NEM B2B Issue-Change Form

ISSUE / CHANGE FORM – SUMMARY SECTION *(Template focuses on issue/change identification and impact.)*

Issue Number (IEC Secretariat to complete)	B008/22		
Version #	2.0		
Proponent Name	Aakash Sembey	**Company**	Origin Energy
Proponent Title	Manager, Industry and Network Relations	**Proponent Contact No**	0460003901
Proponent email	aakash.sembey@ originenergy.com.au	**Date lodged with IEC**	9th Dec 2022
Procedure(s) or other documents 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.) Table 102-A 'Customer and Site Details to Provide to RoLR' report in AEMO RoLR Processes Part-B.		
Short Description / Title	RoLR B2B Customer Details Report Enhancement		
Other key contact information			

VERSION #	PRESENTED TO	DATE
0.1	*ERCF*	*17th Nov 2022*
1.0	*B2BWG*	*22nd Nov 2022*

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	Energy markets have experienced a number of RoLR events since May 2022 and given the current challenges with price volatility and other factors contributing to cost pressures, it is highly likely that subsequent RoLR events will occur. AEMO's NEM RoLR Processes Part-B, provides information for the sharing of information during a RoLR event. Table 102-A 'Customer and Site Details to Provide to RoLR' is a report that is provided by the suspended retailer to the RoLR and it contains customer information to enable account creation for the transferred customers. Origin has identified some gaps in the current file format prescribed in table 102-A that requires to be amended/enhanced due to the following reasons: - some of the key fields that helps the RoLR setup the customer account and be able to service the customer in an effective manner, e.g., hardship indicators, life support, etc. are not included in the report, which could lead to a potential non-compliance risk for the RoLR, - see some of required fields included in the table, e.g., Date of Birth should be mandatory, and - some of the fields refer to retired fields of the 'CSDN Procedure' e.g., 'Rebate' and 'Pension card' fields that are no longer in the CSDN Procedures (they used to be in pre-2017 versions) that needs to be corrected. During the recent RoLR events, Origin as RoLR (and assumably, other RoLRs) was required to source account creation information via the suspended retailer's administrators and/or via a request to the AER, ESCV and the Distributor. This highlighted that the current table 102-A does not adequately support all fields required to appropriately serve the customer transferred to the RoLR. Moreover, as per the AER guidelines a RoLR should be capable of: - identifying customers from the failed retailer who have life support requirements or are on a hardship policy. Hence, Origin is proposing additional fields to be made available in this report, including Customer Type (Large, Small or SME), Date of Birth, ABN/ACN, Solar – Y/N, Hardship – Y/N, Life Support – Y/N, Concession Card Holder – Y/N and Annual consumption.

2. Market Impact	The provision of the customer and site details report is from the suspended retailer to the RoLR at the time of a RoLR event. Consequently, the changes to the specification of this report impacts the suspended retailer as they have the obligation to provide customer information as per the updated AEMO procedure in Attachment A. It is expected that this ICF has no change for AEMO or other market participants, except suspended retailer.
3. Requirements / Specific Proposal	This ICF is being raised to enable the RoLR to be able to obtain better quality and complete data from the suspended retailer, during the RoLR event.
4. Proposed Solution/s	(Must address the B2B Procedures) This ICF proposes update to table 102-A of the current AEMO RoLR Processes Part-B.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) Under the National Electricity Rules, AEMO may consult on and update the IEC Procedures as required.
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. Implementing the changes proposed would meet the National Electricity Objective and National Energy Retail Objective. A fit for purpose Customer and Site Details report allows for: - Accurate account creation to appropriately serve the customer e.g., if customer were on a payment plan. - Account creation in a prompt manner. - Avoiding the need to source customer information indirectly from AER or ESCV or the administrators. - Avoiding the need to source information, e.g., load, from the Distributor to determine customer classification - Maintain compliance and consumer protections, e.g., if customer is flagged as life support. - Suspended Retailer can provide customer information as per AEMO's procedural specification and not be pursued for additional customer information by the RoLR. - Enhancing overall efficiency of the RoLR framework and providing better customer experience.

