NEM ROLR PROCESSES

PART A - MSATS PROCEDURE: ROLR PROCEDURES

PART B - B2B PROCEDURE

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1. INTRODUCTION

1.1 Purpose and Scope

These are the NEM RoLR Processes. As permitted by section 144 of the *NERL*, Part A of which is part of the MSATS Procedures made under clause 7.16.2 of the National Electricity Rules (NER), and Part B is part of the *B2B Procedures* made under clause 7.17 of the NER (Procedures).

These Procedures have effect only for the purposes set out in the *NERL*, and the NER. The NER and the *National Electricity Law* prevail over these Procedures 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 these Procedures; and

(b) should be read with these Procedures.

1.3 Related AEMO Documents

Title	Location
Retail Market Procedures – Glossary and Framework	http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
CATS Procedures	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions

2. SUMMARY OF ROLR PROCESSES

(a) AEMO notifies RoLR Key Contacts that a RoLR Event has occurred, advises them who the AEMO key contacts are, any passwords they may require to access data provided by AEMO, the method of delivery of the report referred to in section 7.3, and which *Market Customers* are the *RoLRs*.

(b) AEMO provides summary and *NMI* reports to RoLR Event Affected MSATS Participants.

(c) Management of in-progress Service Orders associated with the *NMI*s the Failed Retailer was financially responsible for by the:

(i) Failed Retailer.

(ii) LNSP, or the ENM in the case of *child connection points*.

(iii) RoLR.

(d) Cancellation of in progress End User transfers to the Failed Retailer, as applicable, and notifications to affected MSATS Participants.

(e) Acceleration of in progress End User transfers from the Failed Retailer, as applicable, and notifications to affected MSATS Participants.

(f) Provision of End User details to the *RoLR* by the Failed Retailer.

(g) Provision of End User details to the *RoLR* by the LNSP or the ENM in the case of *child connection points*.

(h) Transfers of Failed Retailer *NMI*s to the *RoLR*.

(i) Provision of *substituted metering data* or Actual Metering Data to AEMO for *settlements* and *Market Participant*s entitled to receive it, so that it aligns with the RoLR Effective Transfer Date. The *Market Participant*s that are entitled to receive the *metering data* are the:

(i) Failed Retailer (old FRMP) and the *RoLR* (New FRMP).

(ii) LNSP or the ENM in the case of *child connection points*.

(j) Update of Roles so that the Failed Retailer can no longer be associated with any *NMI* in MSATS in the Role of FRMP, ENLR, or *RoLR* from or after the RoLR Effective Transfer Date, if the Failed Retailer is no longer able to operate in all Jurisdictions.

Note: This procedure does not restrict the Failed Retailer from being able to update information about *NMI*s for which it had a relationship with prior to the date of the RoLR Event, but updates can only be made effective for dates up to the day prior to the RoLR Effective Transfer Date.

(k) Change to a Backup RoLR.

(l) Post RoLR Event reconciliation of data:

(i) MSATS NMI data with MSATS Participants' *NMI*s.

(ii) End User and *metering data* for retail billing with MSATS Participants' *NMI*s.

(m) RoLR Post Implementation Review.

(n) Figure 1 is a high-level end-to-end process map illustrating how these will be implemented after a RoLR Event has occurred. References in the boxes in this process map are to the relevant section number in this document.

(o) Figure 2 shows the same high level processes in more detail, with timings and preconditions. References in the boxes in this process map are also to the relevant section number in this document.

(p) Figure 6 is a high level Gantt chart with possible timings based on the maximum estimated length of time it could take to complete each task and on a RoLR Event where all tasks were required.

2.1. Preconditions

The processes documented in these Procedures do not commence until:

(a) a RoLR Event is likely to occur, or has occurred; and

(b) a *Market Customer* is the *RoLR* for a Jurisdiction and an MSATS Participant.

3. REPORTS

All reports required to be produced by AEMO in relation to a RoLR Event are described in Appendix 1, and must be produced in a format that can be readily communicated to MSATS Participants.

Appendix 1 also identifies which report each MSATS Participant is entitled to receive by reference to their Role.

Figure 1 END TO END PROCESS MAP FOR ROLR TRANSITION PERIOD

High level summary of the scope of the NEM RoLR Processes showing main obligations, by section number and by Role, main preconditions & main information flows

Figure 2 HIGH LEVEL ROLR PROCESS DIAGRAM

Figure 3 HIGH LEVEL ROLR PROCESS TIMELINE

Note 1:
This timeline is not to time-scale.

Note 2:
Each process box is colour coded to map to the timing line.
The timeline has been developed considering the largest possible timeframes for

execution as per the procedures. The timeline does not restrict the user to not complete the steps sooner if possible considering the risks involved in delaying and timing management being the key factors driving the operational processes in a RoLR Event.

* The Group 2 reports are produced as soon as Group 1 reports have been sent.
\+ The Group 3 reports are AEMO internal only. They are not sent to *Market Participants*.
\# The update of FRMP and ENLR may be completed sooner than 15 *business days* depending upon the number of MSATS records that need to be updated.

PART A - MSATS PROCEDURE ROLR PROCEDURES

4. GENERAL MSATS OBLIGATIONS

4.1. Application

(a) The purpose of section 4 is to specify the general obligations imposed on each Role that is potentially involved in a RoLR Event. Specific obligations are also assigned in other sections.

(b) These Procedures are to be used when RoLR Event Affected NMIs are classified as LARGE or SMALL.

4.2. General Obligations for MSATS Participants

4.2.1. In advance of a RoLR Event

All potential RoLR Event Affected MSATS Participants must:

(a) Where there is an agreement to act as the RoLR for End Users, provide a list of those *NMIs* to AEMO using the designated consent form;

Note: The above information would be considered incomplete until the customer nomination form consenting to the nomination of RoC has been provided o AEMO by the End User.

(b) Maintain up to date contact details for nominated RoLR Key Contacts within the NEM Retail Operations Contacts List; and

(c) Be able to accept Bundled Change Request Notifications.

4.2.2. Once a RoLR Event occurs

Each RoLR Event Affected MSATS Participant must:

(a) be able to process Bundled Change Request Notifications;

(b) maintain business as usual;

(c) immediately after the RoLR Event, follow the processes for the transition of *NMIs* from the Failed Retailer to the RoLR;

(d) ensure that each of its nominated RoLR Key Contacts accepts emails and telephone calls from another RoLR Key Contact during the RoLR Transition Period;

(e) keep a record of all notifications sent that relate to the RoLR Event;

(f) ensure that its nominated RoLR Key Contact is available for AEMO to deliver business process related communiqués and data as required by these Procedures; and

(g) ensure that it nominated RoLR Key Contact is available for other RoLR Key Contacts to communicate with, and to provide and receive data from, as required by these Procedures.

4.3. AEMO

4.3.1. In Advance of a RoLR Event

AEMO must:

(a) maintain a set of queries for producing the reports required by this document from MSATS that can be used to satisfy the requirements for section 6;

(b) maintain a register of *NMIs* of End Users who have nominated a RoLR of Choice (RoC); and

Note: AEMO must maintain an auditable record of all written communications from the RoC as well as the End User where an agreement has been reached between the two parties.

Note: AEMO to share the register and any updates with the Regulator.

(c) maintain a set of queries for producing *NMI* list reports from MSATS that can be used to satisfy the requirements for section 7.

4.3.2. Once a RoLR Event occurs

AEMO must:

(a) check that Bundling of Change Request Notifications is turned on for every RoLR Event Affected MSATS Participant, and if it is not already turned on, turn it on with a multiple of 100;

(b) ensure that all *RoLRs* for the RoLR Event Affected NMIs have been assigned the Role of FRMP. ;

(c) keep a record of all Change Request Notifications sent that relate to the RoLR Event;

(d) ensure that the Failed Retailer retains all data access rights in MSATS for data it is entitled to receive and view; and

(e) in respect to sections 8, 9, 10, 11, 12, and 13, in a RoLR Event the stop file limitations will be actively reviewed by AEMO for the RoLR Affected MSATS Participants

4.4. Failed Retailer

4.4.1. Once a RoLR Event occurs

The Failed Retailer must:

(a) ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, receive data from, and provide data to, as required by these Procedures; and

(b) continue to meet any obligations it has under the NER or procedures under the NER, *NERL* or *NERR*.

5. AEMO NOTIFIES ROLR KEY CONTACTS FOLLOWING ROLR EVENT

5.1. AEMO Obligations

AEMO must:

(a) Within one Business Hour of the announcement of the occurrence of a RoLR Event by a Regulator, send an email to each RoLR Key Contact for each RoLR Affected MSATS Participant advising of the following:

(i) The contact names, email address and phone numbers for AEMO key contacts for:

(A) *Metering data* and transfer-related queries.

(B) Prudential queries.

(C) MP, MDP, MC, LNSP or ENM queries.

(ii) The technology and transport mechanisms AEMO is intending to use to provide *NMI* list report data to MSATS Participants, as required by section 7.1(c) and, if required, section 7.1(d) (e.g. in password protected .zip files transmitted by email or placed on a DVD or USB stick and couriered).

(b) Provide, by another means, a password to each RoLR Affected MSATS Participant who will require it to secure any confidential data sent from AEMO during the RoLR Event that needs password protection.

(c) Provide by email to all RoLR Key Contacts any instructions from Regulators that differ from these Procedures.

(d) Ensure that the emails sent as required in section 5.1(a) have the following settings applied:

(i) Mail box delivery receipt request flag ON

(ii) Priority HIGH

(e) Monitor when a mail box delivery receipt or a reply email is received from each RoLR Key Contact acknowledging receipt of the email sent.

