B2B PROCEDURE:

CUSTOMER AND SITE DETAILS NOTIFICATION PROCESS

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1. INTRODUCTION

1.1. Purpose and Scope

This B2B Procedure: Customer and Site Details Notification Process (Procedure) is *published* by AEMO in accordance with clause 7.17.3 of the NER.

This Procedure specifies the standard process and data requirements for the communication, updates and reconciliation of Customer and Site Details.

This Procedure has effect only for the purposes set out in the NER, NERR, Energy Retail Code (Vic) and Electricity Distribution Code (Vic) these Laws and codes prevail over this Procedure to the extent of any inconsistency.

1.2. Definitions and Interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

(a) is incorporated into and forms part of this Procedure; and

(b) should be read with this Procedure.

1.3. Related AEMO Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B Technical Specification	
B2B Procedure Service Order Process	
B2B Procedure Meter Data Process	
B2B Guide	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering

(a) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Specification unless this Procedure provides otherwise, the relevant B2B Technical Specification shall prevail to the extent of the inconsistency.

2. CUSTOMER & SITE DETAILS PROCESS

2.1. Process Diagrams

(a) Figures 1-4 show the entire process for the provision of Customer and Site Details, including where the CustomerDetailsNotification is provided by the Recipient in response to an Initiator's CustomerDetailsRequest. 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.

(b) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for the SiteAccessNotification are identical to those for the CustomerDetailsNotification.

(c) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for the SiteAccessRequest are identical to those for the CustomerDetailsRequest.

(d) The triangles at the bottom of Figures 1-4 indicate the timing points for the process.

Figure 1 Notifications Process - Generic Notifications Process

Figure 2 CustomerDetailsNotification process (Notification sent by an Initiator)

Figure 3: **Overview of** generic request process for **CustomerDetailsNotification** or **SiteDetailsNotification**

Figure 4 Overview of CustomerDetailsReconciliation Process

Figure 5: Pre-Installation Request Process

Note: Use of *BusinessReceipts* is to be agreed between Participants

3. TIMING REQUIREMENTS

3.1. Definition of Timing Points and Timing Periods

(a) The Timing Points are shown in Figures 1-4.

(b) For additional Timing Requirements for the CustomerDetailsReconciliation process, refer to section 4.4.

(c) The Timing Points are defined in Table 1:

Table 1 Timing Point Definitions

Timing Point	Definition
A	When an Initiator issues a CustomerDetailsRequest to a Recipient
B	When an Initiator receives a *BusinessReceipt* for a CustomerDetailsRequest from the Recipient.
C	When an Initiator receives a *BusinessAcceptance/Rejection* for a CustomerDetailsRequest from the Recipient.
D	When the request has been actioned.
E	When the Recipient sends a Notification to the Initiator
F	When the Recipient receives a *BusinessReceipt* for a Notification from the Initiator.
G	When the Recipient receives a *BusinessAcceptance/Rejection* for a Notification from the Initiator.
H	When the Initiator issues a CustomerDetailsReconciliation to a Recipient.
I	When the Recipient issues a CustomerDetailsRequest to an Initiator about a Customer Details Reconciliation under section 2.2.3.
J	When an Initiator issues a CustomerDetailsNotification to a Recipient in response to a CustomerDetailsRequest raised as part of a Customer Details Reconciliation under section 5.4.
K	When the Initiator sends a Notification to the Recipient.
L	When the Initiator receives a *BusinessReceipt* for a Notification from the Recipient.
M	When the Initiator receives a *BusinessAcceptance/Rejection* for a Notification from the Recipient.

