Attachment 1

ISSUE / CHANGE FORM – SUMMARY SECTION

(Template focuses on issue/change identification and impact.)

Issue Number (AEMO to complete)			
Version #	1.0		
Proponent Name	B2B Working Group	**Company**	N/A
Proponent Title	B2BWG Members c/o Aakash Sembey	**Proponent Contact No**	0418 415 313
Proponent email	B2BWG@aemo.com.au	**Date lodged with IEC**	12 August 2019
Procedure Impacted	☐ B2B Procedure Customer and Site Details Notification Process ☐ B2B Procedure Service Order Process ☒ B2B Procedure Meter Data Process ☐ B2B Procedure One Way Notification Process ☐ B2B Procedure Technical Delivery Specification ☐ NEM RoLR Processes Part B ☐ B2B Guide ☐ Other, please specify:		
Areas Impacted	(I.e. Section No.) N/A		
Short Description / Title	Verify Standing Data		
Other key contact information			

VERSION #	PRESENTED TO	DATE
1.0	*B2BWG*	*17/07/2019*

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	The B2BWG agreed there is sufficient volume of work to substantiate a new transaction. However, the B2BWG believes this will be most efficient by using enumerated ReasonCodes. Based on the volume of verifying standing data requests (emails) provided by some networks, the Retail members of the B2BWG held a retailer workshop with other retailers to discuss the proposal for this transaction and was highly supported. Retail members of the B2BWG and other members took the action to confirm the following: • **Investigation Codes:** What should these be? Common themes such as Address, Tariff mismatch? • **Confirm options for solution:** Does this sit in Service Order or Meter Data Procedures? • **Timeframes and Restriction:** What will the response timeframe be? Shall be restricted to a role? • **Transaction Process:** What does the Response file look like? e.g. A request is sent and a response file – what is the response and what is the action? At the May 2019 IEC meeting, the IEC indicated that a general direction should be to minimise manual processes and develop more transactional processes. This is in line with the concerns that retailers and MCs have had with important or high-volume processes being relegated to e-mail and file transfer.
2. Market Impact	Increased efficiency of operational processes with the additional new transaction to verify Standing Data and removes the manual e-mail processes being used.
3. Requirements / Specific Proposal	**<u>Transaction Process:</u>** Include two new transactions in the B2B suite: • VerifyStandingDataRequest • VerifyStandingDataResponse Transactions The suggested process for this transaction is to implement a two-way process where the initiator sends a Transaction Request and is provided

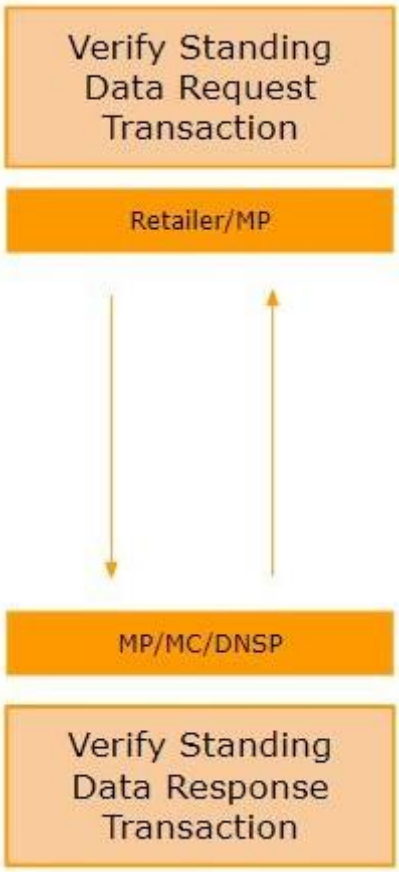
with a Transaction Response. The response file should provide information from the recipient that addresses the reason for request and solution.

Example: VSD request sent to DNSP to Update Address - DNSP provides response either confirming address will be updated and CR submitted or rejecting request to update with reason provide proof of address.

Initiator / Recipient

Currently, the B2B Procedures do not restrict the party sending or the party receiving transactions based on role, and this proposed transaction would be designed in the same manner, which is, a user of standing data would be able to query the party responsible for managing that standing data. e.g.