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. - This ICF is aimed to improve industry efficiency by reducing manual follow ups with other market bodies due to absence of this data in RoLR B2B market procedures.
8. Customer benefits (consumers)	As detailed in the above section, accurate and complete data would improve customer experience, especially where a RoLR is relying on suspended retailer's data to create a new account in a prompt manner.
9. Consequence/Impact of issue not proceeding	Benefits that are listed in section 6, 7 and 8 above would not be realised.
10. Workaround/s (if necessary)	In absence of this data, the data is sourced manually via the AER, ESCV, administrators and networks which is time-consuming and a non-efficient process.
11. Supporting Documentation (attach if necessary)	This gap has been discussed in prior ERCFs and there was no objection raised by any participant considering the proposal does not require any schema change, nor does it impact any participant other than the suspended retailer
12. Any critical timelines to consider?	Origin recommends that this initiative be expedited given market uncertainty and the likelihood of further RoLR events occurring in the short to medium term. As referenced above, impact of change is to the suspended retailer and is of no impact to AEMO or other market participants. Based on the feedback, Origin raised a GMI that was raised at the GRCF in addition to this ICF, for consistency across both energy markets.
13. 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

Marked up using AEMO's NEM ROLR PROCESSES
PART A - MSATS PROCEDURE: ROLR PROCEDURES
PART B - B2B PROCEDURE

VERSION: 2.3 https://aemo.com.au/-/media/files/electricity/nem/retail_and_metering/market_settlement_and_transfer_solutions/2022/nem-rolr-processes-part-a-and-part-b-v23.pdf?la=en

Table 102-A: Customer and Site Details to Provide to RoLR

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
NMI	CHAR(10)	M	As defined in the CustomerDetailsNotification transaction in *B2B Procedure: Customer and Site Details Notification Process.*
NMIChecksum	CHAR(1)	M	As defined in the CustomerDetailsNotification transaction in *B2B Procedure: Customer and Site Details Notification Process.*
Customer Classification	**VARCHAR(20)**	**R/N**	**Provide if site is Commercial or Industrial, SME or Residential. Allowed values:** - **LARGE** - **SME** - **RESI** **Not Required from the LNSP.**
CustomerNamePerson NameTitle	VARCHAR(12)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
CustomerNamePerson NameGiven	VARCHAR(40)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.

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CustomerNamePerson NameFamily	VARCHAR(40)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
BusinessName	VARCHAR(200)	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* ~~and further explained in the table in clause 3.2 of the B2B Procedure: Technical Guidelines for B2B Procedures.~~
Business_ABN	**VARCHAR(200)**	**R/N**	**Provide ABN if customer is a Business** **Not Required from the LNSP.**
Average Daily Load	**VARCHAR(200)**	**M/N**	**Provide the average daily load for the NMI (in kWh) if NMI is not SMALL.** **Not Required from the LNSP.**
BusinessContactName Title	VARCHAR(12)	R	A component of BusinessContactName, which is a part of the CustomerDetailsNotification transaction as defined in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
BusinessContactPerso nNameGiven	VARCHAR(40)	R	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
BusinessContactPerso nNameFamily	VARCHAR(40)	R	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Email Address	**VARCHAR(100)**	**R/N**	**As per the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of EmailAddress in the *B2B Procedure: Customer and Site Details Notification Process.*** **Not Required from the LNSP.**
Solar	**VARCHAR(100)**	**R/N**	**Provide if site has solar tariff. Allowed values:** - **Yes** - **No** **Not Required from the LNSP.**

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Battery	Varchar(100)	R/N	Provide if site has battery / EV charger installed. Allowed values: - Yes - No Not Required from the LNSP.
SiteFlatOrUnitType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteFlatOrUnitNumber	VARCHAR(7)	R	A component of SiteAddress. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteFloorOrLevelType	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteFloorOrLevelNumb er	VARCHAR(5)	R	A component of SiteAddress. The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteBuildingOrProperty Name1	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteBuildingOrProperty Name2	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Note: This is only required if the building or property name require more than one line of description. It should only be supplied if there is a value in SiteBuildingOrPropertyName1.
SiteLocationDescriptor	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteHouseNumber1	NUMERIC(5) IN RANGE 0-99999	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If there is only one house number, use this data element only. If the address has a range of numbers, the first number in the range should go here.

