

**IMPACT & IMPLEMENTATION REPORT – SUMMARY SECTION**  
*(For AEMO to complete and administer)*

<b>Issue Number</b>	<b>IN006/09</b>		
Impacted Jurisdiction (s)	Victoria Queensland South Australia		
Proponent	Nandu Datar	Company	AEMO
Affected Gas Markets(s) <ul style="list-style-type: none"> <li>▪ Retail</li> <li>▪ Wholesale</li> <li>▪ Bulletin Board</li> <li>▪ STTM</li> </ul>	Gas Retail	Consultation process (Ordinary or Expedited)	Ordinary
Industry Consultative forum(s) used	GRCF	Date Industry Consultative forum(s)consultation concluded	19 December 2014
Short Description of change(s)	Technology changes - Proposed changes to the Service Order Response transaction for VIC, QLD and SA. (Note - formally known as Job Completion Codes)		
Procedure(s) or Documentation impacted	Gas Interface Protocol (GIP) (VIC/QLD): <ul style="list-style-type: none"> <li>• Participant Build Pack 1: Process Flow Table of Transactions</li> <li>• Participant Build Pack 3: System Interface Definitions</li> </ul> Specification Pack Usage Guide (SAWA): <ul style="list-style-type: none"> <li>• B2B Service Order Specifications (Part 2)</li> <li>• FRC B2B System Interface Definitions</li> </ul>		
Summary of the change(s)	This gas consultation relates to: <ul style="list-style-type: none"> <li>• the introduction of South Australia (SA) type Job Completion Code (JCC) combinations and validation for the VIC and QLD retail gas market; and</li> <li>• The inclusion of a comments field in the Service Order response transaction and mandate its use in defined situations.</li> </ul> These same changes are under consideration as part of the NSW ACT Retail Gas Project (NARGP) and also form part of the Impact and Implementation Report for IN006/14 (Business to Business (B2B) Harmonisation) issued on 9 <sup>th</sup> January 2015.		
I&IR Prepared By	Nandu Datar	Approved By	Natalie Bakas
Date I&IR published	16 January 2015	Date Consultation under 135EE or 135EF	16 February 2015

		concludes	
Contact address for written responses	Nandu Datar, Level 22, 530 Collins Street, MELBOURNE VIC 3000 GPO Box 2008, MELBOURNE VIC 3001		
Email Address for Responses	<a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a>		
Other key contact information	<a href="mailto:Nandu.datar@aemo.com.au">Nandu.datar@aemo.com.au</a>		

## IMPACT & IMPLEMENTATION REPORT – DETAILED REPORT SECTION

### CRITICAL EXAMINATION OF PROPOSAL

<p>1. Description of change(s) and reasons for change(s)</p>	<p>The proposed changes in this Impact and Implementation Report (IIR) relate to introducing SA type Job Completion Code (JCC) combinations and validation for VIC and QLD and include a comments field in the Service Order response transaction and mandate its use in defined situations.</p> <p>These changes will optimise the current Service Order process that is operational in Victoria, South Australia and Queensland to allow clear and concise information to be provided to Retailers by Distributors on the outcome of planned field work that have not been completed or were cancelled.</p> <p><b>Background</b></p> <p>A workshop was held in July 2012 where several options were identified. All options involve a potential change to external procedures (GIP) and some have potential system changes. In late October 2012, the Retail Business Process Working Group (RBPWG) representatives were requested to undertake their own assessment and rank their organisation’s option from a list of 18 options.</p> <p>Three options (Options 14, 17 and 18) emerged as candidates to undertake a Value Assessment Test (VAT). The VAT process revealed that Option 18 (Introduce SA type Job Completion Code (JCC) combinations and validation for VIC and QLD and include a comments field in the Service Order response transaction and mandate its use in defined situations) was the best option to progress even though the assessment revealed a negative net benefit result. The industry felt that the intangible benefits would offset negative cost overtime. The results of the VAT is included in Attachment E.</p> <p>Submissions for this final stage of the consultation close on 16 <b>February 2015</b> and should be emailed to <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a>. Please use the response template provided in <b>Attachment G</b>.</p>
<p>2. Reference documentation</p> <ul style="list-style-type: none"> <li>▪ Procedure Reference</li> <li>▪ GIP/Specification Pack Reference</li> <li>▪ Other Reference</li> </ul>	<p>Gas Interface Protocol (GIP) (VIC/QLD):</p> <ul style="list-style-type: none"> <li>• Participant Build Pack 1: Process Flow Table of Transactions</li> <li>• Participant Build Pack 3: System Interface Definitions</li> </ul> <p>Specification Pack Usage Guide (SP) (SAWA):</p> <ul style="list-style-type: none"> <li>• B2B Service Order Specifications (Part 2)</li> <li>• FRC B2B System Interface Definitions</li> </ul>
<p>3. The high level details of the change(s) to the existing Procedures</p>	<p>Below is a summary of the proposed changes to the technical artefacts contained in the GIP.</p> <ul style="list-style-type: none"> <li>• Amend VIC &amp; QLD Participant Build Pack 3 to add the</li> </ul>

