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

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1. Service Orders

Old Clause No	New Clause No	Comments
	General Comment	References throughout the document are not updated with the relevant Table or Figure. Whole document should be checked for references. 2.1.2 (g) Refer section 0 for the list of relevant EventCodes. 2.2 (d) Reasons for a rejection or validation errors must be advised to the Initiator using the EventCodes detailed in section 0) BusinessAcceptance/Rejection. 2.13.7 (e) Where there is a physical Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a physical re-energisation followed by a physical de-energisation fuse removal followed by a fuse insertion. Scenarios 1-6, detailed in section 0, allow for this practice.
	General Comment around B2B Transaction Fields	All B2B Transactions should have consistency around the following fields. - InitiatorId - InitiatorRole

		- RecipientID - RecipientRole - RequestId Some have a combination of the above fields – some only have InitiatorRole, some only have RecipientRole, some only have InitiatorId and RecipientID, and some have none. The CustomerDetailsRequest and Notification doesn't have any of these fields. Proposed to have: - Initiator ID - Recipient ID - Initiator Status (ie Current or Prospective) - Request ID Role information does not add value.
	2.1	Table 1 Supply Abolishment Description – change wording to be more descriptive of actual work Change - DNSP is requested to abolish *supply*. To – DNSP is requested to remove the service line/cable as supply no longer required.
	2.1	Table 1 Establish Temporary in Permanent – add additional wording to Description of use …construction site, but when completed, connection point and metering will remain as the permanent supply.
	2.1	Table 1 Deenergisation – do we really need all these service order sub type methods? Cull the list to simplify and allow the recipients to build a

		suitable internal process, also simplifies the initiators work and training. Suggested Methods are: • Remote • Physicial De-en. • Non-Pay • Customer Request Then in the Description - Customer Request is when a customer specifically requests a DN on a particular day which is allowed under the NECF rules - Physical De-En -The Initiator requires deenergisation by any means possible for that jurisdictions preferred methods.
	2.1	Remove meter subtype State that a remove meter can not be the last meter on site unless a Supply Abolishment is sent through also
	2.1	Miscellaneous Perhaps add some specific subtypes where this is usually used so we can ensure we get notifications. EG: We usually get these when the customer needs new keys cut for a lock, so we will still need to be notified of this.
	2.1.2	2.1.2 (h) (iv) Include details of Notifed Parties

		Update description to state Include ParticipantID's of Notified Parties
	2.1.2 (n)	Update to include examples of a Co-ordinating Contact
	2.13.2 (c)	Update the description of Clause 2.13.2. (c) to include the comments in red On receipt of an Allocate NMI ServiceOrderRequest, the DNSP must allocate a NMI and issue it to the Retailer using a ServiceOrderResponse. The DNSP must populate the Retailer who has issued the Allocate NMI ServiceOrderRequest as the FRMP, along with MC, MPB, MPC as nominated in MSATS. The Retailer must not object to being allocated as the FRMP where they have lodged the ServiceOrderRequest.
	2.13.3 (h)	Reword 'They It'
	2.13.4 (c)	Update the description of Clause 2.13.4 (c) De-energisation – modify point (c) and sub types should be mandatory. The Initiator must use the ServiceOrderSubType to indicate what type of de-energisation is required. The Recipient must use best endeavours to action the primary service order request using most efficient available process e.g. sticker switch, remove fuse at meter board or pillar box or pole top, isolate meter.
	2.13.4 (d) (i)	As per our suggestion above to simplify the De-energisation methods, update the following : Current (d) For a De-energisation ServiceOrderRequest for non-payment,: (i) The Retailer must use a *ServiceOrderSubType* of "Remove Fuse

		(Non-payment)" or “Pillar box, Pit or Pole top (Non-payment)” for a de-energisation for nonpayment. Suggested update: (d) For a De-energisation ServiceOrderRequest for non-payment,: (i) The Retailer must use a *ServiceOrderSubType* of “Non-pay" (ii) The Initiator must use the ServiceOrderSubType to indicate what type of de-energisation is required. The Recipient must use best endeavours to action the primary service order request using most efficient available process e.g. remove fuse at meter board or pillar box or pole top, isolate meter. Currently this section refers to codes for Non pay that are not listed in the Figure 11 – Transaction Table.
	2.13.7	Remove from Figure 4 and Figure 6: Meter Reconfiguration, Meter Investigation, Supply Abolishment as they are ServiceOrderSubTypes, not Service Requests
	3.3	Remove from Figure 9 and Figure 10: Meter Reconfiguration, Meter Investigation, Supply Abolishment as they are ServiceOrderSubTypes, not Service Requests
	4.1 Figure 11	Deenergisation Sub types, as listed above for 2.1 table 1, simplify and only include these.
	4.1 Figure 11	Meter Investigation – Tamper, Meter Investigation – Inspect, Meter Investigation - Meter Test These are not listed as ServiceOrderSubTypes in Table 1. Remove from this table, just have MeterInvestigation.