(f) Where neither RoLR Key Contact for an MSATS Affected Participant has acknowledged an AEMO email within four Business Hours after sending it, contact by telephone either of the RoLR Key Contacts to confirm receipt. If no one responds, a voicemail message is sufficient.

5.2. RoLR Affected MSATS Participant Obligations

Within one Business Hour of receipt of each email from AEMO, each RoLR Key Contact must acknowledge receipt of the email.

6. AEMO PRODUCES & DELIVERS SUMMARY ROLR REPORTS

6.1. AEMO Obligations

Within two *business days* of the occurrence of a RoLR Event, AEMO must:

(a) Produce ROLR_001, ROLR_002, ROLR_003, ROLR_004, ROLR_005 and ROLR_006 reports

(b) Produce ROLR_007, ROLR_008, ROLR_009, ROLR_010, ROLR_011 and ROLR_012 reports if the Failed Retailer is also a Current ENLR;

(c) Make an assessment, on the basis of all available and reliable information, of the time that will be required to produce the above required reports.

(d) The sequencing of steps for making the changes that are required by sections 11 and 12 are as follows:

(i) First update the FRMP for NMIs where the Failed Retailer is the FRMP, for one *RoLR* at a time, as described in section 11.

(ii) Next, update the ENLR for NMIs where the Failed Retailer is the ENLR, for one New ENLR at a time, as described in section 12.

(iii) Deliver each report identified in section 6.1(a) and, if required, in section 6.1(b), securely via email to the RoLR Key Contacts for each RoLR Event Affected MSATS Participant. Include in the email used to deliver each report the estimated date and time by which all of the reports required to be produced as a result of the application of section 7 will be delivered.

6.2. RoLR Affected MSATS Participants Obligations

Each RoLR Key Contact for each RoLR Affected MSATS Participant that receives a report sent as required by section 6.1 must reply to the email verifying that it has been received upon receipt of the email containing the reports.

7. AEMO PRODUCES & DELIVERS NMI LIST REPORTS

7.1. AEMO Obligations

AEMO must:

(a) Produce ROLR_013 report.

(b) Produce ROLR_014 report if the Failed Retailer is also a Current ENLR.

(c) Deliver each report produced under section 7.1(a) using the method specified in the email referred to in section 5.1(a) and section 5.1(b), to the respective RoLR Key Contacts for each of the following RoLR Event Affected MSATS Participant Roles that contains a list of RoLR Event Affected NMIs with which they have a current relationship:

(i) RoLR/RoLR of Choice (RoC).

(ii) MDP.

(iii) LNSP, or the ENM in the case of *child connection points*.

(iv) FRMP (either as the Failed Retailer or as another FRMP where the Failed Retailer is the ENLR).

(v) ENLR (if the Failed Retailer is a ENLR).

(vi) MC

(d) If the Failed Retailer is an ENLR, deliver each report under section 7.1(b) using a secure method, as was specified in the email referred to in section 5.1(b) and section 5.1(c), to the respective RoLR Key Contacts for each ENLR Role that has been nominated by the Regulator as the replacement ENLR that contains a list of the *NMI*s for which it is to become the ENLR.

(e) If the reports are delivered on a DVD or USB flash drive or other, similar hard media, it must be couriered to the intended recipient with acknowledgement by the recipient required.

(f) Where data is delivered by courier, send the RoLR Key Contact an email confirming the data has been sent.

7.2. RoLR Affected MSATS Participants' Obligations

The RoLR Key Contacts for RoLR Affected MSATS Participants that receive a report sent as required by section 7.1(c) or section 7.1(d) must, upon receipt of the reports delivered as required by section 7.1(c), and section 7.3(d), send an email verifying that they have been received.

7.3. Timeframe Rules

AEMO shall start producing the reports referred to in section 7.1(a) and section 7.1(b) within two Business Hours of completing the obligations imposed by section 6.1(d, and continue until all reports have been completed by the end of the next *business day*.

8. AEMO CANCELS TRANSFERS IN PROGRESS TO THE FAILED RETAILER

8.1. AEMO Obligations

On the day of the RoLR Event, or by the end of the next *business day*, AEMO must:

(a) Produce ROLR_015 report to facilitate the Cancellation of Change Requests.

Note: This report excludes a retrospective Change Request nominating the Failed Retailer as the New FRMP with an end date prior to the RoLR Effective Transfer Date.

(b) If the RoLR Event was invoked by AEMO, Cancel in MSATS all In Progress Change Requests identified in the ROLR_015 report.

(c) If the RoLR Event occurred as a result of the suspension or revocation of a retailer licence in a Jurisdiction, or authorisation under the *NERL*, identify, from the ROLR_015 report, any In Progress Change Requests that need to be Cancelled.

Table 8-A: Transfers In Progress to Failed Retailer in MSATS

JURISDICTION	CANCELLATION POLICY
ALL	Any Change Requests entered into MSATS which have not completed for End User transfers to the failed *retailer* must be Cancelled so the End User will remain with its existing *retailer*.

(d) After identifying the Change Requests to be Cancelled, Cancel those Change Requests.

(e) For all Cancelled Change Requests, provide Change Request Notifications to all Participants in accordance with the Change Request Status Notification Rules for each Change Reason Code for the CAN (Cancelled) status.

(f) Produce RoLR_016, RoLR_017 and RoLR_031 reports.

9. AEMO CANCELS OTHER MSATS CHANGE REQUESTS IN PROGRESS INITIATED BY THE FAILED RETAILER

9.1. AEMO Obligations

On the day of the RoLR Event, or by the end of the next *business day*, AEMO must:

(a) Produce ROLR_018 report identifying all In Progress Change Requests to change an MC, MP or MDP submitted by the Failed Retailer prior to the RoLR Event.

Note: Such Change Requests would typically be ones with a Change Reason Code beginning with 6, which are requests to update one or more Roles, other than the FRMP.

(b) Cancel the Change Requests identified in the ROLR_018 report.

(c) For all Cancelled Change Requests, provide Change Request Notifications to all MSATS Participants in accordance with standard Change Request Status Notification Rules for the Change Request's Change Reason Code for the CAN (Cancelled) status.

(d) Provide ROLR_019 report to each *RoLR*.

10. AEMO ACCELERATES TRANSFERS IN PROGRESS FROM THE FAILED RETAILER

10.1. AEMO Obligations

AEMO must:

(a) Confirm, in accordance with regulatory policy, as summarised in Table 10-A, or any other regulatory instructions provided at the time of the RoLR Event, whether any in progress End User transfers that have been submitted to MSATS by a *retailer* other than the Failed Retailer, for *NMI*s where the Failed Retailer is the Current FRMP, are to be Accelerated.

Table 10-A: Transfers In Progress from Failed Retailer to be Accelerated

JURISDICTION	CHANGE REQUEST STATUS	NMI CLASSIF' N CODE	CHANGE REASON CODES	MAX PROPOSED DAYS
ALL	REQ OBJ PEND	SMALL	All CR 1xxx except 1030, 1040, 1083 and 1084	65

(b) Produce ROLR_020 report that identifies all transfers to be Accelerated away from the Failed Retailer.

(c) Use the BCT to Accelerate the applicable Change Requests identified by sections 10.1(a) and 10.1(b) by setting the Actual Change Date for each one to be the RoLR Effective Transfer Date and, if applicable, updating the Change Request Status from REQ (Requested) or OBJ (Objected) to PEND (Pending) so they can be Completed. (This is done in the BCT by specifying the Change Date to be the RoLR Effective Transfer Date).

Note: Any Accelerated Change Requests that have their Change Request Status updated from REQ to PEND as a result of the application of this section 10.1(c) will not generate PEND Change Request Notifications.

Note: For Change Requests that are Accelerated, if the Actual Change Date has not already been supplied by the MDP, it does not have to be supplied.

Note: Any Accelerated Change Requests processed as a result of the application of this section 10.1(c) will be Completed by the business as usual MSATS overnight processing and COM (Completed) Change Request Notifications will be generated on business as usual basis.

(d) Produce ROLR_021 report that identifies all transfers in progress away from the Failed Retailer.

(e) Produce ROLR_022 report that identifies all transfers to be Accelerated, to the LNSP or the ENM in the case of *child connection points*.

(f) Produce ROLR_023 report that identifies all transfers to be Accelerated, to the New FRMP on the Change Request.

(g) Produce ROLR_024 report that identifies all transfers to be Accelerated, to the Current MDP and any future MDP.

10.2. Timeframe Rules

The obligations contained in section 10 must be completed prior to commencing the obligations in section 11. Best endeavours must be made to complete all possible Accelerations on the day of the RoLR Event or by the end of the next *business day*.

11. AEMO CHANGES THE FRMP FOR NMIS FROM THE FAILED RETAILER

11.1. Conditions Precedent

(a) It must be at least two days after the RoLR Event has occurred.

Note: The suspension comes into effect midnight on the day of the issue of the *suspension notice*. The changes made in the *market* come into effect at 00:00 hours the next day. BCT can only apply Retrospective Changes with a minimum being for the prior day. Thus the BCT can only be run 2 days post the issue of the *suspension notice*.

(b) Any Change Requests that are to be Accelerated as a result of the application of section 10.1(b) must have Completed.

(c) Any Change Requests that are to be Cancelled as a result of the application of section 8.1(b) or section 8.1(d), and section 9.1(b) must have been Cancelled.

(d) Each *RoLR* must be assigned the Role of FRMP.

(e) Regulatory advice must have been received instructing AEMO regarding the MSATS Participant to which to transfer the RoLR Event Affected NMIs.

(i) The above excludes *NMIs* of End Users, where a RoC has been nominated by the End User and Retailer and received by AEMO.