<p>This includes:</p> <ul style="list-style-type: none"> <li>▪ A comparison of the existing operation of the Procedures to the proposed change to the operation of the Procedures</li> <li>▪ A marked up version of the Procedure change (see Attachment A)</li> </ul>	<p>new comment field to:</p> <ul style="list-style-type: none"> <li>○ ‘Service Order Response’ transaction in ‘Transaction Data Elements’</li> <li>○ A.1 aseXML Data Elements in ‘Appendix A Data Dictionary’</li> </ul> <ul style="list-style-type: none"> <li>• Amend VIC &amp; QLD Participant Build Pack 1 (Process Flow Table of Transactions) to add the new comment field to: <ul style="list-style-type: none"> <li>○ Table of ‘Elements’</li> <li>○ Table of Transaction, column ‘Data Elements Received’ and against each applicable ‘Ref No’</li> </ul> </li> </ul> <p>Below is a summary of the proposed changes to the technical artefacts contained in the SP.</p> <ul style="list-style-type: none"> <li>• Amend SA FRC B2B System Interface Definitions to add the new comment field to: <ul style="list-style-type: none"> <li>○ ‘Service Order Response’ transaction in ‘Transaction Data Elements’</li> <li>○ aseXML Data Elements in ‘Appendix A Data Dictionary’</li> </ul> </li> </ul>
<p>4. Explanation regarding the order of magnitude of the change</p> <p>(eg: material, non-material or non-substantial)</p>	<p>AEMO’s own assessment on the nature of the likely systems changes revealed that such changes proposed in this IIR are not overly complex and they do not involve an aseXML schema versioning change which can be difficult and involve protracted timeframes.</p> <p>Based on the advice provided to AEMO by Participants during the Proposed Procedure Change (PPC) and AEMO’s own assessment that the system and process changes are minor.</p> <p>None of the costs that were submitted during either the VAT or PPC consultation were extreme.</p> <p>Taking into account the above, on balance the changes appear to be slightly favouring a non-material end of the scale rather than material.</p> <p>No changes are required to AEMO systems.</p>

## ASSESSMENT OF LIKELY EFFECT OF PROPOSAL

5. Overall Industry Cost / benefit (tangible / intangible / risk) analysis and/or cost estimates

### **Stakeholder Consultation**

#### Pre consultation working group and forum outcomes

As described in section 1 of this IIR there has been a considerable effort by industry to develop options and carefully choose the most cost effective option to remedy the issue. There has also been unanimous support to further develop changes to the point it was agreed to progress such changes to the formal consultation phase.

#### Consultation

As prescribed in the 'Approved Process', registered participants and interested stakeholders were requested to complete submissions to the PPC. Submissions to the PPC closed on 19 December 2014. Three registered participants in the VIC, QLD and SA retail markets submitted a response to the PPC supporting implementation of this change.

Using the Gas Retail Consultative Forum (GRCF) participants and stakeholders were asked to complete and submit Stakeholder Assessment Forms (SAFs) to provide AEMO with cost benefit data that AEMO will use, in summarised form, to develop the IIR. Two out of the three respondents submitted the SAF. Comments received on the costs/benefits of the proposed change are summarised below.

#### Impact Assessment

All responding participants fully supported implementation of this change. The participants indicated minor system / training business process impacts.

#### Scale of Importance of Change

Participants were asked to rate the importance of the proposed change for their organisation taking into account the industry as a whole. A rating was given using a scale from 1 to 10 (1 less important, 10 extremely important).

The average of the two responses received ranked the change 7 out of 10.

#### Estimated Costs Assessment

The estimated industry cost and benefits was determined as follows.

- Costs and benefits from the two SAF responses to the PPC.
- Where no SAF response, the figures from the VAT submissions were used.
- The estimated cost and benefits for a participant that did not respond to both SAF and VAT was determined by using an average for their category (i.e. Distributor or Retailer)

	<p>Using this method, the total industry cost to implement this change is estimated at \$700K. This cost includes participant's internal IT system, training and business process changes.</p> <p>There are no changes for AEMO.</p> <p>There were no ongoing costs identified.</p> <p><u>Benefits Identified</u></p> <p><i>Tangible</i></p> <p>The total industry benefits identified are savings of approximately \$560K per annum. This amount relates to reduced volume of Retailer enquires around unfulfilled service orders to Distributors and labour cost savings related to contacting Distributors and ombudsman matters for the Retailers.</p> <p>AEMO was unable to identify any benefits as the change relates to business to business (B2B) transactions.</p> <p><i>Intangible</i></p> <p>The intangible benefits identified are:</p> <ul style="list-style-type: none"> <li>• The proposed changes will enable Distributors to provide clear and concise information to Retailers on the outcome of uncompleted or cancelled jobs. This will enable the Retailers communicate and resolve access issues with the customer.</li> <li>• Allows internal reporting</li> <li>• Enhanced reputation</li> <li>• More timely responses can be provided to customers</li> <li>• Better meet customer expectations and improved service information to customers.</li> </ul> <p><u>Payback Period</u></p> <p>In order to determine whether a procedure change is economically sound, AEMO has applied a Net Industry Value cost/benefit approach to determine whether this change should proceed on a cost-effective basis. The results are as follows.</p> <p>The total discounted benefits for industry over 5 years @ 3.44%<sup>1</sup> is \$2.8M compared to the discounted costs of \$700K resulting in a positive return benefit/cost ratio of 3.99. This result therefore indicates that this change passes on a cost-effective basis noting that estimates for the cost and benefit were largely deduced because of the lack of information supplied to AEMO from participants.</p> <p>It is also important to note that the intangible benefits also support the implementation of this initiative.</p>
6. The likely	The proposed changes will require changes to Distributor