(d) The Timing Periods are defined in Table 2:

Table 2 Timing Period Definitions

Timing Period	Description of Timing Period	Usage
BusinessReceipts for Requests	From the sending of the CustomerDetailsRequest by the Initiator to the receipt of the *BusinessReceipt* for the CustomerDetailsRequest or SiteAccessRequest from the Recipient. Commences at Timing Point A and ends at Timing Point B.	Used by the Initiator to determine whether a CustomerDetailsRequest or SiteAccessRequest has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original request, or do both.
BusinessAcceptance/Rejection for Requests	From the sending of the CustomerDetailsRequest or SiteAccessRequest by the Initiator to the receipt of the BusinessAcceptance/Rejection for the CustomerDetailsRequest or SiteAccessRequest from the Recipient. Commences at Timing Point A and ends at Timing Point C.	Used by the Initiator to determine whether a CustomerDetailsRequest or SiteAccessRequest has been accepted (and will subsequently be actioned by the Recipient). If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a CustomerDetailsNotification	From receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the CustomerDetailsNotification has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a SiteDetailsNotification	From receipt of the SiteDetailsRequest to the sending of the SiteDetailsNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the SiteDetailsNotification has not been received before this period expires, the Initiator may escalate the non-receipt.

Timing Period	Description of Timing Period	Usage
BusinessReceipts for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessReceipt* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point F.	Used by the Recipient to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Recipient may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point G.	Used by the Recipient to determine whether the response has been accepted by the Initiator and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Recipient may escalate the non-receipt.
BusinessReceipts for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessReceipt* for the Notification from the Recipient Commences at Timing Point K and ends at Timing Point L.	Used by the Initiator to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the Recipient. Commences at Timing Point K and ends at Timing Point M.	Used by the Initiator to determine whether the response has been accepted by the Recipient and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a CustomerDetailsRequest as part of a Customer Details Reconciliation under section 2.2.3.	From the initiation of the CustomerDetailsReconciliation to when the Recipient is expected to raise any CustomerDetailsRequests to the Initiator. Commences at Timing Point H and ends at Timing Point I.	Used by the Recipient to send a CustomerDetailsRequest for *NMIs* with Life Support but were not provided by the Initiator in the CustomerDetailsReconciliation.
Providing a CustomerDetailsNotification as part of a Customer Details Reconciliation under section 2.2.3.	The period the Initiator has to respond to a CustomerDetailsRequest raised by the Recipient during the Customer Details Reconciliation. Commences at Timing Point I and ends at Timing Point J.	Used by the Initiator to confirm whether a *NMI* should be flagged as Life Support.

3.2. Other Timing Requirements

(a) Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within two Business Days of receiving the CustomerDetailsRequest.

(b) In all other situations, the CustomerDetailsNotification and/or SiteAccessNotification must be provided within one business day of the relevant data being updated or changed.

(i) Where the update is a result of a customer transfer, the trigger will be the receipt of the completion notification of the CATS Change Retailer transaction.

(ii) For a new connection, the trigger will be once all the following conditions have been met:

(A) The receipt of the Supply connect or Install Meter Service Order completion notifications,

(B) the receipt of the completion notification of the CATS Create or Update NMI transaction,

(C) the completion notification of the CATS Create Metering transaction, and

(D) where the site is energised.

Refer to Timing Requirement for Sending CustomerDetailsRequests.

(c) In relation to a customer transfer, the DNSP, must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following receipt of the completion notification of the CATS Change Retailer transaction.

(d) In relation to a new connection, the DNSP, must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of;

(i) the Service Order completion notification,

(ii) the completion notification for the CATS Create, o;

(iii) Update NMI transaction and

(iv) the completion notification of the CATS Create Metering transaction,

(v) where the site is energised.

(e) The timing requirement for *BusinessReceipts* is set out in the B2B Procedure Technical Delivery Specification

(f) Timing Requirement for *BusinessAcceptance/Rejection* for Notifications is set out in the B2B Procedure Technical Delivery Specification

(g) Timing requirements for the PreInstallationRequest are as agreed between the Recipient and the Initiator.

4. BUSINESS RULES

4.1. Common Business Rules for Notifications

(a) Relevant Parties must only send a single daily Notification of each type (where relevant) covering all Changes made to the *NMI's* details that day, ensuring the most recent details are provided.

(b) A Retailer must initiate a CustomerDetailsNotification if it becomes aware of changes to customer outage details or a Life Support situation arises.

(c) A Retailer must provide all available information that they hold for each Notification transaction, not just information changes. Non- completion of non-Mandatory, is taken to mean that the Retailer does not have the absent information.

