B2B Guide

# CONSULTATION

# CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant**: AusNet Services*

***Completion Date**: 2 December 2016*

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# 1. Guide

| Clause | Heading | Comments |
|---|---|---|
| 1.1 | Purpose and Scope | AusNet Services notes that as an unenforceable document, the purpose of the B2B Guide is to provide guidance to participants on the purpose and operational context to B2B transactions. The Guide should make no attempt to document specific rules for transactions as these should be present in the relevant B2B Procedure process. |
| 2 | CONTEXT AND SUMMARY OF THE B2B CHANGES | NO COMMENT |
| 3 | COMMUNICATIONS MODEL | NO COMMENT |
| 3.1 | Initiators | NO COMMENT |
| 3.2 | Recipients | NO COMMENT |
| 3.3 | Notified Parties | NO COMMENT |
| 3.4 | Business Communications Model Changes | AusNet Services notes that recent discussion topics at the System Working Group (SWG) are not currently reflected in the B2B Guide.<br>• Initiators may provide updates to Notified Parties directly |

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| | | rather than through the e-Hub.<br><br>• Messages to Notified Parties are via a One Way Notification.<br><br>• The recipient of the Service Order transaction has no responsibility to ensure notified parties are updated, other than populating the appropriate CC list.<br><br>• Notified Parties may either not receive or even reject a notification, and the recipient has no action to follow in this case.<br><br>• We also note that with some participants not present in the SWG meetings, and documentation currently lacking from those groups. Therefore we consider that some high level information on the operation of the e-Hub should be documented and endorsed by the SWG. We suggest that this high level description should be published in the B2B Guide. |
| 4 | TABLE OF B2B COMMUNICATIONS | AusNet Services identified the following inconsistencies between the B2B Guide and the Procedures.<br><br>• Inconsistency with B2B Guide – methods of De-en are inconsistent between B2B Guide and Procedures<br><br>• Inconsistency with B2B Procedure – “Change Timeswitch” subtype of Metering Service Works in Procedure document is not present in B2B Guide |

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| | | • Table is missing the One Way Notification type Meter Exchange Notification which is still listed in the detail section and also documented in the Procedure document. It was used for Mass Market rollout in Victoria and it has not been retired. |
| 5 | USAGE SCENARIOS | NO COMMENT |
| 5.1 | Service Orders | NO COMMENT |
| 5.1.1 | New Connections | While appreciating the document describes the changes to the legacy New Connections process, the usage of legacy terms such as New Connections under a section titled “Service Orders” is confusing to the reader. We recommend the title be changed to reflect this. |
| 5.1.1.1 | Example Process Flows – New Connections | NO COMMENT |
| 5.1.2 | Adds & Alts | Refer to comment for Section 5.1.1 |
| 5.1.2.1 | Example Process Flows – Meter Exchange | AusNet Services suggests the inclusion of an example process flow under Section 5.1.2.1 to describe the process of churning a meter. |
| 5.1.3 | Re-energisation & De-energisation | There is an inconsistency between B2B Guide and B2B Procedures regarding the list of de-energisation methods. |
| 5.1.3.1 | Change to De-energisation Service Order format | NO COMMENT |

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| 5.1.3.2 | De-Energisation Method | Refer to comment for Section 5.1.3 |
| 5.1.3.3 | De-Energisation Reasons | NO COMMENT |
| 5.1.3.4 | De-Energisation Summary | NO COMMENT |
| 5.1.4 | Service Order Coordination | NO COMMENT |
| 5.2 | Customer and Site Details Notification | NO COMMENT |
| 5.2.1 | Customer Details Request | NO COMMENT |
| 5.2.2 | Customer Details Notification | NO COMMENT |
| 5.2.3 | Life Support | RECOMMENDATION TO REDUCE IMPLEMENTATION COSTS AND RISK<br><br>AusNet Services notes the AER is working on a NERR Rule change request regarding Life Support. This Rule change request will clarify Life Supports requirements and in doing provide a Head of Power for some of the information that has been proposed in this draft B2B Procedure CSDN process. Further we expect the Rule change will outline a timeframe for confirming Life Support, this will certainly result in further changes to Life Support processes.<br><br>The initial B2B Procedures have added a number of fields related to Life Support including Life Support specific fields including:<br><br>• ContactName, PatientName, Address, Phone numbers, EmailAddress, LifeSupportEvidence, and LifeSupport |

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| | | Equipment.<br><br>Whilst we agree with the improvements in this section and the addition of the information, it is simply not justifiable to change Life Support processes as part of the Metering Contestability program only update it again after the AER has made its changes. Further the AER Rule change would provide a clear Head of Power to send this additional information via B2B Communications. As such we suggest recommend deferring this change until after the AER initiated Rule Change. |
| 5.2.3.1 | Example Process Flows involving Life Support | NO COMMENT |
| 5.2.4 | Customer Details Reconciliation | NO COMMENT |
| 5.2.5 | Site Access Request | NO COMMENT |
| 5.2.6 | Site Access Notification | NO COMMENT |
| 5.2.7 | Pre-Installation Request/Response | RECOMMENDATION TO REDUCE IMPLEMENTATION COSTS AND RISK<br><br>AusNet Services believes that the *PreInstallationDataRequest* and *PreInstallationDataResponse* can be consolidated within the existing Customer and Site Details Procedure under the *SiteAccessRequest* and *SiteAccessNotification,* and therefore the new Pre-Installation Data transactions are not required.<br><br>Utilising the existing transactions would result in a common method |