<sup>1</sup> Reserve Bank 5 year bond yield as at 12/01/2015 was 3.44%

<p>implementation effect of the change(s) on stakeholders</p> <p>(e.g. Industry or end-users)</p>	<p>systems to generate service order with valid JCC and new comment field and Retailer systems to receive and interpret the JCC and new comment field.</p>
<p>7. Testing requirements</p>	<p>Internal system testing by the Distributors will be required to ensure that the service order generated contains JCC and new comment field.</p> <p>Internal system testing by the Retailers will be required to ensure that the service order received contains JCC and new comment field.</p> <p>The proposed system changes that are to be applied, interact with a transaction that utilises the FRC HUB. Clause 1.4 of the FRC HUB Operating Terms and Conditions stipulates that when parties modify an existing system used to generate the format, structure or method of transmission of a transaction that is passed through the FRC HUB, they must first seek re-certification for that transaction impacted by the changed system, prior to placing the change in a state such that it sends transactions via the FRC Hub. Given this criteria AEMO and all participants need to recertify at least the impacted transactions, however if a participant can provide evidence that recertification from their system's change perspective is not warranted, AEMO will consider such a request.</p>
<p>8. AEMO's preliminary assessment of the proposal's compliance with section 135EB:</p> <ul style="list-style-type: none"> <li>- consistency with NGL and NGR,</li> <li>- regard to national gas objective</li> <li>- regard to any applicable access arrangements</li> </ul>	<p><u>Consistency with NGL and NGR:</u></p> <p>AEMO's view is that the proposed changes are consistent with the NGL and NGR.</p> <p><u>National gas objective</u></p> <p><i>"Promote efficient investment in, and efficient operation and use of, natural gas services for the long term interests of consumers of natural gas with respect to price, quality, safety, reliability and security of supply of natural gas."</i></p> <p>It is AEMO's view that this change significantly optimises the current Service Order process that is operational in VIC, QLD and SA to allow clear and concise information to be provided to Retailers by Distributors on the outcome of jobs that have not been completed or were cancelled. This change will also lead to improved customer experience.</p> <p><u>Applicable access arrangements</u></p> <p>AEMO's view is that the proposed changes are not in conflict with existing Access Arrangements. No Distributor raised any concerns with the proposed amendments in relation to their Access Arrangement.</p>

<p>9. Consultation Forum Outcomes</p> <p>(e.g. the conclusions made on the change(s) whether there was unanimous approval, any dissenting views)</p>	<p>The GRCF and the RBPWG are standing forums for providing effective and efficient consultation with stakeholders on development of the Victorian, Queensland and South Australian Gas Retail Markets.</p> <p>The GRCF and the RBPWG developed elements of this proposed change (prior to the formal consultation) over the period June to October 2014. No GRCF members indicated that this change should not proceed.</p> <p>The proposed implementation timeframe for this initiative is third quarter of 2015. The three distributors in the applicable jurisdictions are required to provide the JCC and new details in the Comments field.</p> <p>One of the distributor's, Australian Gas Networks (formerly Envestra) have indicated that due to other higher priorities they are unable to meet this timeframe. Their systems will only be ready in second quarter of 2016 after implementation of NARGP.</p> <p>The other two distributors, Multinet and AusNet Services have indicated that their systems will be ready as per the proposed timeframe.</p> <p>The resulting scenario in VIC following the implementation of the SO changes is as follows.</p> <p>Following the first targeted implementation date, the SO response received by the Retailers from AGN <b>will not</b> contain,</p> <ul style="list-style-type: none"> <li>• Valid JCC combination as prescribed in PBP1 – Table of Transactions</li> <li>• Comment field, SO Non Completion Reason</li> </ul> <p>But it will be available in SO Responses (valid combinations and comment field) received from Multinet and AusNet Services.</p> <p>Following the second targeted implementation date the information will be available from all distributors.</p> <p>The Retailers in VIC agreed to implement a workaround to handle SO Response received from AGN until systems are ready.</p> <p>Attachment F is summary of the responses that AEMO has received from participants in response to the Proposed Procedure Change (PPC) consultation.</p>
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<b>RECOMMENDATION(S)</b>	
<p>10. Should the proposed Procedures be made, (with or without amendments)?</p>	<p>AEMO recommends that the proposed amendments to the procedures as described in Attachments A to D should be made with amendments as per the PPC feedback in attachment F.</p> <p>In recommending this change, AEMO requests Participants to note that as described in section 5 of the IIR, having only a small quantity of responses to work with meant a larger than normal estimation assumptions need to apply to complete the NPV. AEMO again invites those Participants that did not provide SAF at the PPC stage to provide one well before the IIR submission closes or at the very least provide positive acknowledgement or otherwise that your organisation doesn't have any dissenting view on the positive net benefit as determined by AEMO.</p>
<p>11. If applicable, a proposed effective date for the proposed change(s) to take effect and justification for that timeline.</p>	<p>The consultation timeline for the proposed changes is as follows:</p> <ul style="list-style-type: none"> <li>• IIR released: 16 January 2015</li> <li>• IIR submissions due: 16 February 2015</li> <li>• AEMO decision: 2 March 2015</li> <li>• June 2015 – Target date for AEMO publishing notice of effective date</li> <li>• Target effective date: Q3 2015 except for those distribution systems owned and operated by AGN and Q2 2016 for distribution systems operated by AGN</li> </ul>