(d) It is within a Recipient's sole discretion as to whether they decide to update their records on the basis of the information provided by Retailers. If the DNSP or the MPB does not accept the information provided by the Initiator, they must send a *BusinessAcceptance/Rejection* with an appropriate *EventCode* and details of the Initiator's data being rejected.

(e) A ServiceOrderRequest does not replace the need to send relevant Notifications. For example, a Re-energisation ServiceOrderRequest, which includes *Hazards*, does not replace the SiteAccessNotification that would provide the same information. The information in the ServiceOrderRequest is treated as pertinent to the work requested only, and the SiteAccessNotification is treated as the official, enduring update.

(f) Retailers must only send updates where the Customer or Retailer initiated the Changes. Retailers must not send updates based on information received from MSATS or the DNSP. This prevents the cyclical transmission of information between Retailers and DNSPsThe details provided in a CustomerDetailsNotification and SiteAccessNotification must be as at the date and time that the Notification was generated. This date may be historical for retrospective updates. The Recipient should use the date the Business Document was generated as the effective date of change of details.[1]

[1] For Life Support Customer and Site Details Changes refer to section 4.3.2.

(g) A Retailer must investigate and provide an updated notification where necessary within 5 business days upon receiving a rejection of a notification transaction

(i) outage contact details; and/or

(ii) Life Support contact details,

(h) If an Initiator leaves the *AccountName* blank, the *OutageContact* and *AccountContact* are assumed to be identical.

4.2. Customer Details Request

(a) A DNSP or MPB must send a CustomerDetailsRequest when they it reasonably believes that the information in the Customer and site Details notification have not been previously provided by the Retailer in a Notification transaction or that the information they hold is or may be incorrect.

(b) A DNSP or MPB must only send only a maximum of one CustomerDetailsRequest per *NMI* per day.

(c) The Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest.

(d) A DNSP or MPB can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.

4.3. Customer Details Notification

4.3.1. Initiating a Customer Details Notification

(a) The initiator of the CustomerDetailsNotification will always be a Retailer.

(b) The Retailer must confirm a contact for the management of outages and supply issues for each *connection point* and provide this information via the CustomerDetailsNotification for each *connection point*

(c) Retailers must send the relevant Notification to the DNSP, MPB (and MC as required) whenever they become aware of Customer Changes.

4.3.2. Life Support

(a) In addition to informing a Recipient through the *B2B e-hub*, The Retailer must immediately advise the DNSP by telephone when they becomes aware of Life Support situation.[2].

If the Initiator has evidence of Life Support when sending the CustomerDetailsNotification, the *LifeSupportEvidence* field must be marked 'Y' and the following fields become mandatory: *AccountName, PatientName, LifeSupportEquipment* and *SiteAddress.*

(b) The DNSP must immediately advise the Retailer by telephone when they become aware of a Life Support situation).[3] The DNSP must subsequently send an email to the Retailer as soon as practicable after the telephone call confirming the Life Support situation. The email from the DNSP to the Retailer must at a minimum include the following information about the Life Support situation:

(i) NMI

(ii) Site address

(iii) Life Support Equipment

(iv) Customer details (if available)

[2] Refer *SensitiveLoad* field in section 0.

(A) Account Holder Name

(B) Patient Name

The Changes are effective from the time of the telephone call from the DNSP to the Retailer.

(c) Where the requirements for Life Support are no longer appropriate (for example, an occupier at the Site no longer meets the Jurisdictional requirements to be classified for Life Support), the Current Retailer must send a CustomerDetailsNotification containing the following:

(i) NMI,

(ii) LastModifiedDateTime,

(iii) a MovementType value of 'Update',

(iv) SensitiveLoad of 'None', and

(v) Life Support of 'N'

to the relevant Recipient and the Recipient must update its records accordingly.

4.3.3. Sensitive Load

(a) Sensitive load applies to a *connection point* to indicate that the Retailer reasonably believes there are economic, health or safety issues associated with loss of *supply* to the *connection point*.

4.3.4. Vacant Sites

(a) If a Site is vacant, the Retailer must send a CustomerDetailsNotification containing *NMI, LastModifiedDateTime*, a *MovementType* value of 'Site Vacant' and *SensitiveLoad* of 'None' to the relevant Recipient.