(ii) Only *NMI*s for which a RoLR/RoC has been specified can be transferred as a consequence of the execution of section 11.

(f) If there is an intention to process the changes required by sections 11, 12 and 13 in a sequence other than that described in the note below section 6.1, RoLR Event Affected MSATS Participants must have been notified of the proposed alternative sequencing, either in the email sent to satisfy the obligations imposed by section 6.1(e), or in a subsequent email that is sent to all RoLR Event Affected MSATS Participants.

11.2. AEMO Obligations

AEMO must:

(a) Confirm that each *RoLR*'s Participant ID has been assigned the FRMP.

(b) Just prior to beginning the process of updating all the *NMIs* as required by section 11.2(d), send email notifications advising the approximate number of days as to when the process of making the changes will begin and an estimation of the number of days it will take to complete all the changes required by sections 11, 12 and 13 to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

(c) Starting with the RoC and for one RoLR at a time, use the BCT to update all NMIs to make the *RoLR* the FRMP, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current FRMP for the *NMI* on the RoLR Effective Transfer Date.

(d) Apply the following rules when making the changes required by section 11.3(d):

(i) Sequence the BCT runs in batches (e.g. by *RoLR*/Jurisdiction grouping or by LNSP or ENM in the case of *child connection points*/*RoLR* grouping).

Note: A Meter Reading is not required for the completion of these updates (this is not necessary using the BCT).

(ii) Do not change any Roles other than the FRMP .

(iii) Use the following parameters for the BCT:

(A) Use the Change Reason Code of ROLR.

(B) The Current FRMP is the Participant ID for the Failed Retailer for the group being processed.

(C) The New FRMP is the Participant ID for the RoLR.

(D) The Start Date is the RoLR Effective Transfer Date.

(E) Use any other parameters required to select the batch being processed (e.g. Current LNSP, Jurisdiction).

(iv) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 11-A and Table 11-B.

Table 11-A: Role Status of NEW - Change Request Status Notification Rules for RoLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP (RoLR)	LR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	-	-	-	-	-

Table 11-B: Role Status of CURRENT - Change Request Status Notification Rules for RoLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	LR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	-	Yes	Yes	Yes	Yes

(v) Once all the batches for changing the FRMP for the first RoLR/RoC are finished, complete section 11.2(f) for all batches for that same RoLR where only the FRMP has to be changed.

(e) Produce ROLR_025 report once all BCT updates of NMIs are complete as required by sections 11.2(d) and 11.2(e).

Note: This query would find any *NMIs* where the Failed Retailer is the FRMP on the RoLR Effective Transfer Date but for which an Change Request with an Actual Change Date that is more recent than the RoLR Effective Transfer Date has subsequently completed and the FRMP is no longer the Failed Retailer. This could occur in situations where there are a large number of *NMIs* to update and it takes several days to complete all the BCT runs.

(f) For each *NMI* identified by running the report specified in section 11.2(f), individually update the records for each of those *NMIs* to change their FRMP from the Failed Retailer to the *RoLR* and, for the period from the RoLR Effective Transfer Date to the date that is the day before the date the Current FRMP became the FRMP.

(g) In completing section 11.2(f), do not change any Roles other than the FRMP.

(h) In completing section 11.2(f), apply the following for each individual *NMI*:

(i) Use the Change Reason Code of ROLR.

(ii) The period of time for the change is from the RoLR Effective Transfer Date to the day before the *NMI* was transferred from the Failed Retailer to another FRMP.

(iii) During that period of time, the Current FRMP must be the Participant ID for the Failed Retailer for the *NMI* being processed.

(iv) The New FRMP will be the Participant ID for the RoLR.

(v) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 10-A.

(i) If there are no *NMIs* to update where the ENLR is the Failed Retailer (i.e. as required by sections 12 and), send an email notification containing the information to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

(j) In the email referred to in section 11.2(i):

(i) Confirm that all updates of FRMPs are now completed; and

(ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

(k) Compliance with section 11.2(i) is not required if there are further updates to do in MSATS.

11.3. Timeframe Rules

(a) Reasonable endeavours must be used to commence the obligations imposed by section 11.2 as soon possible after the conditions precedent specified in section 11.1 are met and continue, within the limitations imposed by section 11.2(d), until completed.

(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 *business days* of starting the section 11 obligations.

Note: The timeframe of 15 *business days* is the anticipated timing if the Failed Retailer is the FRMP for a significant number of *NMIs*. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) If required, section 11.2(j) must be completed within one Business Hour of completing the obligations imposed by sections 11.2(e) and 11.2(g).

12. AEMO CHANGES THE ENLR FOR CHILD NMIS FROM THE FAILED RETAILER

12.1. Conditions Precedent

(a) It must be at least two days after the RoLR Event has occurred.

(b) The obligations imposed by section 11.2 must have been completed.

(c) The *Market Customer(s)* to which the ENLR Roles are to be assigned must be assigned the Role of LR in MSATS.

(d) Regulatory advice must have been received instructing AEMO which MSATS Participant to make the New ENLR for *NMIs* for which the Failed Retailer is the Current ENLR. Only *NMIs* for which such an instruction has been received can be updated as a consequence of the execution of section 12.

12.2. AEMO Obligations

AEMO must:

(a) Confirm that each Participant that is to become the ENLR for *NMIs* where the Current ENLR is the Failed Retailer has been registered as a *Market Customer* in accordance with the NER.

(b) Confirm that each Participant ID of the *Market Customers* identified in section 12.2(a) has been assigned the LR Role in MSATS.

(c) Use the BCT to update all Child NMIs to make the *Market Participant* nominated by the relevant Regulator the ENLR, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current ENLR for the *NMI*.

(d) Apply the following rules when making the changes required by section 12.2(c).

(i) Sequence the BCT runs in batches (e.g. by New ENLR grouping, by LNSP or the ENM in the case of *child connection points*/New ENLR grouping or by LNSP or the ENM in the case of *child connection points*/New ENLR/TNI grouping) (i.e. complete the changes in batches by selecting each unique combination of LNSP or the ENM in the case of *child connection points* and New ENLR).

Note: A Meter Reading is not required when using the BCT.

(ii) Do not change any Role other than the ENLR.

(iii) Use the following parameters when using the BCT:

(A) Use the Change Reason Code of ROLR.

(B) The Current ENLR is the Participant ID for the Failed Retailer for the group being processed.

(C) The New ENLR is the Participant ID of the *Market Participant* specified by the Regulator.

(D) The Start Date is the RoLR Effective Transfer Date.

(E) Any other parameters required to select the batch being processed (e.g. Current LNSP, TNI).

(iv) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 12-A and Table 12-B.

Table 12-A: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	-	Yes	-	-	-	-

Table 12-B: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	Yes	Yes	Yes	Yes	Yes

(e) If there are no Child NMIs to update, then send an email notification containing the information specified in section 12.2(f) to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

(f) In the email referred to in section 12.2(e):

(i) Confirm that all updates of Child NMIs are now completed; and

(ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

(g) Compliance with sections 12.2(e) and 12.2(f) is not required if there are further updates to do in MSATS, as identified in section 13.

12.3. Timeframe Rules

(a) Reasonable endeavours must be used to commence the obligations imposed by section 12.2 as soon as the preconditions in section 12.1 are met and continue, within the limitations imposed by section 12.2(d), until completed.

(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 *business days* of starting the section 11 obligations.

Note: The timeframe of 15 *business days* is the anticipated timing if the Failed Retailer is the FRMP for a significant number of *NMIs*. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) If required, section 12.2(e) must be completed within one Business Hour of completing the obligations imposed by section 12.2(c).

13. AEMO CHANGES FRMP AND ENLR ROLES FOR NMIS FROM THE FAILED RETAILER AND COMPLETES OTHER ROLE CHANGES AS REQUIRED

13.1. Application

Section 13, which only applies in the event of the failure of a *retailer* which is a Embedded Network *Local Retailer*, applies to:

(a) AEMO.

(b) MSATS Participants with relationships to the *NMIs* affected by section 13 that will receive Change Request Notifications (the same as those specified in Table 13-A and Table 13-B).

Note: The *NMIs* affected by section 13 are:

(i) NMIs where the Failed Retailer is nominated as the FRMP and the ENLR in MSATS for the RoLR Effective Transfer Date.

(ii) Any other *NMIs* identified as requiring changes as part of a final check by AEMO to ensure that there are no *NMIs* where the Current FRMP or ENLR for any date on or after the RoLR Effective Transfer Date is the Failed Retailer (whether or not the Failed Retailer has any active Roles for that *NMI*).

13.2. Conditions Precedent

(a) It must be at least two days after the RoLR Event has occurred.

(b) Any Change Requests that are to be Accelerated as a result of the application of section 10.1 must have completed.

(c) Any Change Requests that are to be Cancelled as a result of the application of section 8.1(b) or section 8.1(d) and section 9.1(b) must have been Cancelled.

(d) Each *RoLR* must be assigned the Roles of FRMP and LR in MSATS.

(e) Regulatory advice must have been received instructing AEMO regarding the MSATS Participant to which to transfer the RoLR Event Affected NMIs. Only *NMIs* for which such an instruction has been received can be transferred as a consequence of the execution of section 13.

13.3. AEMO Obligations

AEMO must:

(a) Confirm that each *RoLR* has been registered as a *Market Customer* in accordance with the NER.

(b) Confirm that each *RoLR*'s Participant ID has been assigned the FRMP and LR Roles in MSATS.