**ATTACHMENT A – PROPOSED CHANGES PARTICIPANT BUILD PACK 3:  
SYSTEM INTERFACE DEFINITIONS**

**Blue** represents additions **Red** and **strikeout** represents deletions – **Marked up changes**

Amend page 82 as follows

**Transaction Data Elements**

<b>TRANSACTION:</b>		<b>SERVICEORDERRESPONSE</b>
<b>Received From:</b>		Distributor
<b>Sent To:</b>		Retailer
<b>Data Element</b>	<b>Mandatory / Optional / Not Required</b>	<b>Usage</b>
responseType	M	“Initial” for initial response “Closure” when Service Order is closed Implemented as an attribute of the ServiceOrderResponse aseXML element.
NMI	O	Required when supplied by the Retailer in the Service Order Request.  Required on completion of a Meter Fix (Job Enquiry Code = “MFX”) regardless of whether provided in the Service Order Request or not.  Required when the Service Order work affected a specific NMI regardless of whether provided in the Service Order Request or whether the Service Order was initiated by the Distributor.  Optional for Service Connection (Job Enquiry Code = “SCR”)  Otherwise not required.
checksum	O	Required if NMI is populated. Implemented as an attribute of the NMI aseXML element
Address	O	Required if NMI not populated. Implemented in the aseXML "Address" structured format
JobEnquiryCode	M	Used by Distributor to determine work requirement and priority
ServiceOrderNumber	O	Retailer’s RB Reference Number Required when Service Order was initiated

<b>TRANSACTION:</b>		SERVICEORDERRESPONSE
<b>Received From:</b>		Distributor
<b>Sent To:</b>		Retailer
<b>Data Element</b>	<b>Mandatory / Optional / Not Required</b>	<b>Usage</b>
		by a Retailer
ServiceProviderReference	M	Distributor's Work Request Number
AppointmentDetail/ Preferred/ Date	O	Required for Initial response for Service Connection Request (Job Enquiry Code = SCR) and No Access response to all Service Order Requests.
AppointmentDetail/ Preferred/ Time	O	Required for No Access response if supplied in request transaction
DateServiceOrderCompleted	O	Required if Service Order completed
TimeServiceOrderCompleted	O	Optional if Service Order completed
Removed/ MeterSerialNumber	O	Required whenever a meter is removed as part of the Service Order completion
Removed/ MeterRead/ Current/ IndexValue	O	Required whenever a meter is removed as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
New/ MeterSerialNumber	O	Required whenever a new meter is fitted as part of the Service Order completion
New/ PressureCorrectionFactor	O	Required whenever a new meter is fitted as part of the Service Order completion
New/ MeterTypeSizeCode	O	Required whenever a new meter is fitted as part of the Service Order completion
New/ MeterRead/ Current/ IndexValue	O	Required whenever a new meter is fitted as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
New/ BasicMeter/ NextScheduledReadDate	O	Required for Meter Fix (Job Enquiry Code = "MFX")
New/ BasicMeter/ ScheduledReadingDayNumber	O	Required for Meter Fix (Job Enquiry Code = "MFX")
Current/ MeterRead/ Current/	O	Required whenever a validated meter read is taken as part of the Service Order

TRANSACTION:		SERVICEORDERRESPONSE
Received From:		Distributor
Sent To:		Retailer
Data Element	Mandatory / Optional / Not Required	Usage
IndexValue		completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
DateOfAttemptedAccess	O	Required for No Access response
JobCompletionCode1	O	Required if Service Order completed or attempted but not successfully completed. (e.g. No Access)
JobCompletionCode2	O	Required if Service Order completed or attempted but not successfully completed. (e.g. No Access)
JobCompletionCode3	O	Required whenever a meter is removed as part of the Service Order completion Optional for other Service Order completions
<a href="#">NotificationData/SpecialNotes/CommentLine</a>	<u>O</u>	<p><u>Required if Service Order:</u></p> <ul style="list-style-type: none"> <li><u>not completed including when cancelled (by the DB);</u></li> <li><u>Retailer cancels SO, but crew attends site and is unable to complete work</u></li> </ul> <p><u>For the avoidance of doubt, not required for retailer initiated B2B cancellation transaction unless:</u></p> <p><u>Retailer Cancel SO was rejected by the DB but later cancelled in the field</u></p> <p><u>SO cancellation was verbally communicated by the Retailer.</u></p> <p><u>Up to 3 comment lines can be provided (80 characters each)</u></p> <p><u>Note: Participants will refer to this field as SORDNotCompleteComment/CommentLine</u></p>
Event	O	May be repeated any number of times. The Event element will identify any errors occurring in the processing of the request record.