4.4. Customer Details Reconciliation

(a) Participants must conduct a reconciliation of Customer and Site Details for NMIs with Life Support Customers by NMI on a regular basis as agreed between Participants. Unless otherwise agreed by the affected Participants, the Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals must be initiated and processed at least four times per a year, during the months of January, April, July and October.

(b) Where agreed between Participants, the Customer Details Reconciliation Process may be conducted more frequently or in different months to those specified.

(c) The Retailer must conduct the Customer Details Reconciliation with the DNSP and if requested by the MC or MPB, the Retailer must conduct the Customer Details Reconciliation within agreed timeframes. The CustomerDetailsReconciliation must use the CustomerDetailsNotification with *MovementType* of 'Reconciliation'.

(d) The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in table 8. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in this Procedure.

(e) The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. Some considerations for this agreement are listed in the B2B Guide. For NMIs provided by the Current Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP, MC or MPB as having Life Support, the DNSP, MC or MPB must accept the transaction(s) and update its records accordingly with Life Support.

(f) *NMIs* in the Recipient's system flagged with Life Support, but not provided by the Retailer in the Customer Details Reconciliation, the Recipient's must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no LifeSupport' within 2 business days of receiving the last CustomerDetailsReconciliation transaction.

(g) If no CustomerDetailsRequests with Reason value 'Rec – confirm no LifeSupport' have been received by the Current Retailer from the Recipient after 2 business days of sending the last CustomerDetailsReconciliation transaction, the Customer Details Reconciliation is considered to have been completed

(h) The Current Retailer must validate whether a customer at a NMI has Life Support and provide the Recipient with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no LifeSupport'

(i) A CustomerDetailsReconciliation transaction does not replace the requirement for the Notification of Customer Details Changes, as described required in the CustomerDetailsNotification process.

4.5. Site Access Request

(a) Any current party entitled to the information can generate a SiteAccessRequest to another related party for the NMI

(b) A DNSP or MPB must only send only a maximum of one SiteAccessRequest per *NMI* per day.

(c) The Recipient must provide a SiteDetailsNotification in response to a valid SiteDetailsRequest.

(d) A participant can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Recipient.

4.6. Site Access Notification

(e) A Retailers must send the relevant Notification to the other related parties (DNSP, MPB (and MC as required)) whenever they become aware of Site Access Changes (Changes).

(f) Other parties (DNSP, MC/MP) can only send a SiteAccessNotification on receipt of a valid SiteAccessRequest.

(g) Parties must not generate a new SiteAccessNotification when they update their systems as a result of an incoming SiteAccessNotification from another party.

(h) The Recipient must provide a SiteDetailsNotification in response to a valid SiteAccessRequest.

The DNSP and MPB can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.

4.7. Pre-Installation Data Request

(a) Only one PreInstallationDataRequest must be sent per *NMI* per day

(b) The Recipient must send a *BusinessAcceptance/Rejection* to the Initiator following validation of a PreInstallationDataRequest.

(c) The Recipient must send a PreInstallationDataResponse (see Section 3.5) details of the *metering installation* for the requested *NMI*.

(d) The details provided in a PreInstallationDataResponse must be current as at the date and time that it was sent.

4.7.1. PreInstallation Process

An Initiator may commence a PreInstallationRequest process if they:

(a) have been nominated as the New MP for a *NMI* in MSATS and the change request is in a pending status; and

(b) require information from the Current MP regarding a *metering installation,* or *metering point(s)* in order to carry out its responsibilities as an MP.

5. TRANSACTIONS

Key to Usage

M = Mandatory (must be provided in all situations).
R = required (if this information is available or has changed).
O = Optional (may be provided).
N = Not relevant (not to be provided).