	4.1 Figure 11	MeterSerialNumber – make this R/N for all ServiceOrderTypes, and definition already covers off when not required.
	4.1 Figure 11	MeteringRequired – in relation to smart meters, what do these mean? Need to simplify to: • HV Metering • LV CT Metering • 3 Phase WholeCurrent • 1 Phase • 1 Phase MultiElement
	New field required EnergyDirectionRequired	Same requirements as "MeteringRequired" • Export only • Export & Import
	4.1 Figure 11	Life support – how can you send a Life support flag of yes in a Deenergisation request when NERR specifically states not allowed except when requested by customer? Need to add a caveat If flag set to "Yes", and ServiceOrderType is "Deenergisation", ServiceOrderSubType must be "Customer Request", otherwise this service order will be rejected for the recipient to stay compliant.
	4.2 Figure 12	ServiceOrderStatus – change last sentence in definition to: The SpecialNotes field must be used if a ServiceOrderStatus of "Partially Completed" or "Not Completed" is used.
	4.2 Figure 12	SpecialNotes – as above, then change the last sentence to include "Not Completed" also.

	Section 4.4 BusinessAcceptance/Rejection Transaction Data	Missing table that is in the One Way Notification and Meter Data Process Procedures that outlines the valid values for the Status Field – eg Accept, Partial and Reject

2. CSDN

Old Clause No	New Clause No	Comments
	General Comment for all procedures	All B2B Transactions should have consistency around the following fields. - InitiatorId - InitiatorRole - RecipientID - RecipientRole - RequestId Some have a combination of the above fields – some only have InitiatorRole, some only have RecipientRole, some only have InitiatorId and RecipientID, and some have none. The CustomerDetailsRequest and Notification doesn't have any of these fields. Proposed to have: - Initiator ID - Recipient ID - Initiator Status (ie Current or Prospective) - Request ID Role information does not add value.

	Section 2.1	No mention of Figure 5 or what it relates too or if Reword (a) and (d) to include 5 Reword (a) to (a) Figures 1-5 show the entire process for the provision of Customer and Site Details. This includes: (i) CustomerDetailsRequest. (ii) CustomerDetailsNotification. (iii) CustomerDetailsReconciliation. (iv) SiteAccessRequest. (v) SiteAccessNotification (vi) PreInstallationDataRequest (vii) PreInstallationDataResponse (b) On most occasions, the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest. In this case, the Initiator will provide the Recipient with the required CustomerDetailsNotification. (c) The Timing Requirements for the BusinessReceipt and the BusinessAcceptance/Rejection for the SiteAccessNotification are identical to those for the CustomerDetailsNotification. (d) The Timing Requirements for the BusinessReceipt and the BusinessAcceptance/Rejection for the SiteAccessRequest are identical to those for the CustomerDetailsRequest. (e) The triangles at the bottom of Figures 1-5 indicate the timing points for the process.
	Section 3.1	(a) The Timing Points are shown in Figures 1-5.

		This was Figures 1-4 and needs to be updated to include all relevant Figures.
	Section 3.1 (c)	What do you do if you receive a *BusinessAcceptance/Rejection* before a *BusinessReceipt*? Or no *BusinessReceipt* at all, only the *BusinessAcceptance/Rejection*? Which one has priority?
	Section 3.1 (c & d)	Combine the statements. (c) Table 1 contains the Timing Point Definitions, and Table 2 the Timing Period Definitions.
	Section 4.3.4	Vacant Sites, add additional wording to make clearer. (a) If a Site is vacant, the Retailer must send a CustomerDetailsNotification containing only mandatory fields *NMI*, *LastModifiedDateTime*, a *MovementType* value of 'Site Vacant' and *SensitiveLoad* of 'None' to the relevant Recipient.
	Section 4.7 (b)	Remove statement as this is part of standard transaction protocol, is written in the technical specification, and not mentioned in any other request or notification here in section 4.
	Section 5.1 table 3	Do we really need "Other"? What has been used in the past by participants seeking missing or bad information? Need new code "Bad data – resend CDN", where the partipant reasonably believes the data they hold is poor or now irrelevant.
	Section 5.1 Customer Detail Request	Relevance and usage of new ReasonCode - Site Details Required – in the CustomerDetailRequest– for the DNSP and MP to send the