(c) Starting with the RoC and for one RoLR at a time, use the BCT to update all *NMIs* to make the *RoLR* the FRMP and the ENLR, effective from the RoLR Effective Transfer Date where:

(i) The Failed Retailer is the Current FRMP for the *NMI* on the RoLR Effective Transfer Date; and

(ii) The Failed Retailer is the Current ENLR for the *NMI* on the RoLR Effective Transfer Date;

(d) Apply the following rules when making the changes required by section 13.3(c):

(i) Sequence the changes in batches (e.g. by *RoLR*/Jurisdiction grouping or by *RoLR*/LNSP or the ENM in the case of *child connection points* grouping).

Note: A Meter Reading is not required when using the BCT.

(ii) Do not change any Role other than the FRMP and ENLR.

(iii) The Current FRMP and the Current ENLR must have the same Participant ID.

(iv) Use the following parameters for the BCT:

(A) Use the Change Reason Code of ROLR.

(B) The Current FRMP is the Participant ID for the Failed Retailer for the group being processed.

(C) The Current ENLR is the Participant ID for the Failed Retailer for the group being processed.

(D) The New FRMP is the Participant ID specified by the Regulator.

(E) The New ENLR is the Participant ID specified by the Regulator.

(F) The Start Date is the RoLR Effective Transfer Date.

(G) Use any other parameters required to select the batch being processed (e.g. Current LNSP, Jurisdiction).

(v) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 13-A and Table 13-B.

Table 13-A: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP (RoLR)	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	-	-	-	-	-

Table 13-B: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	ENLR	LNSP/ENM	MDP	MPB	RP
Completed	Yes	-	Yes	Yes	Yes	Yes

(vi) Once all the batches for changing the FRMP and ENLR for the first *RoLR/*RoC are finished, complete section 13.3(e) for all batches for that same *RoLR* where only the FRMP and ENLR have to be changed (i.e. for NMIs where the Failed Retailer is the FRMP and ENLR).

(e) Produce ROLR_026 report once all BCT updates to NMIs are complete as required by section 13.3(c) and section 13.3(e).

(f) For each *NMI* identified by running the report specified in section 13.3(f), individually update the records for each of those *NMIs* to change their FRMP from the Failed Retailer to the *RoLR*, for the period from the RoLR Effective Transfer Date to the date that is the day before the date the Current FRMP became the FRMP.

(g) In completing section 13.3(g), do not change any Roles other than the FRMP.

(h) In completing section 13.3(g), apply the following for each individual *NMI*:

(i) Use the Change Reason Code of ROLR.

(ii) The period of time for the change is from the RoLR Effective Transfer Date to the day before the *NMI* was transferred from the Failed Retailer to another FRMP.

(iii) During that period of time, the Current FRMP must be the Participant ID for the Failed Retailer for the *NMI* being processed.

(iv) The New FRMP is the Participant ID for the RoLR.

(v) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 13-A, Table 13-B, Table 13-C, and Table 13-D.

(i) As a final check, confirm that in MSATS there are now no longer any *NMIs* where the Failed Retailer is the Current FRMP or ENLR for any date on or after the RoLR Effective Transfer Date.

Note: This check must include a check for Roles for which, as of the day the query is run, the Failed Retailer is not current but for which it may still be current on earlier dates that are after the RoLR Effective Transfer Date.

(j) If the query run in compliance with section 13.3(j) identifies any *NMIs* (which would include any *NMIs* that were the subject of section 13.3(g), which will still have the Failed Retailer as the ENLR), individually update the details for each of these *NMIs* to replace the Failed Retailer with the *Market Participant* nominated by the relevant Regulator for the Role. When all updates are complete, perform the check described in section 13.3(j) again to ensure none were missed.

(k) Once all the updates required to satisfy the obligations imposed by sections 11, 12 and 13 are completed, send an email notification containing the information to all RoLR Key Contacts.

Note: This report may also be delivered to the Relevant Regulators.

(l) In the email referred to in section 13.3(k):

(i) Confirm that all updates of FRMPs and ENLRs are now completed; and

(ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

13.4. Timeframe Rules

(a) Reasonable endeavours must be used to commence the obligations imposed by section 13.3 as soon possible after the conditions precedent specified in section 13.2 are met and continue, within the limitations imposed by section 13.3(d), until completed.

(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 *business days* of starting the section 11 obligations.

Note: The timeframe of 15 *business days* is the anticipated timing if the Failed Retailer is the FRMP and LR for a significant number of *NMIs*. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) Section 13.3(l) must be completed within one Business Hour of completing the obligations imposed by sections 13.3(c), 13.3(e) and 13.3(g).

14. AEMO PRODUCES PENDING TRANSFER REPORT AND ROC TRANSFER CONFIRMATION EMAIL FOR THE ROLR

14.1. AEMO Obligations

Within two *business days* of completing all the transfers required by sections 11, 12 and 13, AEMO must:

(a) Identify all NMIs nominated as per the RoC process and transferred to the RoC, however were identified in the NMI List Reports, and send this information to the *RoLR*.

(b) Produce ROLR_027 and ROLR_028 that identifies all transfers that are in progress to transfer away from the *RoLR*, after the date of the RoLR Event, for which the *RoLR* has not received any notifications from MSATS.

(c) Deliver each report by secure email to:

(i) The Regulator.

(ii) The Jurisdiction that has jurisdiction of the *NMIs* in the report.

(iii) The RoLR Key Contact for the RoLRs nominated in the report.

14.2. RoLR Obligations

Each RoLR Key Contact must upon receipt of the email containing the reports or the couriered media containing the reports, delivered as required in section 14.1(c), send an email to AEMO verifying that it has been received.

15. MDP PROVIDES METERING DATA TO MSATS FOR ROLR EFFECTIVE TRANSFER DATE

15.1. Conditions Precedent

(a) The MDP has received any of the following:

(i) An Change Request Notification with a COM status for a change of FRMP generated as a result of the application of section 10.1(c), 11.2(d)(iv), 11.2(e)(iii), 11.2(i)(v), 13.3(d)(v), or 13.3(i)(v) advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current FRMP, which *Market Participant* is the New FRMP and the date of effect of the change (the *ActualChangeDate* in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: Change Request Notifications generated as a result of the application of section 11.2(d)(iv), 11.2(e)(iii), 11.2(i)(v), 13.3(d)(v), 13.3(e)(iii) or 13.3(i)(v) will be easily identifiable because they use the Change Reason Code of *ROLR*. The *NMIs* for which COM status Change Request Notifications are generated as a result of compliance with section 10.1(c) are not so easily identified because they will have a *business as usual* Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with section 10.1(g).

(ii) A Change Request Notification with a COM status for a change of ENLR generated as a result of the application of section 12.2(d) 4, where the Failed Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current ENLR, which *Market Participant* is its New ENLR and the date of effect of the change (the *ActualChangeDate* in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of ENLR for NMIs where the Failed Retailer was the ENLR.

15.2. MDP Obligations

The MDP must:

(a) within five *business days* after receiving the COM Change Request Notification for a *NMI,* , provide *metering data* up to the RoLR Effective Transfer Date to MSATS and the same *metering data* up to the RoLR Effective Transfer Date to those Participants entitled to it in accordance with the *metrology procedure* under section 103.

(b) In accordance with section 15.2(a), if an Actual Meter Reading is available for the RoLR Effective Transfer Date, provide it.

(c) In accordance with section 15.2(a), if an Actual Meter Reading is not available for the RoLR Effective Transfer Date, provide *substituted metering data* that complies with the Substitution rules in Metrology Procedure: Part B.

15.3. Related Part B Section

Section 15 is related to Part B section 103.

16. AEMO CHANGES ROLR ROLE IN MSATS FROM THE FAILED RETAILER

16.1. AEMO Obligations

Within two *business days* after AEMO has completed all its obligations under sections 11, 12 and 13, AEMO must:

(a) Identify the *NMIs* for which the Failed Retailer is the Current RoLR and for which the Regulator has advised which *Market Customer* should be nominated as the *RoLR*.

(b) For each of the *NMIs* identified as a consequence of section 16.1(a), determine the New RoLR in accordance with the regulatory instructions.

(c) Confirm that any *Market Customer* nominated as a *RoLR* by the Regulator has been assigned the RoLR Role in MSATS.

(d) Use the BCT to update all *NMIs* where the current *RoLR* for the *NMI* on the RoLR Effective Transfer Date is the Failed Retailer, to make the newly nominated *RoLR* the *ROLR*, effective from that date.

(e) Apply the following additional rules when making the changes required by section 16.1(d):

(i) Do not change any Role other than the *RoLR*.

(ii) Use the following parameters when using the BCT:

(A) Use the Change Reason Code of BC00.

(B) The Current RoLR is the Participant ID for the Failed Retailer for the group being processed.

(C) The New RoLR is the Participant ID of the RoLR, for the organisation specified by the Regulator.

(D) The Current LNSP or the ENM in the case of *child connection points* is the LNSP Participant ID for the group being processed.

(E) The Start Date is the RoLR Effective Transfer Date.

(iii) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 16-A and Table 16-B (currently none).

Table 16-A: Role Status of NEW - Change Request Status Notification Rules for BC00 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	LR	LNSP/ENM	MDP	MPB	RP
Completed	-	-	-	-	-	-

Table 16-B: Role Status of CURRENT - Change Request Status Notification Rules for BC00 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	LR	LNSP/ENM	MDP	MPB	RP
Completed	-	-	-	-	-	-

(f) Once section 16.1(d) is completed and, if section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), send an email confirming that there are no other updates required in MSATS to all RoLR Key Contacts.

Note: This email may also be delivered to the Relevant Regulators.

17. AEMO CEASES ALL THE FAILED RETAILER'S ROLES AS OF ROLR EFFECTIVE TRANSFER DATE

17.1. Conditions Precedent

(a) The Failed Retailer must not be able to operate in any Jurisdiction.