Participants must ensure that each B2B Transaction complies with the usage, definitional and format rules detailed in Tables 3-6:

5.1. CustomerDetailsRequest

Table 3 Data Requirements for CustomerDetailsRequest B2B Transaction

Field	Format	Usage: Customer Details Request	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMI Checksum	CHAR(1)	O	NMI Checksum

Field	Format	Usage: Customer Details Request	Definition/Comments
Reason	VARCHAR(40)	M	Allowed values • Returned Mail • Missing Customer Details • Confirm Life Support • No response to rejected CDN • Transfer Complete, no CDN Received (DNSP only) • New Connection, no CDN Received (DNSP only) • Data Quality Issue • Site Visit Required • Other • Rec – confirm no LifeSupport (Reconciliation only) Notes regarding the allowed values "Returned Mail" means the DNSP/MBP has received returned mail with the current *PostalAddress* held by the DNSP/MBP. "Missing Customer Details" means the DNSP/MBP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in has occurred). "Confirm Life Support" means the DNSP/MBP requires confirmation of whether the Connection Point has a Life Support requirement or not. "No response to rejected CDN" means that a DNSP/MBP has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received as per **Error! Reference source not found.**. "Transfer Complete, no CDN Received" means a transfer has completed for the NMI and the DNSP/MBP believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the NMI and the DNSP/MBP believes a CDN has not yet been received within the allowed timeframe. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP/MBP must provide which specific data they are querying in the *SpecialNotes* field. "Site Visit Required" – DNSP/MBP is required to visit a site. "Other" must only be used for scenarios not covered by the specified allowed values. The DNSP/MBP must provide the details of the reason in the *SpecialNotes* field. "Rec - confirm no Lifesupport" means the DNSP/MBP has a NMI is flagged for Life Support, but it was not included in the CustomerDetailsReconciliation transaction(s) provided by the Retailer.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the Recipient wishes to convey to the Initiator. Mandatory if Reason is "Other" or "Data Quality Issue".

5.2. CustomerDetailsNotification

Table 4 Data Requirements for CustomerDetailsNotification B2B Transaction

Field	Format	Usage: Customer Details Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI*.

Field	Format	Usage: Customer Details Notification	Definition/Comments
NMI Checksum	CHAR(1)	O	NMI Checksum.
OutageContactName	PERSONNAME	M/N	Mandatory if *BusinessName* is blank. Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Not required where the Site is vacant.
BusinessName	BUSINESSNAME		Mandatory where the *CustomerName* is blank. Not required where the Site is vacant.
PostalAddress	ADDRESS	M/N	Must be the End User's postal address for outage notifications. An aseXML-compliant address that the Current FRMP considers to be the most suitable. If unstructured, the postal address must be comply with Australia Post presentation standards. Not required where the Site is vacant.
DeliveryPoint Identifier	NUMERIC (8)	R	The DPID for the *PostalAddress* as per *Australian Standard* AS4590. Not Required where the Site is vacant.
PhoneNumber1	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.
PhoneNumber2	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.
EmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by Initiator
SensitiveLoad	VARCHAR(20)	M	This field indicates whether or not there are economic, health or safety issues with loss of *supply* of the *connection point*. Allowed Values • Sensitive Load – add types of Sensitive Load here. • None 'None' also applicable if the Site is vacant.
LifeSupport	VARCHAR(1)	M	Y/N
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes • Site Vacant • Update Allowed CustomerDetailsReconciliation Code • Reconciliation
AccountContactName	PERSONNAME	M/N	Should be the name of the contact for the management of the *supply* contract for each *connection point*. This should be supplied if different to that for outage or Life Support contact. If *LifeSupport* is marked 'Y', this field is Mandatory
AccountContactPostalAddress	ADDRESS	M/N	Must be the Customer's postal address for notifications. An aseXML-compliant address must be provided, the one the Initiator considers to be the one most suitable. If provided in an unstructured format, the address must comply with Australia Post presentation standards.
AccountContactPhoneNumber1	TELEPHONE	M/N R R	Must be the phone number of the person who is the contact for *supply* contract issues for each *connection point*.
AccountContactPhoneNumber2	TELEPHONE		Must be the phone number of the person who is the contact for *supply* contract issues for each connection point.