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SiteHouseNumberSuffix1	VARCHAR(1)	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteHouseNumber1.
SiteHouseNumber2	NUMERIC(5) IN RANGE 0-99999	R	See description of 'SiteHouseNumber1'. This value is the second number in the range if the address is expressed as a number range. Where data is provided, there must be a value in SiteHouseNumber1.
SiteHouseNumberSuffix2	VARCHAR(1)	R	See description of 'SiteHouseNumberSuffix1'. Where data is provided, there must be a value In SiteHouseNumber2.
SiteLotNumber	VARCHAR(6)	R	A component of SiteAddress. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteStreetName1	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of StreetName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If there is only one street name in the address, use this data element only. If the address has more than one street name (e.g. an address on a corner), the first street name part of the address goes here.
SiteStreetType1	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteStreetName1.
SiteStreetSuffix1	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteStreetName1.
SiteStreetName2	VARCHAR(30)	R	See description of 'SiteStreetName1'. This would only be required, when used in conjunction with a location descriptor for physical addresses that are expressed as the corner of two streets or rear access lots. Where data is provided, it must be the second name (i.e. there must be a value in SiteStreetName1).
SiteStreetType2	VARCHAR(4)	R	See description of 'SiteStreetType1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteStreetSuffix2	VARCHAR(2)	R	See description of 'SiteStreetSuffix1'. Where data is provided, it must be related to a value in SiteStreetName2.

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SiteLocality	VARCHAR(46)	M	A component of SiteAddress. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteAddressState	VARCHAR(3)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressState in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteAddressPostcode	CHAR(4)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressPostcode in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
~~SiteUnstructuredAddress1~~	~~VARCHAR(80)~~	~~R~~	~~If the site address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode.~~ ~~The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address).~~ ~~This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.~~
~~SiteUnstructuredAddress2~~	~~VARCHAR(80)~~	~~R~~	~~This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.~~ ~~If the unstructured address requires more than one line, then this item contains the second line. Where data is provided, there must be a value in Unstructured SiteAddress1.~~
~~SiteUnstructuredAddress3~~	~~VARCHAR(80)~~	~~R~~	~~This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If the unstructured address requires more than two lines, then this item contains the third line. Where data is provided, there must be a value in Unstructured SiteAddress2.~~

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PostalFlatOrUnitType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFlatOrUnitNumber	VARCHAR(7)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFloorOrLevelType	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFloorOrLevelNumber	VARCHAR(5)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalBuildingOrPropertyName1	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteBuildingOrProperty Name1 in this table.

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PostalBuildingOrPropertyName2	VARCHAR(30)	R	See definition of PostalBuildingOrPropertyName1. Additional notes for SiteBuildingOrPropertyName2 in this table apply here too.
PostalLocationDescript or	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalHouseNumber1	NUMERIC(5) IN RANGE 0-99999	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SitehouseNumber1 in this table, which apply here too.
PostalHouseNumberSuffix1	VARCHAR(1)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details*
			Notification Process. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteHouseNumberSuffix1 in this table, which apply here too.
PostalHouseNumber2	NUMERIC(5) IN RANGE 0-99999	R	See definition of PostalHouseNumber1. Additional notes for SiteHouseNumber2 in this table apply here too.
PostalHouseNumberSuffix2	VARCHAR(1)	R	See definition of PostalHouseNumberSuffix1. Additional notes for SiteHouseNumberSuffix2 in this table apply here too.
PostalLotNumber	VARCHAR(6)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of LotNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.

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PostalStreetName1	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of StreetName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteStreetName1 in this table, which apply here too.
PostalStreetType1	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteStreetType1 in this table.
PostalStreetSuffix1	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteStreetType1 in this table, which apply here too.
PostalStreetName2	VARCHAR(30)	R	See definition of PostalStreetName1. Additional notes for SiteStreetName2 in this table apply here too.
PostalStreetType2	VARCHAR(4)	R	See definition of PostalStreetType1. Additional notes for SiteStreetType2 in this table apply here too.
PostalStreetSuffix2	VARCHAR(2)	R	See definition of PostalStreetsuffix1. Additional notes for SiteStreetsuffix2 in this table apply here too.
PostalDeliveryType	VARCHAR(11)	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of PostalDeliveryType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.