(b) The Failed Retailer is not currently nominated in any Role for any non-extinct *NMI* that overlaps the RoLR Effective Transfer Date.

Note: This requires that all the changes required to meet *AEMO*'s obligations imposed by sections 11, 12, 13 and 16 have been completed.

17.2. AEMO Obligations

(a) Within two *business days* of the conditions in section 16 being met, AEMO must for all MSATS Participant IDs that belong to the Failed Retailer, cease the ability for that Participant ID to act in any Role by making the Roles assigned to the Participant ID inactive as of the RoLR Effective Transfer Date.

(b) Once section 17.2(a) is completed, AEMO must send an email confirming that there are no other updates required in MSATS to all RoLR Key Contacts.

Note: This email may also be delivered to the Relevant Regulators.

(c) Once *settlements* Revision 2 for the *billing period* in which the RoLR Event occurred is completed, AEMO must deactivate all MSATS user access for the Failed Retailer.

18. PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION OF MSATS-RELATED DATA AND PREPARE A REPORT FOR AEMO

18.1. Conditions Precedent

AEMO has sent the email indicating that all updates to MSATS are complete, required by one of sections 11.2(k)(ii), 12.2(f), 13.3(m)(ii), 16.1(f), or 17.2(b).

Note: The section that triggers the requirement to send the email will depend on what tasks are required.

18.2. RoLR Event Affected MSATS Participants' Obligations

Between 3-4 months after the day of the RoLR Event, each RoLR Event Affected MSATS Participant must:

(a) Undertake a reconciliation of data and associated information in accordance with Table 18-A.

(b) Create a reconciliation differences table that captures discrepancies between the data and information stored by AEMO and the data and information stored by MSATS Participants' systems.

(c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.

(d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 18-A: Post RoLR Event Reconciliation Matrix – MSATS Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now FRMP)	*NMIs* where FRMP was changed	ROLR_013 report; and if received ROLR_014 report. Change Request Notifications for ROLR CR code.	List of *NMI* mismatches - *NMIs* in the AEMO lists for which Change Request Notifications for ROLR CR code have not been received. - *NMIs* for which Change Request Notifications for *ROLR* CR code have been received that are not in the AEMO *NMI* lists.
LNSP/ENM	*NMIs* where FRMP was changed	Same as for *RoLR* above.	Same as for *RoLR* above.
MDP	*NMIs* where FRMP was changed	Same as for *RoLR* above.	Same as for *RoLR* above.
Replacement ENLR	*NMIs* where ENLR was changed	ROLR_014 report. Change Request Notifications for *ROLR* CR code received in FRMP Role that also nominated a New ENLR.	List of *NMI* mismatches *NMI*s in the AEMO list for which Change Request Notifications for ROLR CR code with a New ENLR nominated have not been received. *NMIs* for which Change Request Notifications for ROLR CR code with a New ENLR have been received that are not in the AEMO *NMI* list.

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
LNSP/ENM	*NMIs* where ENLR was changed	Same as for Replacement ENLR above.	List of *NMI* mismatches (same as for Replacement ENLR above).
MDP	*NMIs* where ENLR was changed	Same as for Replacement ENLR above.	List of *NMI* mismatches (same as for Replacement ENLR above).
RoLR (now FRMP)	*NMIs* where ENLR was changed	Same as for Replacement ENLR above.	List of *NMI* mismatches (same as for Replacement ENLR above).
FRMP (other than *RoLR*)	Accelerated transfers	ROLR_023 report. If necessary, Change Request Notifications that change the FRMP.	Check that, for all Accelerated transfers on the AEMO list, the *NMI* is recorded in the FRMP's internal systems as having being transferred on the RoLR Effective Transfer Date.
MDPs for *NMIs* with Accelerated transfers	Accelerated transfers	ROLR_024 report. If necessary, Change Request Notifications that change the FRMP.	Check that, for all Accelerated transfers on the AEMO list, the *NMI* is recorded in the MDP's internal systems as having being transferred to a New FRMP (other than the *RoLR*) and, if applicable, New MDP, on the RoLR Effective Transfer Date.
MC	MPB Participant ID	Change Requests The list of Cancelled Change Requests (see section 9.1d)) that were updating the MPB Role. Internal processes and systems.	Check that the MPB Role is correct.
MC	MDP Participant ID	Change Requests The list of Cancelled Change Requests (see section 9.1d)) that were updating the MDP Role. Internal processes and systems.	Check that the MDP Role is correct.

(e) provide AEMO with a report that contains the following data:

(i) Summary of status of all RoLR Event Affected NMIs for that MSATS Participant, listing:

(A) Number of *NMIs* for which all processing is complete.

(B) Number of *NMIs* for which processing is still in progress for which there are issues.

(C) Number of *NMIs* for which processing is still in progress for which there are no issues.

Note: The reconciliation shall be limited to detail directly affected by the RoLR Event

(ii) List of *NMIs* that are in dispute and reasons for the dispute.

(iii) Impact statements including:

(A) Volume of *NMIs* processed for the MSATS Participant.

(B) Estimated times for completion of business processes described in Part A of this document.

(C) Any timeframe impacts on business as usual MSATS-related business processes.

18.3. Related Part B Section

Section 18 is related to section 105.

19. AEMO CONDUCTS ROLR POST IMPLEMENTATION REVIEW

19.1. AEMO Obligations

Within six months of the date a RoLR Event, AEMO must:

(a) Undertake and *publish* a report of a RoLR Post Implementation Review, which includes:

(i) A review of the impacts to the *market* as a whole.

(ii) Captured substantial issues.

(iii) Proposed solutions, or a proposed methodology to identify solutions to the captured issues and changes to these Procedure where required.

PART B - B2B PROCEDURE ROLR PROCESS

101. GENERAL B2B OBLIGATIONS

101.1. Application

(a) The purpose of clause 101 is to specify general obligations imposed on each Role that is potentially involved in a RoLR Event within the context of B2B-related business processes. Specific obligations are also assigned in other clauses.

(b) Clause 101 applies to the following, as applicable:

(i) Service Providers and RoLR-event affected Participants.

(ii) Suspended Retailer.

101.2. Application of this procedure

This procedure applies to the following participating Jurisdictions:

ACT	NSW	QLD	SA	VIC	TAS
Yes	Yes	Yes	Effective from 30 March 2011	Effective from 30 March 2011	Yes

101.3. General Obligations for Service Providers and RoLR Event Affected Participants as Applicable

101.3.1. In Advance of a RoLR Event

(a) Participants and *Service Providers* must maintain up to date contact details for the RoLR Key Contact within the *NEM Retail Operations Contacts List* which is managed under section 6 of the *B2B Procedure: Technical Delivery Specification*. This includes the primary operational contact and the process owner or escalation contact.

101.3.2. Once a RoLR Event is invoked

(a) Participants and *Service Providers* must maintain *business as usual*, and must meet any *business as usual* obligations, some of which might be consequent on the RoLR Event, that are defined in the *B2B Procedures* and other documentation as appropriate.

(b) Immediately after AEMO has invoked a RoLR Event, RoLR Event Affected Participants and *Service Providers* must, in accordance with this *Part B - B2B Procedure: RoLR Process* and other documentation as appropriate, follow the set of defined processes for the transition of *NMIs* and associated business services from the Suspended Retailer to the *RoLR*.

(c) The nominated RoLR Key Contact for each RoLR Event Affected MSATS Participant must be available for other RoLR Key Contacts to communicate to, and to provide and receive data from, as determined in this *Part B - B2B Procedure: RoLR Process*.

(d) Should the primary operational RoLR Key Contact and the process owner or escalation RoLR Key Contact for an organisation both be on leave or otherwise unavailable at the time a RoLR Event is invoked, the organisation must update the *NEM Retail Operations Contacts List* with the name and contact details for replacement RoLR Key Contacts.

101.4. Suspended Retailer

101.4.1. Once a RoLR Event is invoked

The Suspended Retailer must:

(a) Ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, and to receive data from and provide data to as required in this *Part B - B2B Procedure: RoLR Process*.

102. ROLR OBTAINS CUSTOMER & SITE DETAILS FOR NMIS FOR WHICH IT HAS BECOME FINANCIALLY RESPONSIBLE

102.1. Application

Clause 102 applies to:

(a) RoLR.

(b) Suspended Retailer/Insolvency Official.

(c) LNSP.

102.2. Conditions Precedent

(a) AEMO has provided the Suspended Retailer with the *NMI* list reports, as required by clause 5.3 c).

(b) AEMO has provided the *Service Provider* (the *LNSP*) with the *NMI* list reports, as required by clause 5.3 c).

102.3. Suspended Retailer/Insolvency Official Obligations

The Suspended Retailer/Insolvency Official must:

(a) Provide each *RoLR* with the *customer* and Site *details* data specified in Table 102 - A for each of the *NMIs* to be transferred to that *RoLR* that were in the *NMI* List provided by AEMO (the *RoLR*/FRMP *NMI* List - Where Suspended Retailer is FRMP Report) as a consequence of the application of clause 5.3 a) and clause 5.3 c), but excluding the *NMIs* identified in clause 102.3 b).

(b) Exclude from the list of *NMIs* identified in clause 102.3 a) any *NMIs* transferred to a *retailer* other than the *RoLR* as a result of *AEMO*'s acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 8.3 c). Use, to identify the *NMIs* to be excluded:

(i) The list provided by AEMO in compliance with clause 8.3 d); and

(ii) Any MSATS COM notifications received as a consequence of the application of clause 8.3 c).

(c) Supply the data referred to in clause 102.3 a) in csv format as a minimum to the RoLR Key Contact, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

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.
CustomerNamePersonNameTitle	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*.
CustomerNamePersonNameGiven	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*.
CustomerNamePersonNameFamily	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.
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.