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| | | for participants to ask and be notified with information relating to the conditions of an installation and avoids the duplication of processes to address access and hazards. Adding transactions for *PreInstallationData* would be unnecessarily complex and costly to implement.<br><br>Given that multiple parties that will now attend a physical connection this provides a more consistent method to exchange installation and safety related information. With this shift in market operation it is no longer just the retailer who should be notifying participants where they identify a potential change in site conditions. To facilitate this, the *SiteAccessRequest* could be augmented to include a *RequestedData* indicator to identify if the initiator required *existing defects* and *meter location* information. |
| 5.3 | One Way Notification | NO COMMENT |
| 5.3.1 | Pre-Defined Transactions | NO COMMENT |
| 5.3.1.1 | Meter Exchange Notification (MXN) | NO COMMENT |
| 5.3.1.2 | Network Tariff Notification (NTN) | NO COMMENT |
| 5.3.1.3 | Planned Interruption Notification (PIN) | NO COMMENT |
| 5.3.1.4 | Meter Fault and Issue Notification (MFN) | NO COMMENT |

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| 5.3.1.5 | Notice of Metering Works (NMW) | As detailed in AusNet Services' submission to the B2B Procedures, the CSV format and structure for the NMW transaction presents significant issues for systems implementation. AusNet Services recommends that this be discussed and revised at the first opportunity by the B2BWG and reflected in the TDS. |
| 5.4 | Meter Data Process | NO COMMENT |
| 5.4.1 | Provide Meter Data | NO COMMENT |
| 5.4.2 | Verify Meter Data | NO COMMENT |
| 5.4.3 | Metering Installation Inquiry Request/Response | NO COMMENT |
| 5.4.4 | Remote On Demand Meter Read | Referring to our response to the B2B Procedure documentation consultation, AusNet Services wishes to highlight issues with the new Remote On Demand Meter Read. These issues are:<br>• In the Victorian experience, meter reads are already provided by the Special Read Service Order<br>• Metrology rules currently prohibit the provision of "part day" meter data – that is, interval read data that is incomplete for the 24 hour period.<br>It is AusNet Services recommendation that this transaction be removed from scope, and replaced with a new sub-type of Special Read Service Order. This is not withstanding the issue of part-day |

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| | | data. |
| 6 | BUSINESS PRACTICES | NO COMMENT |
| 6.1 | Service Order Process | NO COMMENT |
| 6.1.1 | General Principles | NO COMMENT |
| 6.1.2 | Raising a ServiceOrderRequest | NO COMMENT |
| 6.1.3 | Acknowledging Receipt of the ServiceOrderRequest | NO COMMENT |
| 6.1.4 | Actioning the ServiceOrderRequest | NO COMMENT |
| 6.1.4.1 | Raising a ServiceOrderResponse | NO COMMENT |
| 6.1.4.2 | Use of Status, Exception and Product Codes in ServiceOrderResponses | NO COMMENT |
| 6.1.5 | Closing the Service Order Process | NO COMMENT |
| 6.1.6 | Works Scheduling | NO COMMENT |
| 6.1.7 | Cancelling a ServiceOrderRequest | NO COMMENT |

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| 6.1.8 | Common Business Practices | NO COMMENT |
| 6.1.8.1 | General | NO COMMENT |
| 6.1.8.2 | Service Paperwork | NO COMMENT |
| 6.1.8.3 | Allocate NMI – NSW | NO COMMENT |
| 6.1.8.4 | Allocate NMI – Other Jurisdictions | NO COMMENT |
| 6.1.8.5 | Completing the New Connection – Other Jurisdictions | NO COMMENT |
| 6.1.8.6 | Meter Reconfiguration | NO COMMENT |
| 6.1.8.7 | Metering Service Works | NO COMMENT |
| 6.1.8.8 | Meter Reconfiguration | NO COMMENT |
| 6.1.8.9 | Supply Service Works | NO COMMENT |
| 6.1.8.10 | Miscellaneous | NO COMMENT |
| 6.2 | CUSTOMER & SITE DETAILS PROCESS | NO COMMENT |
| 6.2.1 | Common Business Rules for Notifications | NO COMMENT |

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| 6.2.2 | Customer Details Request | NO COMMENT |
| 6.2.3 | Customer Details Notification | NO COMMENT |
| 6.2.3.1 | Initiating a Customer Details Notification | NO COMMENT |
| 6.2.4 | Customer Details Reconciliation | NO COMMENT |
| 6.3 | One Way Notifications | NO COMMENT |
| 6.3.1 | Process Overview | NO COMMENT |
| 6.3.2 | Meter Exchange Notification (MXN) | NO COMMENT |
| 6.3.3 | Network Tariff Notification (NTN) | NO COMMENT |
| 6.4 | Planned Interruption Notification (PIN) | NO COMMENT |
| 6.5 | Meter Fault and Issue Notification (MFN) | NO COMMENT |
| 6.6 | Notice of Metering Works (NMW) | NO COMMENT |
| 6.7 | Meter Data Process | We note that not all Meter Data procedures are represented here – |

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| | | specifically Meter Data Notification, Meter Installation Inquiry Request/Response, Meter Read Request/Response, Remote On Demand Meter Read |
| 6.7.1 | Provide Meter Data | NO COMMENT |
| 6.7.2 | Verify Meter Data | NO COMMENT |
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