## XML Sample

```
<?xml version="1.0" encoding="UTF-8"?>
<ase:aseXML xmlns:ase="urn:aseXML:r33"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="urn:aseXML:r33
http://www.nemmco.com.au/aseXML/schemas/r33/aseXML_r33.xsd">
  <Header>
    <From>INTEGP</From>
    <To>AGLE</To>
    <MessageID>0F9E5ABE-3122-40A5-AE05-C47FFFC77777</MessageID>
    <MessageDate>2005-10-11T09:30:47+10:00</MessageDate>
    <TransactionGroup>SORD</TransactionGroup>
    <Priority>Medium</Priority>
    <Market>VICGAS</Market>
  </Header>
  <Transactions>
    <Transaction transactionID="ABCDSOLD663005143f170111111"
transactionDate="2005-10-11T09:30:47+10:00" initiatingTransactionID="SORD-3478905-
AB">
      <ServiceOrderResponse version="r17" responseType="Closure">
        <ServiceOrder>
          <NMI checksum="3">1234567890</NMI>
        </ServiceOrder>
        <ServiceOrderNumber>9798798797</ServiceOrderNumber>
        </ServiceOrder>
        <ContactDetail>
          <PersonName>
            <NameTitle>Mr</NameTitle>
            <GivenName>John</GivenName>
            <FamilyName>Smith</FamilyName>
          </PersonName>
          <PhoneNumber serviceType="Fixed Voice">
            <Prefix>03</Prefix>
            <Number>98528535</Number>
          </PhoneNumber>
        </ContactDetail>
        <NotificationData
xsi:type="ase:GasServiceOrderNotificationData">
          <SpecialNotes>
            <CommentLine>Some gas related comments to
be typed in here</CommentLine>
            <CommentLine>Additional comments if it
exceeds eighty characters in the first line.</CommentLine>
            <CommentLine>This is the last line of
comment.</CommentLine>
          </SpecialNotes>
          <NoAccess>
            <SpecialReadNoAccess>
              <ReasonForNoAccess>Access
Overgrown</ReasonForNoAccess>
              <NextAvailableReadDate>2014-10-
10</NextAvailableReadDate>
            </SpecialReadNoAccess>
          </NoAccess>
          <JobCompletionCodes>
            <JobCompletionCode1>10</JobCompletionCode1>
            <JobCompletionCode2>12</JobCompletionCode2>
          </JobCompletionCodes>
        </NotificationData>
      </ServiceOrderResponse>
    </Transaction>
  </Transactions>
</ase:aseXML>
```

```
        </JobCompletionCodes>
      </NotificationData>
    </ServiceOrderResponse>
  </Transaction>
</Transactions>
</ase:aseXML>
```

**Appendix A. Data Dictionary**

**A.1 aseXML Data Elements2**

ASEXML ELEMENT NAME	ELEMENT NAME	DESCRIPTION	ATTRIBUTES/FORMAT	LENGTH/ DECIMAL PLACES	ALLOWED VALUES
<a href="#">NotificationData/SpecialNotes/CommentLine</a>	<a href="#">Additional Comments for Not Complete</a>	<p><a href="#">Required if Service Order not completed including 'No Access' or when cancelled (by the DB).</a></p> <p><a href="#">For the avoidance of doubt, not required for retailer initiated B2B cancellation transaction unless:..</a></p> <p><a href="#">Retailer Cancel SO was rejected by the DB but later cancelled in the field</a></p> <p><a href="#">SO cancellation was verbally communicated by the Retailer.</a></p> <p><a href="#">Up to 3 comment lines can be provided (80 characters each)</a></p> <p><a href="#">Note: Participants will refer to this field as SORDNotCompleteComment/CommentLine</a></p>	String	80	

<sup>2</sup> Codes and enumerations in PBP3: In most cases aseXML uses enumerations of fully expanded descriptions. Exception to this rule is the use of codes that have been already in use in the electricity FRC. CSV data elements utilise acronyms and abbreviations instead.

**ATTACHMENT B – PROPOSED CHANGES SA FRC B2B SYSTEM INTERFACE DEFINITIONS**

Blue represents additions Red and strikethrough represents deletions – Marked up changes