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)
Solar	VARCHAR(100)	R/N	Provide if site has solar tariff. Allowed values: - Yes - No Not Required from the LNSP.
Battery	Varchar(100)	R/N	Provide if site has battery / EV charger installed. Allowed values: - Yes - No Not Required from the LNSP.
HardshipIndicator	VARCHAR(12)	M/N	Allowed values: - Yes - No Not Required from the LNSP.
BusinessContactNameTitle	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*.
BusinessContactPersonNameGiven	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*.
BusinessContactPersonNameFamily	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*.
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*.
SiteFloorOrLevelNumber	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*.

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)
SiteBuildingOrPropertyName1	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*.
SiteBuildingOrPropertyName2	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.
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.

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)
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.
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*.~~

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)
~~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 UnstructuredSiteAddress1.~~
~~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 UnstructuredSiteAddress2.~~
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

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)
			FloorOrLevelNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalBuildingOrPropere r tyName1	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.
PostalBuildingOrPropere r tyName2	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.
PostalHouseNumberS u ffix1	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.

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)
PostalHouseNumberS u ffix2	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*.
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.

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)
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*.
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*.

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)
~~PostalUnstructuredAdd 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*.~~
~~PostalUnstructuredAdd 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.~~
~~PostalUnstructuredAdd 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.~~
PostalSuburbOrPlaceOrLocality	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.

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)
PostalStateOrTerritory	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.
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.
Contact1PhoneServiceComment	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*.
Contact1PhoneServiceType	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*.

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)
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.
Contact2PhoneServiceComment	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*.
Contact2PhoneServiceType	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*.
ConcessionCardNumber	VARCHAR(10)	R/N	Provide Concession (Pension/Health Care) Card Number if available Not Required from the LNSP.
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 ConcessionCardNumber~~RebateCode~~. Not Required from the LNSP.
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 ToDate in the *B2B Procedure: Customer and Site Details Notification Process*.~~ This is mandatory if the value in ~~RebateCode is~~ ConcessionCardNumber~~Health Care Card~~. 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)
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.
LifeSupportStatus	VARCHAR (50)	M/N	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.
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*.
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*.
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*.

102.4. LNSP Obligations

The LNSP must:

(a) Provide each *RoLR* with the *customer* and Site *details* data specified in Table 102-A for all the *NMIs* on the *NMI* list reports provided by AEMO in compliance with clause 5.3 c).

(b) Exclude from the list of *NMIs* identified in clause 102.4 a) any *NMIs* transferred to a *retailer* other than the RoLR as a result of *AEMO*'s acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 8.3 c), using, to identify the *NMIs* to be excluded:

(i) The list provided by AEMO in compliance with clause 8.3 d); and

(ii) Any MSATS COM notifications received as a consequence of the application of clause 8.3 c)

(c) Supply this information in csv format as a minimum to the RoLR Key Contact, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

102.5. Time Frame Rules

(a) The Suspended Retailer/Insolvency Official must make reasonable endeavours to comply with clause 102.3 a) by the end of the next *business day* after receiving the *NMI* List report provided in compliance with clause 5.3 c), and, if that is not possible, must comply within four business days of receiving it.

(b) The LNSP must comply with clause 102.4 a) within four business days of receiving the *NMI* List reports provided in compliance with clause 5.3 c) and clause 8.3 d).

103. MDP PROVIDES METERING READS FOR ROLR EFFECTIVE TRANSFER DATE

103.1. Application

Clause 103 applies to:

(a) MDP.

103.2. Conditions Precedent

(a) The MDP has received any of the following:

(i) An MSATS Change Request Notification with a COM status for a change of FRMP generated as a result of the application of clause 8.3 c), clause 9.3 e) 5, clause 9.3. f) 3, clause 9.3 j) 6, clause 11.3 d) 5 clause 11.3 e) 3 or clause 11.3 i) 6, advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current FRMP, which *Market Participant* is the New FRMP and the date of effect of the change (the *ActualChangeDate* in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: MSATS Change Request Notifications generated as a result of the application of clause 9.3 e) 5 or clause 11.3 d) 5 will be easily identifiable because they use the Change Reason Code of *ROLR*. The *NMIs* for which COM status MSATS Change Request Notifications are generated as a result of compliance with clause 8.3 c) are not so easily identified because they will have a *business as usual* Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with clause 8.3 g).

(ii) An MSATS Change Request Notification with a COM status for a change of ENLR generated as a result of the application of clause 10.3 d) 4, where the Suspended Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current ENLR, which *Market Participant* is its New ENLR and the date of effect of the change (the *ActualChangeDate* in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of ENLR for Second Tier NMIs where the Suspended Retailer was the ENLR.

103.3. MDP Obligations

The MDP must:

(a) For each *NMI* for which it has received the MSATS Change Request Notification identified in clause 103.2 a), provide *metering data* up to the RoLR Effective Transfer Date to those MSATS Participants entitled to it, in accordance with the 'Service Level Requirements - *Metering data* Collection, Processing and Delivery Services for *Metering* Provider Category Type 5D, 6D and 7D'.

(b) In accordance with clause 103.3 a), if an actual read is available for the RoLR Effective Transfer Date, provide it.

(c) In accordance with clause 103.3 a), if an actual read is not available for the RoLR Effective Transfer Date, provide Substituted *metering data*, which complies with Substitution rules in the Metrology Procedure: Part B.

103.4. Time Frame Rules

(a) Reasonable endeavours must be made to comply with clause 103.3 a) for each affected *NMI* within five *business days* after receiving the COM MSATS Change Request Notification for that *NMI*.

103.5. Related Part A Clause

(a) Clause 103 is related to *Part A* clause 13.

104. MANAGEMENT OF IN PROGRESS SERVICE ORDERS RAISED BY SUSPENDED RETAILER

104.1. Application

Clause 104 applies to:

(a) Suspended Retailer.

(b) LNSP.

(c) RoLR that becomes the retailer for RoLR Event Affected NMIs where the Suspended Retailer was the FRMP.

104.2. Conditions Precedent

(a) AEMO has invoked a RoLR Event.

(b) The Suspended Retailer and LNSP have received a notification of the RoLR Event being invoked.

104.3. Suspended Retailer Obligations

The Suspended Retailer must:

(a) Stop raising Service Order Requests for RoLR Event Affected NMIs immediately after the RoLR Event is invoked.

(b) After receiving the FRMP/*RoLR NMI* List report provided by AEMO in compliance with clause 5.3 c), provide each *RoLR* with a list of *Service Orders* that have been raised, for which a *ServiceOrderResponse* transaction with a response type of 'Closure' has not been received, for all *RoLR*-affected *NMIs*.

(c) At least once each *business day*, provide each *RoLR* with a list of all *Service Orders* that it has previously raised, for which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed", "Not Completed" or "Complete" is received, for all *RoLR*-affected *NMIs* where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the RoLR Effective Transfer Date.

(d) Include in the lists provided as required by:

(i) Clause 104.3 b), all the details contained in each original *Service Order Request*; as defined in clause 4.1 of the *B2B Procedure: Service Order Process*; and

(ii) Clause 104.3 c), all the details contained in each original *Service Order Request*, as defined in clause 4.1 of the *B2B Procedure: Service Order Process*, and the information provided by the LNSP in the *ServiceOrderResponse*, as defined in clause 4.2 of the *B2B Procedure: Service Order Process*.

(e) At a minimum, the lists to be provided in compliance with clause 104.3 b) and clause 104.3 c), must be in csv format.

104.4. LNSP and Other Service Providers' Obligations

Each LNSP (and/or MC, MP, MDP and other relevant participants, as appropriate) must:

(a) On receipt of notification that the RoLR Event has been invoked (either the original AEMO Communication notification or the notification referred in clause 3.3 a), whichever is received first), obtain and retain a list of all *Service Orders* raised by the Suspended Retailer for which a *ServiceOrderResponse* transaction has yet to be provided.

Note: This report will be used to support the reconciliation required by clause 105.3.

(b) Should the Suspended Retailer send any *Service Order Requests* with an Action Type of 'New' or 'Replace' on or after the RoLR Effective Transfer Date for *NMIs* that are in Jurisdictions where the Suspended Retailer is no longer licensed to operate, send a *Business Rejection* signal in response to the *Service Order Request* which indicates that 'The Request falls outside the *LNSP*'s regulatory and contractual obligations'.

Note that if the RoLR Event was invoked by AEMO issuing a *suspension notice* then the Suspended Retailer will not be able to operate in any Jurisdiction because they have been suspended from the *NEM*.

(c) All De-Energisation for non-payment *Service Orders* must be cancelled and finalised for each RoLR Event Affected NMI, except where the *LNSP* considers the field work is unable to be cancelled, by sending a *ServiceOrderResponse* transaction with the following details:

(i) ServiceOrderStatus = "Not completed"

(ii) ExceptionCode = "Other"

(iii) SpecialNotes = "RoLR"

(d) Provide the *RoLR* with a list of all *Service Orders* for which a *ServiceOrderResponse* with a "Not Completed" *ServiceOrderStatus* was generated as a consequence of the requirements of clause 104.4 c), which contains all of the details in:

- Each original Service Order Request; as defined in clause 4.1 of the B2B Procedure: Service Order Process, and
- Each original Service Order Response, as defined in clause 4.1 of the B2B Procedure: Service Order Process.

(e) Complete the field work for any non-payment *Service Orders* that have been scheduled in the field that were not able to be cancelled.

