<a href="#">O/M</a>	<a href="#">Any additional information the Initiator wishes to convey to the Recipient.</a> <a href="#">Mandatory if Reason is “Other” and must include details of the equipment required by the medical practitioner.</a>				
AGL		4.4.1 Table 5	<p>LSContactEmailAddress Add to description for consistency with CSDN:</p> <p>Must be the email address of the person who is the contact for the management of Life Support requirements <a href="#">where the Initiator has obtained Explicit Informed Consent for the purposes of contacting the person for supply outages and other issues associated with the account.</a></p>				

Participant Name	Old Clause No	New Clause No	Comments
AGL		4.4.4(a)	Grammar [Guidance Note 1] Where a party requires confirmation of <del>fr</del> a life support registration they may send a Life Support Request to the other party. The email subject header must be in the form of 'Life Support Request # NMI'.
AGL		4.4.4(c)	Grammar (c) [Guidance Note 1] The Recipient of the Life Support Request must provide a Life Support Notification <del>and sent</del> within 5 business days.
AGL		4.4.4(d)	Clarification (d) If a Life Support Notification is not received <u>after 5 business days</u> the Initiator may contact the Recipient



## 2. Option and commentary for long term solution

In consideration of the long-term solution there are a number of criteria which must be considered.

The next stage options are presently a B2B aseXML transaction or a Centralised Life Support database. The EIC in their determination have required a permanent solution for this matter to be in place by end 2019.

In order for a permanent solution to be in place by late 2019, then key decisions will need to be made shortly to allow appropriate design and implementation.

### B2B Transaction

If the decision is to continue with B2B, then the necessary changes to convert the process to an B2B AseXML transaction basis will need to commence within a short period, so that the procedural component is completed by late 2018/early 2019, to allow industry time to build and test the transaction for late 2019.

The B2B transaction is likeliest the cleanest and quickest long term solution that can be delivered by late 2019. The current work that has been undertaken provides a strong foundation for conversion to a transaction.

### Centralised Database

If the outcome is to be a centralised database, then there are a number of considerations which must be taken into account in the scope of works, including auditability, responsibility and operability.

Work would need to be undertaken to develop the design and data upload mechanisms and specifications, as well as an extensive test and implementation plan. Various market and customer scenarios should be developed to test the operation of a centralised facility.

Further, consideration needs to be given as to whether this facility would cater for gas customers as well as electricity customers, given that the life support obligations are agnostic of energy type.

For instance, issues to be considered include:

- The LS database must ensure clarity of the participants providing information to that database and any updates to this information must be auditable;
- Information from this database will need to be retrievable by multiple participants;
- The LS reference for a NMI must be linked to NMI discovery;
- The various MSATS CR role changes and statuses for a NMI such as 'move out' etc. should trigger a requirement for the latest party to review/update to the LS status for that NMI (noting that the customer could change, but the LS status remains, this would need a positive confirmation process);
- A participant undertaking an activity should be identified within the database – eg if a network is seeking LS confirmation from the customer that should be visible to either the existing or incoming retailer; The date of the medical certificate should be stored, so that all parties can determine the age of the certificate – this is particularly when associated with concessions for LS equipment;
- Customers should be easily able to get an extract of the information associated with their record; this may be through the retailer or network, but should be available via an advocate or doctor;
- Legacy data would need to be imported – who's the source of truth;
- The number of participants involved in the management of data complicates the record ownership.
- Ongoing data accuracy could be problematic, and a reconciliation may be a 4-way process (eg AEMO, network, FRMP, incoming retailer);
- An industry working group of SMEs will be needed to develop and play out the various scenarios associated with life support;