Amend page 78 as follows

**Transaction Data Elements**

Transaction:		ServiceOrderResponse	
Received From:		Network Operator	
Sent To:		User	
Data Element	SA/WA Mandatory / Optional / Not Required	Victoria Mandatory / Optional/ Not Required	Usage
responseType	M	M	<ul style="list-style-type: none"> <li>• “Initial” for initial response</li> <li>• “Closure” when Service Order is closed</li> </ul> Implemented as an attribute of the ServiceOrderResponse aseXML element.
NMI	O	O	Required when supplied by the User in the Service Order Request. Required on completion of a Meter Fix (Job Enquiry Code = “MFX”) regardless of whether provided in the Service Order Request or not. Required when the Service Order work affected a specific NMI regardless of whether provided in the Service Order Request or whether the Service Order was initiated by the Network Operator. Optional for Service Connection (Job Enquiry Code = “SCR”) Otherwise not required.
checksum	O	O	Required if MIRN is populated. Implemented as an attribute of the MIRN aseXML element
Address	O	O	Required if MIRN not populated. Implemented in the aseXML "Address" structured format
JobEnquiryCode	M	M	Used by Network Operator to determine work requirement and priority
ServiceOrderNumber	O	O	A reference number generated by a User. This number is always Required when a User initiated the Service Order and provided the Service Order Number. For an implied service order, the Service Order Number will always equal the transfer request ID allocated by the Market Operator.
ServiceProviderReference	M	M	Network Operator’s Work Request Number

<b>Transaction:</b>		ServiceOrderResponse	
<b>Received From:</b>		Network Operator	
<b>Sent To:</b>		User	
<b>Data Element</b>	<b>SA/WA Mandatory / Optional / Not Required</b>	<b>Victoria Mandatory / Optional/ Not Required</b>	<b>Usage</b>
AppointmentDetail/ Preferred/ Date	○	○	Required for Initial response for Service Connection Request (Job Enquiry Code = SCR) and No Access response to all Service Order Requests. Not used in WA.
AppointmentDetail/ Preferred/ Time	○	○	Required for No Access response if supplied in request transaction
DateServiceOrderCompleted	○	○	Required if Service Order completed
TimeServiceOrderCompleted	○	○	Optional if Service Order completed
Removed/ MeterSerialNumber	○	○	Required whenever a meter is removed as part of the Service Order completion
Removed/ MeterRead/ Current/ IndexValue	○	○	Required whenever a meter is removed as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
New/ MeterSerialNumber	○	○	Required whenever a new meter is fitted as part of the Service Order completion
New/ PressureCorrectionFactor	○	○	Required whenever a new meter is fitted as part of the Service Order completion
New/ MeterTypeSizeCode	○	○	Required whenever a new meter is fitted as part of the Service Order completion
New/ MeterRead/ Current/ IndexValue	○	○	Required whenever a new meter is fitted as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
New/ BasicMeter/ NextScheduledReadDate	○	○	Required for Meter Fix (Job Enquiry Code = "MFX")
New/ BasicMeter/ ScheduledReadingDayNumber	○	○	Required for Meter Fix (Job Enquiry Code = "MFX")
Current/ MeterRead/ Current/ IndexValue	○	○	Required whenever a validated meter read is taken as part of the Service Order completion. If supplied will result in the provision of energy data for this MIRN via a MeterDataNotification transaction.
DateOfAttemptedAccess	○	○	Required for No Access response
JobCompletionCode1	○	○	Required if Service Order completed or attempted but not successfully completed (e.g. No Access)

<b>Transaction:</b>		ServiceOrderResponse	
<b>Received From:</b>		Network Operator	
<b>Sent To:</b>		User	
<b>Data Element</b>	<b>SA/WA Mandatory / Optional / Not Required</b>	<b>Victoria Mandatory / Optional/ Not Required</b>	<b>Usage</b>
JobCompletionCode2	O	O	Required if Service Order completed or attempted but not successfully completed (e.g. No Access)
JobCompletionCode3	O	O	Required whenever a meter is removed as part of the Service Order completion Optional for other Service Order completions. Not used in WA.
<a href="#">NotificationData/SpecialNotes/CommentLine</a>	<u>O</u>	<u>O</u>	<p><u>Required if Service Order:</u></p> <ul style="list-style-type: none"> <li><u>not completed including when cancelled (by the DB);</u></li> <li>Retailer cancels SO, but crew attends site and is unable to complete work</li> </ul> <p><u>For the avoidance of doubt, not required for retailer initiated B2B cancellation transaction unless...</u></p> <p><u>Retailer Cancel SO was rejected by the DB but later cancelled in the field</u></p> <p><u>SO cancellation was verbally communicated by the Retailer.</u></p> <p><u>Up to 3 comment lines can be provided (80 characters each)</u></p> <p><u>Note: Participants will refer to this field as <a href="#">SORDNotCompleteComment/CommentLine</a></u></p>
HeatingValue Zone	O	Not included	Required in WA, Not included in SA
TransmissionZone	O	Not included	Required in WA, Not included in SA
Distribution Tariff	O	Not included	Required in WA, Not included in SA
AccessDetails	O	Not included	Not included in SA. Included in WA for SO responses for SCR,CLT and ECO. Optional for other job enquiry codes.
MeterPosition	O	Not included	Not included in SA. Included in WA for SO responses for SCR,CLT,ECO and MCH. Optional for other job enquiry codes.

<b>Transaction:</b>		ServiceOrderResponse	
<b>Received From:</b>		Network Operator	
<b>Sent To:</b>		User	
<b>Data Element</b>	<b>SA/WA Mandatory / Optional / Not Required</b>	<b>Victoria Mandatory / Optional/ Not Required</b>	<b>Usage</b>
DogCode	O	Not included	Not included in SA. Included in WA for SO responses for SCR,CLT,ECO and MCH. Optional for other job enquiry codes.
Event	O	O	May be repeated any number of times. The Event element will identify any errors occurring in the processing of the request record.

## Appendix A. Data Dictionary

### aseXML Data Elements<sup>3</sup>

aseXML Element Name	Element Name	Description	Attributes/ Format	Length/ Decimal Places	Allowed Values
<a href="#">NotificationData/SpecialNotes/CommentLine</a>	<a href="#">Additional Comments for Not Complete</a>	<p>Required if Service Order not completed including 'No Access' or when cancelled (by the DB).</p> <p>For the avoidance of doubt, not required for retailer initiated B2B cancellation transaction unless:..</p> <p>Retailer Cancel SO was rejected by the DB but later cancelled in the field</p> <p>SO cancellation was verbally communicated by the Retailer.</p> <p>Up to 3 comment lines can be provided (80 characters each)</p> <p>Note: Participants will refer to this field as <a href="#">SORDNotCompleteComment/CommentLine</a></p>	<a href="#">String</a>	<a href="#">80</a>	

<sup>3</sup> In most cases aseXML uses enumerations of fully expanded descriptions. Exception to this rule is the use of codes that have been already in use in the electricity FRC. CSV data elements utilise acronyms and abbreviations instead.

**ATTACHMENT C – PROPOSED CHANGES PARTICIPANT BUILD PACK 1:  
PROCESS FLOW TABLE OF TRANSACTIONS**

Blue represents additions **Red** and ~~strikeout~~ represents deletions – Marked up changes

Sheet: Job Enquiry Codes

**VIC, QLD AND SA DEFINITION AND USAGE - RESPONSE ACTIVITIES**

See attached that contains valid JCC for each JEC



Participant Build  
Pack 1 - Process Flow

Sheet: Elements

Additional Comments for Not Complete	<u>Required if Service Order not completed including 'No Access' or when cancelled (by the DB). For the avoidance of doubt, not required for retailer initiated B2B cancellation transaction unless:... Retailer Cancel SO was rejected by the DB but later cancelled in the field SO cancellation was verbally communicated by the Retailer.</u>	Access	80	N	
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	Up to 3 comment lines can be provided (80 characters each)				
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**Sheet: Process Flow Tables**

REF NO	X REF	BASIC, INTERVAL OR BOTH	GIP NO N-GIP	CATEGORY	PROCEDURE REF	COMMENT IN REF TO PROCEDURE	PROCESS MAP ID	PBP2 & 3 INTER DEFIN REF	TRANS TYPE	TRIGGER	FROM	TO	PURPOSE	TYP E	METH OD	DATA ELEMENTS - RECEIVED (MIRN/NMI INTERCHANGE ABLE)
92	315	Both	GIP	104 Basic Meter Fix	2.9.1(e) (ii) Basic Meter Installation	By 5pm on the 5th business day after meter installed	104	PBP3 Inter Defin Ref 4.2.2.2	Meter Fix completed	DB receives information from Contract Fitter	Distributor	Retailer	DB sends Meter Fix data to Retailer	B2B	aseXML - Real Time or Batch	MIRN MIRN Checksum RB Reference Number Work Request Number Scheduled Reading Day Number Date Service Request Completed Gas Meter Number Meter Type Size Code Pressure Correction Factor



104	315	Both	GIP	100 Basic Meter Change	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2.2	No Access to complete Meter Change	Contract fitter was unable to complete change due to no access	Distributor	Retailer	DB notifies	B2B	aseXML - Real Time or Batch	MIRN Checksum MIRN Reference Number Work Request Number Appointment Date Appointment Time (Optional) Date of Attempted Access Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>
108	315	Both	GIP	100 Basic Meter Change	2.9.2 (a) (ii) (c) Removal of basic meter		100	PBP3 Inter Defin Ref 4.2.2.2	Meter Change Completed	DB receives details from Contract Fitter	Distributor	Retailer	DB sends Meter Change data to Retailer	B2B	aseXML - Real Time or Batch	MIRN Checksum MIRN Reference Number Work Request Number Appointment Date Date Service Request Completed Old Gas Meter Number Old Gas Meter Index Value New Gas Meter Number Meter Type Size Code

																Pressure Correction Factor New Index Value Job Completion Code1 Job Completion Code2 Job Completion Code3 <a href="#">Additional Comment for Not Complete</a>
125	315	Both	GIP	105 Basic Meter Upgrade to Interval	2.9.3 (b) (i)- Basic Meter Upgrade		105	PBP3 Inter Defin Ref 4.2.2.2	Meter Upgrade Completed RB Advice	Contract Fitter completed and Installation Database updated	Distributor	Retailer	DB sends Meter Upgrade data to Retailer	B2B	Electronic - aseXML Work Request - Real Time or Batch	MIRN MIRN Checksum Work Request Number Appointment Date Date Service Request Completed Old Gas Meter Number Old Gas Meter Index Value New Gas Meter Number Meter Type Size Code Pressure Correction Factor New Index Value Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional</a>