(f) For a period of fifteen *business days*, starting from when the *NMI* List report is received, deliver to each *RoLR* a daily report that has lists of all *Service Orders* details including Request and Response information initiated by the Suspended Retailer for *NMIs* for which the *RoLR* has become the FRMP (to be sent to the RoLR Key Contact):

(i) For which a *ServiceOrderResponse* has yet to be sent to the Suspended Retailer; and those

(ii) For which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed" "Not Completed" or "Complete" has been sent to the Suspended Retailer.

(g) At a minimum, the list to be provided in compliance with clause 104.4 d) must be in csv format and must:

(i) Contain all ServiceOrderRequest transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table

(ii) Contain all ServiceOrderResponse transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table.

(iii) Be in csv format with each row identified with the field name in the same order as those described in the B2B Procedure: Service Order Processes Transaction Table, with ServiceOrderRequest data preceding ServiceOrderResponse data

Note: The first *business day* that this report is sent, the items identified in clause 104.4 g) ~~2~~(ii) should include all applicable *ServiceOrderResponse*s where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the RoLR Effective Transfer Date. Subsequent reports should include all applicable *ServiceOrderResponse* transactions generated since the previous report.

104.5. RoLR Obligations

The RoLR must:

(a) After receiving a list of *Service Orders* that are still not finalised from the Suspended Retailer provided in compliance with clause 104.3 b) or a list of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Not Completed" from the *LNSP*, *MC*, *MP*, *MDP* and other relevant participants as a consequence of clause 104.4 d) or clause 104.4 g), do the following where necessary:

(i) If the service is still required, initiate a new *Service Order* with the *LNSP*, *MC*, *MP*, *MDP* and other relevant participants to have the service undertaken.

(b) After receiving any lists of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Partially Completed" from the Suspended Retailer in compliance with clause 104.3 c) or the *LNSP*, *MC*, *MP*, *MDP* and other relevant participants in compliance with clause ~~104.3 g) 2~~ 104.4 g) (ii), do the following where necessary:

(i) If the service is still required, initiate a new *Service Order* with the *LNSP*, *MC*, *MP*, *MDP* and other relevant participants to have the service undertaken.

(c) Be responsible for any charges passed on by the LNSP, MC, MP, MDP and any other relevant participants under use of system agreements or contracts, for providing any services it has requested from *LNSP*, *MC*, *MP*, *MDP* and any other relevant participants for any *NMIs* transferred to it as a consequence of the RoLR Event.

104.6. Time Frame Rules

(a) Clause 104.3 a) must be complied with immediately after receiving the AEMO Communication notification that the RoLR Event has been invoked.

(b) Clause 104.3 b) must be complied with within one Business Hour of receiving the *NMI* List reports from AEMO provided in compliance with clause 5.3 c).

(c) Clause 104.3 c) must be complied initially within one Business Hour of receiving the *NMI* List report provided in compliance with clause 5.3 c) and continue once each *business day* for fourteen *business days*.

(d) Clause 104.4 a) and clause 104.4 b) must be complied with immediately after receiving notification that the RoLR Event has been invoked, either the original AEMO Communication notification or the notification referred in clause 3.3 a), whichever is received first).

(e) Clause 104.4 c) must be complied with by the end of the next *business* day after receiving the *NMI* List report provided in compliance with clause 5.3 c).

(f) Clause 104.4 d) must be complied with within a Business Hour of completing clause 104.4 c).

(g) Clause 104.4 f) must be complied with initially by the end of the next *business day* after receiving the *NMI* List report provided by AEMO in compliance with clause 5.3 c), and then by the end of each of the next fourteen *business days*.

105. PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION AND PREPARE A REPORT FOR AEMO

105.1. Application

Clause 105 applies to:

(a) MSATS Participants that have a relationship with RoLR Event Affected NMIs in one of the following Roles:

(i) RoLR.

(ii) LNSP.

(iii) MC.

(iv) MP.

(v) MDP.

105.2. Conditions Precedent

(a) AEMO has sent the email, indicating that all updates to MSATS are complete, required by one of clause 9.3 k), clause 10.3 e), clause 11.3 l), clause 14.3 f) or clause 15.3 b).

Note: The time when the email is sent will depend on what subsequent tasks are required.

105.3. RoLR Event Affected MSATS Participants' Obligations

Each RoLR Event Affected MSATS Participant acting in a Role identified in clause 105.1 a) must:

(a) Undertake a reconciliation of data and associated information in accordance with Table 105 - below.

(b) Create a reconciliation differences table that captures discrepancies between the *NMI* list data provided by AEMO and Change Request Notifications and B2B data and information provided by other MSATS Participants.

(c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.

(d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 105-A: Post RoLR Event Reconciliation Matrix – B2B Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now FRMP)	Customer and Site data for *NMIs* where FRMP was updated.	'RoLR/FRMP NMI List – Where Suspended Retailer is a Second Tier FRMP Report' And, if received: 'RoLR/LR NMI List– where Suspended Retailer is ENLR Report' (includes First Tier NMIs where Suspended Retailer is FRMP and ENLR) Customer and Site details provided by Suspended Retailer/Insolvency Official and/or LNSP.	List of *NMIs* on AEMO NMI lists for which no customer and site data has been received. List of *NMIs* for which customer details have been received that are not on the AEMO NMI lists.
RoLR (now FRMP)	Services Orders for which a ServiceOrder Response with a *ServiceOrderSta tus* of "Not complete" was received.	Lists provided by *LNSP* and/or Suspended Retailer/Insolvency Official against internal documents that track *customer* contacts Used to confirm that they have contacted all *customers* and actioned appropriately.	List of *Service Orders* with a *ServiceOrderStatus* of "Not complete" that have not been followed up with the *customer* by LNSP.

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR(now FRMP)	Services Orders for which a ServiceOrder Response with a *ServiceOrderSta tus* of "Partially Completed" was received.	Lists provided by *LNSP* and/or Suspended Retailer/Insolvency Official against internal documents that track *customer* contacts. Used to confirm that they have contacted all *customers* and actioned appropriately.	List of *Service Orders* with a ServiceOrder Status of "Partially Completed" that have not been followed up with the *customer* – by *LNSP*.
LNSP, MC, MP, and/or MDP as relevant	Ensure that a *ServiceOrderRe sponse* has been provided for all *Service Orders* requested by the Suspended Retailer.	Compare snapshot report of *Service Orders* from Suspended Retailer made in compliance with clause a) against internal systems to check if there are any *Service Orders* on that list that have still not been responded to with a *ServiceOrderResponse*.	List of *Service Orders* raised by Suspended Retailer for which a *ServiceOrderResponse* has not been sent.

(e) Not until at least three months have passed since the RoLR Event was invoked, provide AEMO with a report that contains the data specified in the sub-clauses of this clause 105.3 e)

(i) Summary of status of all RoLR Event Affected NMIs for that MSATS Participant.

(A) Number of *NMIs* for which all required *customer* and Site details have been received (FRMP only).

(B) Number of *NMIs* for which all required *customer* and Site details have not been received (FRMP only).

(C) Number of *NMIs* for which there are issues with regard to completion of *Service Orders*.

(ii) List of *NMIs* that are in dispute and reasons for the dispute.

(iii) Impact statements including:

(A) Volume of *NMIs* processed for the MSATS Participant.

(B) Estimated times for completion of business processes described in *Part B* of this document.

(C) Any timeframe impacts on *business as usual* B2B-related business processes.

105.4. Time Frame Rules

(a) The report must be provided to AEMO no earlier than three months after the RoLR Event was invoked and no later than four months after the RoLR Event was invoked.

105.5. Related Part A Clause

(a) Clause 105 is related to *Part A* clause 16.

APPENDIX 1. SPECIFICATIONS FOR ROLR REPORTS

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_001	6.1(a)	RoLR/FRMP Summary Report Type A	A summary report by Jurisdiction of NMIs where the Failed Retailer is the FRMP. Each Regulator receives the count of *NMIs* from its Jurisdiction.	CSV file	ROLR_001_<JURISDICTION> where <JURISDICTION> is the name of the Regulator applicable to the file.	Each individual Jurisdiction	Delivered within 2 *business days* of RoLR Event occurring
ROLR_002	6.1(a)	RoLR/FRMP Summary Report Type B	A summary report by MDP of NMIs where the Failed Retailer is the FRMP. Each MDP receives the count of *NMIs* for which it is the Current MDP.	CSV file	ROLR_002_<MDP> where <MDP> is the Participant ID of the MDP applicable to the file.	Each individual MDP	Delivered within 2 *business days* of RoLR Event occurring
ROLR_003	6.1(a)	RoLR/FRMP Summary Report Type C	A summary report by LNSP/ENM of NMIs where the Failed Retailer is the FRMP. Each LNSP/ENM receives the count of *NMIs* for which it is the Current LNSP/ENM.	CSV file	ROLR_003_<LNSP> where <LNSP> is the Participant ID of the *LNSP* applicable to the file.	Each individual *LNSP/ENM*	Delivered within 2 *business days* of RoLR Event occurring
ROLR_004	6.1(a)	RoLR/FRMP Summary Report Type D	A summary report by *RoLR* as the New FRMP of *NMIs* where the Failed Retailer is the FRMP. Each *RoLR* receives the count of *NMIs* for which it is the current *RoLR* (i.e. the *NMIs* for which it can expect to become the Current FRMP).	CSV file	ROLR_004_<ROLR> where <ROLR> is the Participant ID of the *RoLR* applicable to the file.	Each individual *RoLR* as the New FRMP	Delivered within 2 *business days* of RoLR Event occurring
ROLR_005	6.1(a)	RoLR/FRMP Summary Report Type D	A summary report by *RoLR* as the New FRMP of *NMIs* where the Failed Retailer is the *FRMP*. The Failed Retailer receives the count of *NMIs* for each *RoLR* (i.e. the *NMIs* for which the *RoLR*(s) can expect to become the Current FRMP).	CSV file	ROLR_005_<SR> where <SR> is the Participant ID of the Failed Retailer.	The Failed Retailer (SR)	Delivered within 2 *business days* of RoLR Event occurring
ROLR_006	6.1(a)	RoLR/FRMP Summary Report Type E	A summary report by MPB of all NMIs where the Failed Retailer is the FRMP.	CSV file	ROLR_006_<MPB> where <MPB> is the Participant ID of the *MPB* applicable to the file.	Each individual *MPB*	Delivered within 2 *business days* of RoLR Event occurring
ROLR_007	6.1(b)	RoLR/LR Summary Report Type A	A summary report by Jurisdiction of all NMIs where the Failed Retailer is the ENLR. Each Regulator receives the count of *NMIs* from its Jurisdiction.	CSV file	ROLR_007_<JURISDICTION> where <JURISDICTION> is the name of the Regulator applicable to the file.	Each individual Regulator	Delivered within 2 *business days* of RoLR Event occurring