		Retailer to get CustomerDetailsNotification. Should this ReasonCode be applicable for CustomerDetailRequest or only for the SiteAccessRequest? We see no scenario where we would send this ReasonCode to a Retailer for obtaining CustomerDetailsNotification.
	Section 5.2 CustomerDetailsNotifications Table 4 – Data Requirements for CustomerDetailsNotifications B2B Transaction	Page 16 – Table 4 – Data Requirements for CustomerDetailsNotifications B2B Transaction - BusinessName Field – Definition/Comments state " Mandatory where the CustomerName is blank" CustomerName is no longer a field in the Customer Details Notification transaction – Needs to refer to OutageContactName (new name for CustomerName field) if Mandatory or to make Optional
	Section 5.2 Customer Details Notification Fields	LifeSupportEquipment should be a repeating field if only 40 characters to accommodate multiple equipment
	Section 5.2 Customer Details Notification Fields	Email and LSEmail should be Required if available rather than Mandatory/Not Required Also, is 40 characters too small for email addresses? Could some customers have emails addresses that are longer than 40?
	Section 5.2 Customer Details Notification Fields	AccountContactPhoneNumber1 and LSPhoneNumber1 have M/N R R

		AccountContactPhoneNumber2 and LSPhoneNumber2 are blank for usage
	Section 5.3	“Any other reason” is not a valid reason to send a site access request. enough.
	Section 5.1, 5.2, 5.3 & 5.4	Where reason is “Site Visit Required”, there is no facility to provide the charge code for visiting the site in the Notification response.
	Section 5.4	Field NMI Checksum should have no space between NMI and Checksum
	Section 5.6	The following fields for Pre Installation Data Response Data should have no spaces in the field names - *Equipment Type, Load Type, Supply Phases, Generation Type, Transformer Type, Network Tariff, Meter Location, Energisation Status, Primary Voltage, Existing Defects*
	Section 5.7 BusinessAcceptance/Rejection	Missing table that is in the One Way Notification and Meter Data Process Procedures that outlines the valid values for the Status Field – eg Accept, Partial and Reject (is partial applicable for these eg Site Access – can you response with Partial)
	Section 5.7.1 BusinessAcceptance/Rejection Table 8 Business Events	All Notifications row – with EventCodes – spell out which are applicable for Request versus Notification versus ALL Events Codes – 201 – Data Missing (mandatory fields). Details provided in Explanation and 202 – Invalid Data. Details provided in Explanation – should be applicable to ALL, not just All Notifications

		1923 – Recipient Is not responsible for supplied NMI & 1939 – Not Current FRMP – should these only be applicable for CustomerDetailsRequest, SiteAccessRequest and SiteAccessNotifications and not CustomerDetailsNotification?
	Section 5.7.1 BusinessAcceptance/Rejection Table 8 Business Events	Event codes for new **PreInstallationDataRequest** and new **PreInstallationDataResponse** are missing in Table 8 Business Events
	Section 5.7.1 BusinessAcceptance/Rejection Table 8 Business Events	For SiteAccessRequest – will eventcode = '1932' – 'Participant not authorised to receive requested data' be applicable if anyone can send anyone a ***SiteAccessRequest***. If there are specific roles, where the participant is not authorised please state the roles that this would be applicable for or remove eventcode
	Section 5.7 Table 8 Business Events	Should there be an exception code for CustomerDetailsNotification where the Life Support flag is set to N but all the Life Support fields are supplied?

3. Meter Data

Old Clause No	New Clause No	Comments
	General comment for all B2B Procedures	All B2B Transactions should have consistency around the following fields. - InitiatorId - InitiatorRole - RecipientID - RecipientRole - RequestId Some have a combination of the above fields – some only have InitiatorRole, some only have RecipientRole, some only have InitiatorId and RecipientID, and some have none. The CustomerDetailsRequest and Notification doesn't have any of these fields. Proposed to have: - Initiator ID - Recipient ID - Initiator Status (ie Current or Prospective) - Request ID Role information does not add value.

	2.4.2	Header line Meter Data Notification should be with no spaces MeterDataNotification
	2.5.5	Meter Installation inquiry – add new clause to explain meanings what Inquiry Code All permitted data (was All the above) If Initiator uses Inquiry code “All permitted data”, Recipient must respond with all relevant data that the initator is entitled too or as otherwise agreed between parties.
	3.1 Table 5	EndReadDate – need to add words in definition to clarify what dates are valid. The end date for the period for which the Participant initiator is requesting MDFF data, and must be greater than the StartReadDate.
	3.3 Meter Data Notification	Were we removing all references to CSV – so should the field names for MDN be updated to be without CSV?
	3.4 Table 8	Inquiry code – why do we have all the above? What if my contract entitles me to only 3 of these? Change to: All permitted data
	3.5 Table 9	Change the words to what is in table 8 related to All the above code to All permitted data code
	3.7 Table 12	Table 12 BusinessAcceptance/Rejection Data if not Accepted KeyInfo & Context Definition refers to CSV – were we removing all reference to CSV?