- MP/MC to send request to DNSP
- Retailer to send request to DNSP
- Retailer to send to MP/MC
- DNSP to send request to Retailer/MC/MP? (question for Networks)

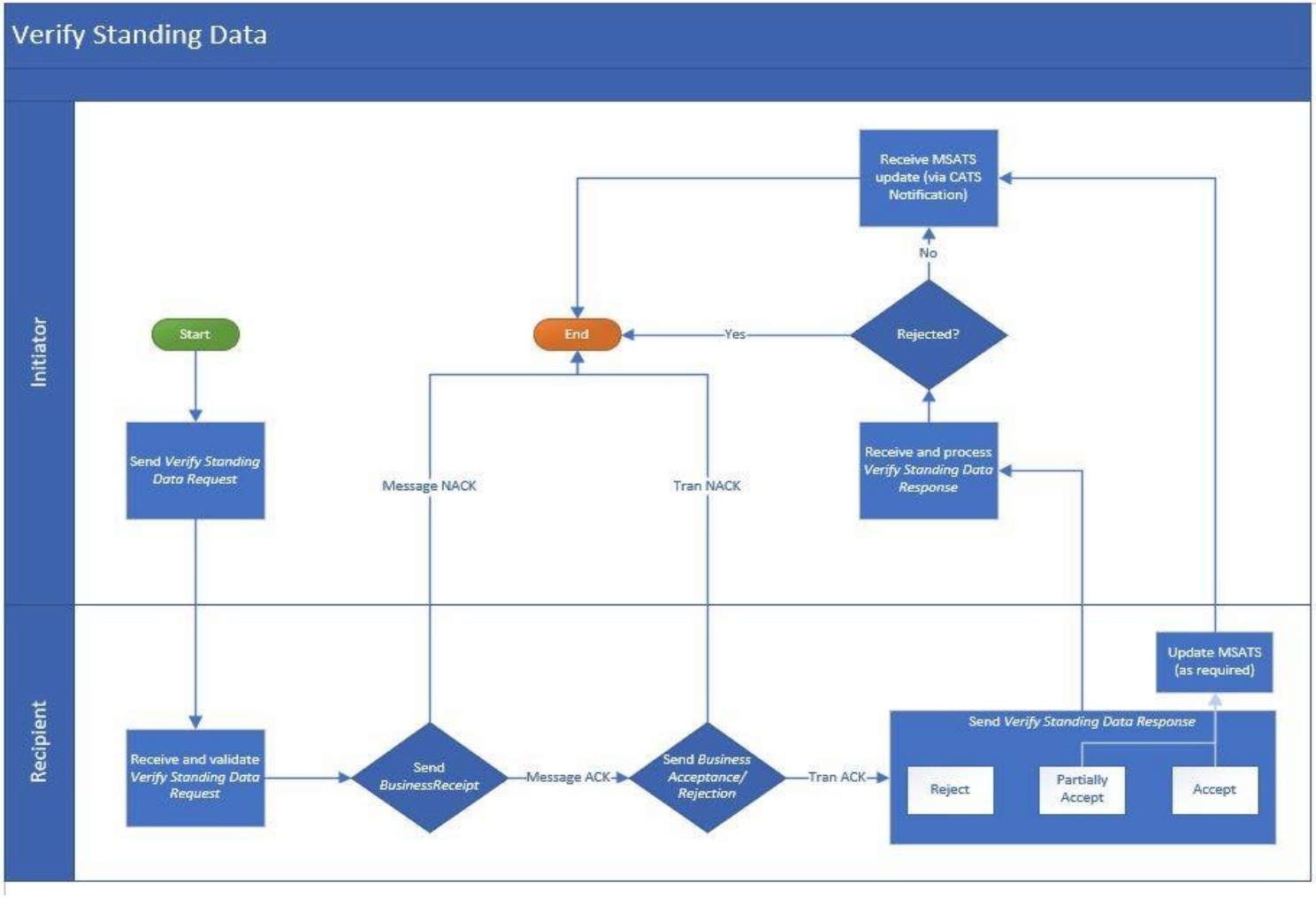


Timeframes:

Initiating the Request:

Under the various Service Level Agreements and MSATS procedures, the data owner has a timeframe in which to provide that data, generally 5 business days. Therefore, there would be a restriction on the initiator that the VSD request could not be sent until the timeframe to provide that data

	had passed – e.g. business day 6 particularly for greenfield sites however the restriction may not be applicable for legacy sites. Responding to the Request: The recipient would have a period in which to provide a business response and then take the necessary actions to update the data through the existing market mechanisms. At this stage the B2BWG is proposing the response time to be no later than 5 business days from the receipt of request transaction and in addition to responding with a B2B transaction, the recipient must also update the required standing data as per MSATS update obligations as a subsequent action, if required.
4. Proposed Solution/s	**Proposed Solution** The general consensus from retailers was this sounded like a Meter Data transaction where an expected response would also trigger another action such as CATS update. However, there might be benefits in adding this transaction as a service order, as well as to include the notified party feature. **Simplified description of the Process** A simplified description would be for the initiator to identify a gap in standing data. If the data relates to an older site, the transaction can be initiated immediately. If it relates to a new site (and is within 5 b/days of activation) then the initiator must wait until day 6. This is to ensure the data owner has the time specified in other procedures to provide that updated data to the market. Once the VSD is sent, the recipient would have a message ack/nack (business receipt) followed by transaction ack/nack (business acceptance/rejection) as per standard B2B protocol, to ensure they were the owner of the NMI, etc. Once the transaction had been received and accepted, the data owner would have 5 business days to review and provide a response to the request. If the recipient, reasonably believes that standing data needs updating, it must provide a response transaction with 'Accept or Partially Accept' code, then the necessary action is expected to be undertaken to update the standing data. If the recipient reasonably believes that standing data does not need updating, it must provide a response transaction with 'Reject' code, which would essentially mean, the data is correct, and no further action is required. A simplified process would look something like this:


Verify Standing Data
Initiator
Recipient
Start
Send Verify Standing Data Request
Receive and validate Verify Standing Data Request
Send BusinessReceipt
Message NACK
Message ACK
Send Business Acceptance/ Rejection
Tran NACK
Tran ACK
End
Send Verify Standing Data Response
Reject
Partially Accept
Accept
Receive and process Verify Standing Data Response
Rejected?
Yes
No
Receive MSATS update (via CATS Notification)
Update MSATS (as required)

Investigation Codes

Recommended Investigation Codes:

Enumeration	Description
Tariff Mismatch	To request confirmation of tariff updated to reflect metering installation. This could also be used where an incorrect tariff exists on an NMI. The response should confirm the correct tariff code or confirm action required.
Address updates	To request confirmation of a NMI address that the initiator reasonably believes is incorrect. The response should confirm if valid supporting information has already been provided and confirm if update to MSATS will be done.
NMI Abolishment updates	To request confirmation of a NMI status, this should be used where an initiator reasonably believes the status of supply is incorrect and requires investigation, action or update by the DNSP.
NMI Status Mismatch	Where the initiator reasonably believes the status of the NMI is incorrect and requires confirmation and/or update.
Meter Status Mismatch	Where the initiator reasonably believes the status of the Meter is incorrect and requires confirmation and/or update.
Other	For reasons not covered above.