Field	Format	Usage: Customer Details Notification	Definition/Comments
AccountcontactEmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by the Initiator
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.
LifeSupportContactName	PERSONNAME	M/N	Should be the name of the person who is the contact for the management of Life Support for the *connection point*.
LSPostalAddress	ADDRESS	M/N	Must be the Customer's postal address for Life Support notifications. An aseXML-compliant address must be provided, the one the Initiator considers to be the most suitable. If provided in an unstructured format, the address must comply with Australia Post presentation standards.
LSPhoneNumber1	TELEPHONE	M/N R R	Must be the phone number of the person who is the contact for the management of Life Support notifications for each *connection point*.
LSPhoneNumber2	TELEPHONE		Must be the phone number of the person who is the contact for the management of Life Support notifications for each *connection point*.
LSEmailAddress	VARCHAR(40)	M/N	Email Address should be provided if recorded by the Initiator
LifeSupportEvidence	VARCHAR(1)	M	Y or N values only.
SiteAddress	ADDRESS	M/N	Must be the address for the location of the Life Support equipment. An aseXML-compliant address must be provided. Must be provided if LifeSupportEvidence = Y
LifeSupport Equipment	VARCHAR(40)	M/N	Must be provided if LifeSupport Evidence = Y. Examples : • Positive airways pressure (PAP) device • Home dialysis • Phototheraphy equipment (Crigler Najjar) • Ventilators (formerly known as 'respirator' or 'iron lung') • Oxygen concentrators • Nebuliser • Total parental nutrition (TPN) • Medical heating and cooling • LS reference • Long stay life support
PatientName	PERSONNAME	M/N	Should be the name of the person who uses Life Support equipment. Must be provided if *LifeSupportEvidence* = Y

5.3. SiteAccessRequest

Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMI Checksum	CHAR(1)	O	NMI Checksum

Field	Format	Usage: Site Access Notification	Definition/Comments
Reason	VARCHAR(40)	M	The Initiator should provide a Reason for the request in this field, i.e.: - New Retailer for site - Records old and need to be updated - No Access details on file for NMI - No Hard Details on file for NMI - Site Visit Required - Any other reason.

5.4. SiteAccessNotification

Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMI Checksum	CHAR(1)	O	NMI Checksum
AccessDetails	VARCHAR(160)	M	If the Customer has supplied any special access details, the Initiator must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer reports no access requirements"; or <Description of access requirement> This information is permanent for the Site and can only be changed by a new SiteAccessNotification.
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. Standard values One or more of the following standard values should be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Not Known To Initiator Any other hazards should be fully described, without using abbreviations. This information is permanent for the Site and can only be changed by a new SiteAccessNotification.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

5.5. PreInstallationDataRequest Data

Initiators must ensure that the PreInstallationDataRequest conforms to the usage, format and definitional rules detailed in the following table:

Table 1 PreInstallationDataRequest Data

Field	Format	Use	Definition
InitiatorID	VARCHAR(10)	M	Initiator's Participant ID as published in MSATS.
InitiatorRole	VARCHAR(4)	M	Initiator's Role as published in MSATS.
RecipientID	VARCHAR(10)		Recipient's Participant ID as published in MSATS.
RequestID	VARCHAR(15)	M	Initiator defined reference, used for reference and tracking. Must be a new (unused) number, unique for the Initiator.
NMI	CHAR(10)	M	*NMI* for the *connection point*.
NMIChecksum	CHAR(1)	O	NMI Checksum for the *connection point*.
SiteAddress	ADDRESS	M	Site, as a Structured Address or Unstructured Address.
SpecialNotes	VARCHAR(240)	O	Any special notes the Initiator wishes to convey to the Recipient

5.6. PreInstallationDataResponse Data

Recipients must ensure that the PreInstallationDataResponse conforms to the usage, format and definitional rules detailed in the following table:

Table 2 PreInstallationDataResponse Data

Field	Format	Use	Definition
InitiatorID	VARCHAR(10)	M	Initiator's Participant ID as published in MSATS.
InitiatorRole	VARCHAR(4)	M	Initiator's Role as published in MSATS.
RecipientID	VARCHAR(10)		Recipient's Participant ID as published in MSATS.
RequestID	VARCHAR(15)	M	Initiator defined reference, used for reference and tracking. Must be a new (unused) number, unique for the Initiator.
NMI	CHAR(10)	M	*NMI* for the *connection point*.
NMIChecksum	CHAR(1)	O	NMI Checksum for the *connection point*.
SiteAddress	ADDRESS	M	Site, as a Structured Address or Unstructured Address.
MeterSerial Number	VARCHAR(12)	M	Meter Serial ID(s).
MeterInstallCode	CHAR(8)	M	Metering Installation Type Code.
Equipment Type	VARCHAR(240)	R	Details of any equipment attached to the *meterig installation*, such as: • Internal Relay • External Relay • Internal Time Switch • External Time Switch
Load Type	VARCHAR(20)	R	Describes the *load* associated with the *meter*. • General Supply • Controlled Load • Generation (Net) • Generation (Gross)
Supply Phases	VARCHAR(20)	R	Code indicating number of phases *supply* is to support: • 1-phase • 2-phase • 3-phase
Generation Type	VARCHAR(5)	R	Describes the *generation* associated with the meter. For example: PV, EV
Transformer Type	VARCHAR(4)	R	CT or VT
CTRatio	VARCHAR(160)	R	CT ratio for the *metering installation* where CT exists.
Network Tariff	VARCHAR(10)	M	Network's published tariff assigned within MSATS
Meter Location	VARCHAR(160)	R	For example: "Left side of house" or "Inside shed behind pump".
AccessDetails	VARCHAR(160)	R	Where Customer has any special access requirements, which should be fully described, without using abbreviations. For example: • "Customer reports no access requirements" • "Gate Unlocked"
HazardDescription	VARCHAR(80)	R	This field repeats to allow the reporting of multiple hazards. For example, one or more of the following may be used, where applicable: • Customer Reports No Hazard • Savage Dog • Electric Fence • Customer Caution • Not Known To Recipient Any other hazards should be fully described, without using abbreviations.

Field	Format	Use	Definition
Energisation Status	VARCHAR(30)	O	Describes the status at the Site. Permitted content: • Active • Deenergised at Meter • Deenergised at Main Switch • Free Text
Primary Voltage	VARCHAR(5)	R	Describes the *network* primary *voltage* the *metering installation* is connected to. Permitted content: • 230V • 415V • 11KV • 22KV • 33KV • 66KV • 132KV
Latitude	VARCHAR(11)	R	An angular distance in degrees north or south of the equator (latitude 0°), equal to the angle subtended at the centre of the globe by the meridian between the equator and the metering point in question. Eg. CDDD MM.MM W120 58.292
Longitude	VARCHAR(10)	R	A measure of relative position east or west on the Earth's surface, given in degrees from a certain meridian, usually the prime meridian at Greenwich, England, which has a longitude of 0°. Eg CDD MM.MMM N41 25.117
Existing Defects	VARCHAR(240)	R	Defects associated with the *metering point*.
SpecialNotes	VARCHAR(240)	O	Any special notes the Initiator wishes to convey to the Recipient.

5.7. BusinessAcceptance/Rejection

Table 7 BusinessAcceptance/Rejection

Field	Structure	Occurs	Comments
EventCode	EVENTCODE	M	Indicate the reason for the rejection. Applicable Business Events are defined in Table 8.
KeyInfo	VARCHAR(10)	M	The *NMI* of the B2B Transaction being rejected.
Context	EVENTCONTEXT	O	The data element in the received Business Document (e.g. *HazardDescription*) that causes the Business Event.
Explanation	UNLIMITED VARCHAR	M/O	An explanation of the Business Event. Must be provided where the Business Event requires an *Explanation*.

5.7.1. Applicable Business Events

(a) Participants must use the most relevant Business Event. Where multiple *EventCodes* are applicable these may be provided.

(b) Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the *BusinessAcceptance/Rejection* in accordance with the aseXML Guidelines.

Table 8 Business Events

Business Document	Business Signal	Business Event	Explanation Required	Severity	Event Code	Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	Not applicable for CustomerDetailsReconciliation.
SiteAccessRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
SiteAccessNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	
All Notifications	*BusinessAcceptance/ Rejection*	Recipient is not responsible for the supplied NMI.	Yes	Error	1923	
		Not Current FRMP	No	Error	1939	
		Data missing (mandatory fields). Details provided in *Explanation.*	Yes	Error	201	Standard aseXML.
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML. Not applicable for CustomerDetailsReconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML