B2B Procedures

- Service Orders
- Customer and Site Details
- Meter Data
- One Way Notification
- RoLR Part B

Retail Electricity Market Procedures – Glossary and Framework.

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant**: SA Power Networks*

***Completion Date**: 30/11/2016*

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1. Service Orders

Old Clause No	New Clause No	Comments
	2.1 – Table 1	Re-energisation - Sub Type Codes The current Service Order Sub Type Codes used within V2.2 of the Service Order Procedure should be re-instated. SA Power Networks do not agree with the removal, they form an important part of the end to end process. The Re-energisation - Sub Types Codes are used to ensure Regulatory obligation with regards to the timing of Re-energisations are achieved.
	2.1 – Table 1	Drafting Typo Metering Service Works – missing Sub Type Codes listed in 4.1 Figure 11 Items missing are highlighted below - Meter Service Works • Install Controlled Load • Move Meter • Install Meter • Remove Meter

		• Exchange Meter • Meter Reconfiguration • Meter Investigation - Tamper • Meter Investigation – Inspect • Meter Investigation - Meter Test
	4.1 – Figure 11	Drafting Typo Metering Service Works – missing Sub Type Codes listed in 2.1 – Table 1 • Install Hot Water • Change Timeswitch

2. CSDN

Old Clause No	New Clause No	Comments
	Life Support Changes Various Clauses	SA Power Networks do not support the changes made throughout the procedure relating to CDN's and Life Support information. The AER have been consulting with Industry with regards to the management of Life Support Customers and we understand that they intend in the near future to propose changes to current policy instruments to the AEMC. We believe that any changes to the way Life Support information provide from the Retailer to the Distributor should be put on hold until the outcomes from the AEMC process occurs. This will ensure that rework and additional cost that this rework would create are avoided.
	4.3.2 (a)	SA Power Networks disagree that a phone call is required. Phone calls are difficult to track and audit and therefore communiation should only be provided in electronic form (email or CDN). Additionally, the wording ' immediately when the retailer becomes aware' should state, when a valid medical certificate is received in accordance with the NERR. A medical certificate is to be received ***prior*** to the life support flag being updated.

	4.3.2 (b)	SA Power Networks are supportive of this process (DNSP to Retailer Life Support communication) being included within the CSDN Procedure however, we disagree that a phone call is required. Phone calls are difficult to track and audit and therefore communiation should only be provided in electronic form (email). Suggested wording – The DNSP must send an email to the Retailer as soon as practicable following the confirmation that a customer qualifies for Life Support status. The email from the DNSP to the Retailer mst at a minimum include the following information about the Life Support situation: (as per draft procedure).
	4.3.2 (b)	SA Power Networks also believe that the scenario for the DNSP to advise Retailer that Life Support is no longer required should be covered within this procedure via an additional email based transaction.
	5.2	SA Power Networks are supportive of the change made to the CDN transaction to include an email address. Customer expectation that communication occurs in electronic format are growing. Having this information will enable Distributors to communicate more effectively to customers with regards to network related topics.

3. Meter Data

Old Clause No	New Clause No	Comments
		No commnets

4. OWN

Old Clause No	New Clause No	Comments
		No commnets

5. RoLR Part B

Old Clause No	New Clause No	Comments
		No commnets

6. Glossary and Framework

Clause	Heading	Comments
		No commnets