5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) Industry agreed proposal which is reviewed in conjunction with MSATS Procedural obligations to update Standing Data.
6. B2B communication benefits	Must address B2B Principles) B2B Principles B2B Procedures should: • provide a uniform approach to B2B Communications in participating jurisdictions; • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications; • avoid unreasonable discrimination between B2B Parties; and • protect the confidentiality of commercially sensitive information.
	Benefits are as follows: - Uniform approach to verifying standing data queries regardless of jurisdiction or B2B parties involved - Increased efficiency in querying and managing Standing Data discrepancies (ranging from a few hundred to a few thousand queries per month per network) - Better visibility and reporting with the use of B2B transaction instead of emails. - Consistency with the B2B procedures.
7. Market benefits for industry as a whole	(Must address National Electricity Objective and/or National Energy Retail Objective requirements) NEO: the objective of this Law is to promote efficient investment in, and efficient operation and use of, electricity services for the long-term interests of consumers of electricity with respect to: (a) price, quality, safety, reliability, and security of supply of electricity; and (b) the reliability, safety and security of the national electricity system. NERO: The objective of this Law is to promote efficient investment in, and efficient operation and use of, energy services for the long-term interests of consumers of energy with respect to price, quality, safety, reliability and security of supply of energy.
	Benefits are as follows: - Increased efficiency in querying and managing Standing Data discrepancies (ranging from a few hundreds to a few thousand queries per month per network) - Better visibility and reporting with the use of B2B transaction instead of emails. - Consistency with the B2B procedures.
8. Customer benefits (consumers)	Better customer experience with the increased responsive time to update the Standing Data.
9. Consequence/Impact of issue not proceeding	Status quo as these standing data updates will be queried and updated manually.

10. Workaround/s (if necessary)	N/A
11. Supporting Documentation (attach if necessary)	The B2BWG is seeking feedback on the following questions: - Do other participants see value in developing this transaction? - Do other parties support the concept of having enumerated ReasonCodes to manage various requests? - Since there are no Product Codes involved for charging the requester, do other parties see benefits in developing this transaction like a Service Order? If so, why?
12. Any critical timelines to consider?	Targeting go-live with new schema November 2020 if not earlier.
12. IEC's preliminary assessment of the proposal	(This is to be left blank)

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {*Procedure Name*}
~~Red strikeout~~ means delete and
blue underline means insert

New transactions to be added:

Draft Transaction(s):

VerifyStandingDataRequest Transaction		
Field	**Use**	**Definition**
InitiatorRole	M	The market role of the Initiator requesting the Standing Data verification. Participant Role as published in MSATS.
RequestID	M	Initiator defined reference, used for reference and tracking. Must be a new(unused) number, unique for the Initiator.
NMI	M	NMI for the connection point being queried
NMIChecksum	O	NMI Checksum for the connection point.
MeterSerial	M/N	Meter Serial ID. Only required if the data being queried is at the single meter level or an individual Datastream level. This is a repeatable field to allow for the provision of multiple meters.
NMISuffix	M/N	As defined in the NMI Procedure eg. 'E1','K1','Q2' etc. Mandatory if the data being queried is at an individual Datastream level (ie a single NMISuffix) or if a CurrentRead is provided.
RegisterID	O	Register identifier. Defined the same as the RegisterID field in the CATS_Register_Identifier table.
ReasonCode	M	Allowed values: • Solar tariff for COMMS meter • Tariff Mismatch • Address updates • NMI Abolishment updates • NMI Status Mismatch • Meter Status Mismatch • Other

Investigation Description	M	Free text that must be used to assist the investigation. The Initiator must specify the standing data, the period and the description of the problem.

VerifyStandingDataResponse Transaction		
Field	**Use**	**Definition**
RecipientRole	M	The Recipient's Role as published in MSATS.
RequestID	M	The RequestID provided in the initiating Request. Mandatory when the transaction is sent to the requesting Initiator as a response to a VerifyStandingDataRequest.
NMI	M	NMI for the connection point being queried
NMIChecksum	O	NMI Checksum for the connection point.
MeterSerial	M/N	Meter Serial ID. Only required if the data being confirmed is at the single meter level or an individual Datastream level. This is a repeatable field to allow for the provision of multiple meters.
NMISuffix	M/N	As defined in the NMI Procedure eg. 'E1','K1','Q2' etc. Mandatory if the data being confirmed is at an individual Datastream level (ie a single NMISuffix) or if a CurrentRead is provided.
RegisterID	O	Register identifier. Defined the same as the RegisterID field in the CATS_Register_Identifier table.
ResponseCode	M	Indicates status of verification request • Accepted • Rejected • Partially Accepted Unless Rejected, the Recipient confirms Standing Data will be updated, as required, as soon as practicable as and no later than 5 business days of providing this response transaction.
SpecialNotes	M	Free text that must be used to assist the ResponseCode and should include additional information to resolve the investigation and initial reason of the request.