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**: Essential Energy*

***Completion Date**: 29th November 2016*

Table of Contents

1. Service Orders 3
2. CSDN 6
3. Meter Data 8
4. OWN 9
5. RoLR Part B 10
6. Glossary and Framework 10

1. Service Orders

Old Clause No	New Clause No	Comments
2.12.3 (Figure 7)	4.1 (Figure 11)	Essential Energy does not support the removal of service order sub-types for Re-energisation service orders. In particular the Re-energisation following DNP sub type is utilised to prioritise these re-energisations as failure to comply with distributor service standards can lead to a Type 1 breach under Rule 122 of the NERR. Rule 121 of the NERR places obligations on the Retailer to ensure re-energisation if the customer has rectified the reason for de-energisation within 10 business days of the de-energisation. The most practical way of retailers and distributors managing this scenario is for the Re-energisation to continue to have a sub-type of After DNP or following Retailer De-energisation. We suggest that Re-energisation subtypes be reconsidered, including any relevant subtypes from the current procedures and adding any new suptypes required to support POC changes
	2.10	Initiators must not be able to update Service Orders. Alterations to service orders should be handled by cancelling the original service order and creating a new one. Updating Service Orders creates unnecessary complexity to the

		Notified Party process.
	2.12	Remove this new Action Type 'Resend'. It is an unnecessary change, and adds no value. Participant systems already manage resent transactions today. If the transaction hasn't been previously received it will be treated by participant systems as a new transaction, if it has been previously received, it will be treated as a duplicate.
	2.13.1 Table 3	There should be an Exception Code to indicate that the requested work could not be completed because the disconnection point is common with other customers (group metering). This Exception Code will provide better information and allow the Initiator to decide what to do next. We suggest adding a new Exception Code of 'Group Metering', the definition would be 'Unable to perform the requested work because the disconnection point is common with other customers', and the Used with ServiceOrderStatus would be 'Not Completed'
	2.13.4.	Request addition of a new clause – The Initiator must always nominate the DNSP as a Notified Party when raising a De-Energisation service order.
	2.13.4 (d)(i)	This clause needs to be updated to reflect the use of Reason codes and not sub types.
	New Clause	It should be made clear how the Tariff Change Service Order should be used. We suggest inserting a new clause after 2.13.6 as follows: "a) Only a Retailer is allowed to raise a Tariff Change Service Order. b) The Initiator must provide the proposed start date of the new Network Tariff in the ScheduleDate field. "

	4.4.1.a	The procedure suggests that multiple event codes can be provided, however it does not provide detail on how this should be done. The procedure needs to clarify if multiple event codes are to be sent in separate business acceptance rejection transactions or if multiple event codes can be sent in the one business acceptance rejection transaction.

2. CSDN

Old Clause No	New Clause No	Comments
	4.1	Add a new clause – “Customer Data contained within CSDN’s can be used by the DNSP whilst fulfilling their regulatory obligations eg outage notifications, responding to customer requests for data, communicating with customers for supply related matters. Or words to this effect which reflects the changing relationship between networks and customers through power of choice and emerging technologies.
4.2	5.2	Essential Energy has siginifcant concerns with the proposed changes to the existing “CustomerName” field and the proposal to add the following data elements: • AccountContactName • LifeSupportContactName • Patient Name Our view is that these additional contact names and details are unnecessary and add more confusion to the CDN procedures.

		Distributors have obligations under Rule 125 (c) & (d) of the National Energy Retail Rules (**NERR**) to provide information to the "customer". The definition of a "customer" under the National Energy Retail Laws (NERL) states. *(1) A customer is a person—* *(a) to whom energy is sold for premises by a retailer; or* *(b) who proposes to purchase energy for premises from a retailer.* While we support the addition of the email address, Life support evidence and life support equipment we see no value in the addition of multiple contacts for the purposes of undertaking our obligations under the NERR&NERL. Our belief is that the CustomerName or BusinessName and associated contact details is all that is required to fulfil our obligations for customers regardless if there is a life support requirement at the premise or not. We don't see the need for a separate life support "Y/N" flag and would prefer to continue to use existing sensitive load values which currently identify "Life Support" or "none" and require no further changes to our systems.

3. Meter Data

Old Clause No	New Clause No	Comments
	2.2.1.b	For consistency the terms Initiator and Recipient should be used in clause 2.2.1.b
	2.2.4 (c)	Change MDP to “Recipient”

4. OWN

Old Clause No	New Clause No	Comments
	Figure 5 METERID field	This field must be mandatory.
	Figure 5 NMISUFFIX field	This field must be mandatory.
	Figure 6 STARTTIME field	This field must be mandatory
	Figure 6 DURATION field	Rename this field to ENDTIME Format HHMM
	4.1.6	The Notice of Metering Works transaction provides multiple elements/levels of data for a meter record which is not supported by a CSV format. Alternative is to not provide a sample in the Meter Data Procedure or refer the reader to a sample XML in the Technical Specification.
	4.1.6	The NMW must describe what metering equipment is at the site when work is completed, even in the event that not all of the equipment at the site was changed.

5. RoLR Part B

Old Clause No	New Clause No	Comments
	54.3	First line should say Each MC/MP/LNSP must:

6. Glossary and Framework

Clause	Heading	Comments
		No comments