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_008	6.1(b)	RoLR/LR Summary Report Type B	A summary report by MDP of NMIs where the Failed Retailer is the ENLR. Each MDP receives the count of *NMIs* for which it is the Current MDP.	CSV file	ROLR_008_<MDP> where <MDP> is the Participant ID of the MDP applicable to the file.	Each individual MDP	Delivered within 2 *business days* of RoLR Event occurring
ROLR_009	6.1(b)	RoLR/LR Summary Report Type C	A summary report by LNSP/ENM of all NMIs where the Failed Retailer is the ENLR. Each LNSP/ENM receives the count of *NMIs* for which it is the Current LNSP/ENM.	CSV file	ROLR_009_<LNSP> where <LNSP> is the Participant ID of the *LNSP* applicable to the file.	Each individual *LNSP or ENM*	Delivered within 2 *business days* of RoLR Event occurring
ROLR_010	6.1(b)	RoLR/LR Summary Report Type D	A summary report by New ENLR (*RoLR* as the New ENLR) of all NMIs where the Failed Retailer is the ENLR. Each replacement ENLR nominated by the Regulator receives the count of *NMIs* for which it can expect to become the Current LR.	CSV file	ROLR_010_<Replacement LR> where <Replacement LR> is the Participant ID of the Replacement LR applicable to the file.	Each individual *RoLR* (either as the New FRMP, as the New *ENLR* or both)	Delivered within 2 *business days* of RoLR Event occurring
ROLR_011	6.1(b)	RoLR/LR Summary Report Type D	A summary report by New ENLR (*RoLR* as the New ENLR) of all NMIs where the Failed Retailer is the ENLR. The Current ENLR (which is the Failed Retailer) receives the count of *NMIs* each replacement ENLR nominated by the Regulator that can expect to become the Current ENLR.	CSV file	ROLR_011_<SR> where <SR> is the Participant ID of the Failed Retailer.	The Failed Retailer (SR), the new *ENLR*	Delivered within 2 *business days* of RoLR Event occurring
ROLR_012	6.1 (b)	RoLR/LR Summary Report Type E	A summary report by *MPB* of all NMIs where the Failed Retailer is the LR.	CSV file	ROLR_012_<MPB> where <MPB> is the Participant ID of the *MPB* applicable to the file.	Each individual *MPB*, the new *ENLR*	Delivered within 2 *business days* of RoLR Event occurring
ROLR_013	7.1 (a)	RoLR/FRMP NMI List	*NMI* list by MSATS Participant of all NMIs where the Failed Retailer is the Current FRMP. This list will also include ADLs for each NMI.	CSV file	ROLR_013_<Role>_<Participant ID> where: <Role> is the Role of the Participant applicable to the file, and <Participant ID> is the participant ID applicable to the file.	All relevant *Market Customers* and *Market Participants*	Commence within 2 hours of completing reports specified in section 6.1 (b), and complete by the end of the following *business day*.

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_014	7.1 (b)	RoLR/ENLR NMI List - SR is ENLR	*NMI* list by MSATS Participant of all NMIs where the Failed Retailer is the Current ENLR. This list will also include ADLs for each NMI.	CSV file	ROLR_014_<Role>_<Participant ID> where: <Role> is the Role of the Participant applicable to the file, and <Participant ID> is the Participant ID applicable to the file.	All relevant *Registered Participants*.	Commence within 2 hours of completing reports specified in section 6.1 (b), and complete by the end of the following *business day*.
ROLR_015	8.1 (a)	CRs Pending where SR is to become FRMP	A list of all In Progress Change Requests entered into MSATS where the Failed Retailer is nominated as the New FRMP and the date for which the change is proposed is great than or equal to the RoLR Effective Transfer Date.	CSV file	ROLR_015_*AEMO*	*AEMO*	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_016	8.1 (f)	Proposed Cancelled CRs - CRs Pending where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is great than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_016_<Participant ID> where <Participant ID> is the Participant ID applicable to the file.	LNSP/ENM	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_017	8.1 (g)	Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is great than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_017_<Participant ID> where <Participant ID> is the Participant ID applicable to the file.	Current FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_018	9.1 (a)	CRs Pending submitted by SR to change any Role (*AEMO*)	A list of all Change Requests that have been submitted by the Failed Retailer to change any Role, other than FRMP and are still In Progress.	CSV file	ROLR_018_*AEMO*	*AEMO*	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_019	9.1 (d)	CRs Pending submitted by SR to change any Role (by *RoLR*)	A list of Change Requests for each *RoLR* as the New FRMP that are In Progress to change any Role, other than the FRMP, that have been submitted by the Failed Retailer.	CSV file	ROLR_019_<ROLR> where <ROLR> is the Participant ID of the *RoLR* applicable to the file.	Each individual *RoLR* as the New FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_020	10.1 (b)	CRs to be Accelerated (AEMO)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different *retailer* is the nominated New FRMP on the Change Requests.	CSV file	ROLR_020_*AEMO*	*AEMO*	On day of RoLR Event or by COB the day after the RoLR Event at the latest

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_021	10.1 (d)	CRs to be Accelerated (SR)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different *retailer* is the nominated New FRMP on the Change Request.	CSV file	ROLR_021_<SR> where <SR> is the Participant ID of the Failed Retailer.	The Failed Retailer	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_022	10.1 (e)	CRs to be Accelerated (by LNSP/ENM)	A list of all In Progress Change Requests in MSATS to transfer the FRMP where, the Failed Retailer is the Current FRMP on the RoLR Effective Transfer Date, for each individual LNSP/ENM.	CSV file	ROLR_022_<LNSP> where <LNSP> is the Participant ID of the affected *NMI*.	Each Individual LNSP or ENM	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_023	10.1 (f)	CRs to be Accelerated (by New FRMP)	A list of In Progress Change Requests to transfer the FRMP, for each nominated New FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is the nominated New FRMP on the Change Request.	CSV file	ROLR_023_<New FRMP> where <New FRMP> is the Participant ID of the New FRMP applicable to the file.	Each New FRMP	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_024	10.1 (g)	CRs to be Accelerated (by MDP)	A list of In Progress Change Requests to transfer the FRMP, for each existing or New MDP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is or will become the Current MDP on the RoLR Effective Transfer Date.	CSV file	ROLR_024_<MDP> where <MDP> is the Participant ID of the MDP applicable to the file.	Each MDP post Change Request	On day of RoLR Event or by COB the day after the RoLR Event at the latest
ROLR_025	11.2 (g)	Check for NMIs with a FRMP relationship to the SR	A list of any NMIs where the FRMP is the Failed Retailer, in MSATS, for any period on or after the RoLR Effective Transfer Date.	CSV file	ROLR_025_*AEMO*	*AEMO*	To commence after the processes in sections 11.2 (d) and 11.2 (f) have finished, which is no earlier than two days after the RoLR Event has occurred, and to finish ASAP and no later than 15 *business days* after starting the 11.2 processes.

Report No.	Applicable document section	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_026	13.3 (f)	Check for NMIs still where SR is LR, FRMP.	A list of any *NMIs* where the FRMP and/or ENLR is the Failed Retailer, in MSATS, for any period on or after the RoLR Effective Transfer Date.	CSV file	ROLR_026_*AEMO*	*AEMO*, the *ENLR*	To commence after the processes in sections 13.3 (d) and 13.3 (f) have finished, which is no earlier than two days after the RoLR Event has occurred, and to finish ASAP and no later than 15 *business days* after starting the 11.2 processes.
ROLR_027	14.1 (a)	CRs to change FRMP still in progress for NMIs that have changed due to ROLR Event (by Jurisdiction)	A list of any *NMIs*, by Jurisdiction, where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.	CSV file	ROLR_027_<JURISDICTION> where <JURISDICTION> is the name of the Regulator applicable to the file.	Each Regulator	Within two *business days* after completing all transfers required by sections 11, 12 and 13.
ROLR_028	14.1 (a)	CRs to change FRMP still in progress for NMIs that have changed due to RoLR Event (by ROLR as the New FRMP)	A list of any *NMIs*, by *RoLR* where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.	CSV file	ROLR_028_<ROLR> where <ROLR> is the Participant ID of the *RoLR* as the New FRMP applicable to the file.	Each *RoLR* as the New FRMP	Within two *business days* after completing all transfers required by sections 11, 12 and 13.
ROLR_031	8.1 (h)	Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP	A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is great than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.	CSV file	ROLR_031_<Participant ID> Where <Participant ID> is the Participant ID of the ROLR as the New MDP applicable to the file.	Current MDP	On day of RoLR Event or by COB the day after the RoLR Event at the latest