		If this field is populated with a number, the number is the line number within the CSV data block that the event occurred. If the field is not populated, the EventCode refers to the aseXML transaction, not the CSV data. The Data Element in the received Business Document that cause the Event. For an error in the CSV data block (KeyInfo is populated) this will be a copy of the line where the event was found. Where the line is longer than the field size available, the field is to be fully populated starting from the first character of the line.

4. OWN

Old Clause No	New Clause No	Comments
	General for all B2B Transactions	All B2B Transactions should have consistency around the following fields. - InitiatorId - InitiatorRole - RecipientID - RecipientRole - RequestId Some have a combination of the above fields – some only have InitiatorRole, some only have RecipientRole, some only have InitiatorId and RecipientID, and some have none. The CustomerDetailsRequest and Notification doesn't have any of these fields. Proposed to have: - Initiator ID - Recipient ID - Initiator Status (ie Current or Prospective) - Request ID Role information does not add value.

	2.2	There are no timeframes listed of when the Initiator must send an OWN or by what timeframes a participant must receive OWN. Suggested wording (d) The Initiator must send an MXN or PIN two business days prior to the event start date listed in the transaction.
	4.1.3 Network Tariff Notification Figure 5 Network Tariff Notification Field Values Column 10 Field NOTICEENDDATE	NOTICEENDDATE field in Network Tariff Notification Clarify scenario where application is Mandatory Refer to Field Description below The latest date the Initiator can effect a Network Tariff Change without initiating a new NTN. Where application of this procedure is Mandatory, this date must be provided. Format CCYYMMDD
	4.1.4 Planned Interruption Notification Figure 6 Planned Interruption Notification field values Column 11	Fix spelling of reasons for interruption - The reason for Planned Interruption. A few examples are provided below: - Meter Exchange – Individual - Meter **Exchange** – Rollout - Meter **Replacement** – FamilyMaintenance - Meter Test - Free Text
N/A	4.1.6 Notice of Metering Works Figure 8	Meter Type values appear to better belong under the Meter Phase Field and Meter Type values should match the MSATS codes – eg BASIC, COMMS, COMMS1 etc

	B2B Procedure One Way Notification	
N/A	4.1.6 Notice of Metering Works Figure 8 B2B Procedure One Way Notification	Status This field should be called SITESTATUS rather than just generic STATUS so as not to confuse with other statuses. Describes the site status at the completion of the metering work: • Active • Deenergised 1. Remote 2. Physical Deen 3. Main switch seal AAD preference is to simplify to allow call centres easy interpretation when they get a call. Deenergisation – do we really need all these service order sub type methods? Cull the list to simplify and allow the recipients to build a suitable internal process, also simplifies the initiators work and training. Methods include: • Remote • Physicial De-en. • Non-Pay • Customer Request Then in the Description - Customer Request is when a customer specifically requests

		a DN on a particular day which is allowed under the NECF rules - Physical De-En -The Initiator requires deenergisation by any means possible for that jurisdiction particular methodology.
N/A	4.1.6 Notice of Metering Works Figure 8 B2B Procedure One Way Notification	Field NETWORKDEVICLOCATION should be called NETWORKDEVICELOCATION
	4.1.6 Notice of Metering Works Data Figure 8 Metering Works Notification Fields values Field RECORDNUMBER	Column 2 description is missing for RECORDNUMBER Format of RECORDNUMBER for this One Way Notification is CHAR(3) compared to all the others of CHAR(4)
	4.1.7 Notice of Metering Works Data Figure 8 Metering Works Notification Fields values Field WORKTYPE	What is the difference between Greenfield and New Installation

	4.1.6 Figure 8	MeterType – need to simplify and also align with ServiceOrder • HV Metering • LV CT Metering • 3 Phase WholeCurrent • 1 Phase • 1 Phase MultiElement
	4.1.6 Figure 8	MeterPhase – What is the purpose of this field if information captured in MeterType? Maybe we could rename this to: ConnectedSupplyPhase – state which phase supply connected too. • Red • White • Blue • All
	4.1.6 Notice of Metering Works Data Figure 8 Metering Works Notification Fields values Column 25 & 26	Field Names for Column 25 and Column 26 have spaces. Should be without spaces to be consistent with all other fields. TRANSFORMER NUMBER should be TRANSFORMERNUMBER TRANSFORMER TYPE should be TRANSFORMERTYPE

5. RoLR Part B

Old Clause No	New Clause No	Comments
	No Comment	

6. Glossary and Framework

Clause	Heading	Comments
	No Comments	