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PostalDeliveryNumber Prefix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberPrefix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalDeliveryNumber Value	NUMERIC(5) IN RANGE: 0-99999	R	Postal address is only required if the customer's postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberValue in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalDeliveryNumber Suffix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
~~PostalUnstructured Add ress1~~	~~VARCHAR(80)~~	~~R~~	~~If the postal address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode.~~ ~~The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address).~~ ~~This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.~~

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~~PostalUnstructured Add ress2~~	~~VARCHAR(80)~~	~~R~~	~~This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteUnstructuredAddress2 in this table, which apply here too.~~
~~PostalUnstructured Add ress3~~	~~VARCHAR(80)~~	~~R~~	~~This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteUnstructuredAddress3 in this table, which apply here too~~
PostalSuburbOrPla ceO rLocality	VARCHAR(46)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.
PostalStateOrTerrit ory	VARCHAR(3)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of SiteAddressState in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.
PostalPostcode	CHAR(4)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of SiteAddressPostcode in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
Contact1PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact1PhoneNumber.
Contact1PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of Number in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact1PhonePrefix.
Contact1PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact1PhoneService Type	VARCHAR(12)	R	A component of PhoneNumbe12, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact2PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Contact2 phone details should only be populated if a Contact2 telephone number has been provided. This is mandatory if there is a value in Contact2PhoneNumber.
Contact2PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Number in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact2PhonePrefix.

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Contact2PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact2PhoneService Type	VARCHAR(12)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
HardshipIndicator	**VARCHAR(12)**	**M/N**	**Allowed values:** - **Yes** - **No** **Not Required from the LNSP.**
~~RebateCode~~	~~VARCHAR(20)~~	~~R~~	~~As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of RebateCode in the B2B Procedure: Customer and Site Details Notification Process.~~
~~PensionHealth~~ **Concession**CardNumber	VARCHAR(10)	R/N	**Provide Concession (Pension/Health Care) Card Number if available** **Not Required from the LNSP.** ~~As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of PensionHealthCardNumber in the B2B Procedure: Customer and Site Details Notification Process.~~ ~~Mandatory if there is a value in RebateCode.~~
FromDate	DATE(8)*	R/N	~~As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of FromDate in the B2B Procedure: Customer and Site Details Notification Process.~~ This is mandatory if there is a value in ~~RebateCode.~~ **ConcessionCardNumber** **Not Required from the LNSP.**

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
ToDate	DATE(8)*	R/N	~~As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of FromDate in the B2B Procedure: Customer and Site Details Notification Process.~~ This is mandatory if there is a value in ~~RebateCode.~~ **ConcessionCardNumber.** **Not Required from the LNSP.**
DateOfBirth	DATE(8)*	M~~R~~/N	Customer's date of birth. ~~*Mandatory if there is a value in RebateCode.*~~ **Not Required from the LNSP.**
CustomerIdentification	VARCHAR(25)	R/N	Contains customer's driver licence. **Not Required from the LNSP.**
SensitiveLoad	VARCHAR(20)	M	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of SensitiveLoad in the *B2B Procedure: Customer and Site Details Notification Process*.
LifeSupportStatus	**VARCHAR (50)**	**M/R**	**As defined in the LifeSupportNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of LifeSupportStatus in the B2B Procedure: Customer and Site Details Notification Process, however for the purpose of this report, allowed values are:** **• Registered - No Medical Confirmation** **• Registered - Medical Confirmation** **Not required when LifeSupportStatus is** **• Deregistered - No Medical Confirmation** **• Deregistered - Customer Advice** **• Deregistered - No Customer Response** **• None** **Not Required from the LNSP.**
SiteAccessDetails	VARCHAR(160)	R	As defined in the SiteAccessNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of AccessDetails in the *B2B Procedure: Customer and Site Details Notification Process*.

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SiteHazardDescription	VARCHAR(80)	R	As defined in the SiteAccessNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of HazardDescription in the *B2B Procedure: Customer and Site Details Notification Process*.

** Values are as follows:

M Mandatory (must be provided in all situations)

R Required (if this information is available)

N Not required (not required and may be ignored if provided)

* Refer to definition of DATE(8) in clause 3.2 of the *B2B Procedure: Technical Guidelines for B2B Procedures*.