																<a href="#">Comment for Not Complete</a>
154	315	Both	GIP	5.5 Basic Meter Removal	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2.2	No Access to complete Meter Removal	Contract fitter was unable to complete change due to no access	Distributor	Retailer	DB sends Meter Remove data to Retailer	B2B	aseXML Work Request - Real Time or Batch	MIRN MIRN Checksum RB Reference Number Work Request Number Appointment Date Appointment Time (Optional) Date of Attempted Access Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>
157	315	Both	GIP	5.5 Basic Meter Removal	2.9.2 (a) (ii) (c) Removal of basic meter		100	PBP3 Inter Defin Ref 4.2.2.2	Meter Removal Completed	DB receives details from Contract Fitter	Distributor	Retailer	DB sends Meter Remove data to Retailer	B2B	aseXML Work Request - Real Time or Batch	MIRN MIRN Checksum RB Reference Number Work Request Number Date Service Request Completed Old Gas Meter Number Removed Index Value Job Completion



313		Both	GIP	99. Non Procedur es Transacti ons	2.9.6 link		100	PBP3 Inter Defin Ref 4.2.2. 2	Service Disconnec tion Complete		Distribu tor	Retail er		B2B	aseXM L Real Time or Batch	MIRN MIRN Checksum Work Request Number RB Reference Number Date Service Request Completed Time Service Request Completed Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>
315	92 93 10 4 10 8 12 5 15 4 15 7	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Service Orders Comple d for Priority A - K		Distribu tor	Retail er		B2B	aseXM L Real Time or Batch	MIRN MIRN Checksum Work Request Number New Index Value (Optional) RB Reference Number (Optional) Gas Meter Number (Optional) Date Service Request Completed Time Service Request Completed

															(Optional) Address Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>	
317		Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Relocate Service Complete		Distribu tor	Retail er		B2B	aseXM L	MIRN MIRN Checksum Work Request Number RB Reference Number Date Service Request Completed Address Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>

319		Both	GIP	99. Non Procedures Transactions	No Procedure required		103	PBP3 Inter Defin Ref 4.2.2.2	Upgrade Service Size Complete		Distributor	Retailer		B2B	aseXML	MIRN MIRN Checksum Work Request Number RB Reference Number Date Service Request Completed Address Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) <a href="#">Additional Comment for Not Complete</a>
321	108	Both	GIP	99. Non Procedures Transactions	No Procedure required		103	PBP3 Inter Defin Ref 4.2.2.2	Upgrade Meter Size Complete		Distributor	Retailer		B2B	aseXML	MIRN MIRN Checksum Work Request Number Appointment Date Date Service Request Completed Old Gas Meter Number Old Gas Meter Index Value New Gas Meter Number New Meter Type Size Code New Pressure Correction Factor New Index Value

																Job Completion Code1 Job Completion Code2 Job Completion Code3 (Optional) RB Reference Number (Optional) <a href="#">Additional Comment for Not Complete</a>
101 A		Both	GIP	5.2 Basic Meter Change	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2.2	Meter Change Request response	Customer Request Change	Distributor	Retailer	Retailer Sends Meter Change Request to DB	B2B	Electronic - aseXML - Real Time	Work Request Number <a href="#">Additional Comment for Not Complete</a>
151 A		Both	GIP	5.5 Basic Meter Removal	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2.2	Meter Removal Request response	Customer Request Meter Removal	Distributor	Retailer	Retailer Sends Meter Remove Request to DB	B2B	aseXML Work Request - Real Time or Batch	Work Request Number <a href="#">Additional Comment for Not Complete</a>
310 A		Both	GIP	99. Non Procedures Transactions	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2.2	Service Connection requests response		Distributor	Retailer		B2B	aseXML	MIRN (Optional) MIRN Checksum (Optional) Work Request Number Nomination Completion Date <a href="#">Additional Comment for Not Complete</a>

312 A	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Service Disconnec tion Request response		Distribu tor	Retail er		B2B	aseXM L Real Time or Batch	Work Request Number <a href="#">Additional Comment for Not Complete</a>
314 A	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Service Orders for Priority C -K response		Distribu tor	Retail er		B2B	aseXM L Real Time or Batch	Work Request Number <a href="#">Additional Comment for Not Complete</a>
316 A	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Relocate Service Connectio n request response		Distribu tor	Retail er		B2B	aseXM L	Work Request Number <a href="#">Additional Comment for Not Complete</a>
318 A	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Upgrade Service Size request response		Distribu tor	Retail er		B2B	aseXM L	Work Request Number <a href="#">Additional Comment for Not Complete</a>
320 A	Both	GIP	99. Non Procedur es Transacti ons	No Procedure required		100	PBP3 Inter Defin Ref 4.2.2. 2	Upgrade Meter Size request response		Distribu tor	Retail er		B2B	aseXM L	Work Request Number <a href="#">Additional Comment for Not Complete</a>

87 A		Both	GIP	5.1 Basic Meter Fix	2.9.1(a) Basic Meter Installatio n		104	PBP3 Inter Defin Ref 4.2.2. 2	Meter Fix request "Simple" or "Complex" type response	Validate d CoC and Plumbe rs Licence s number or Start Work Notice	Distribu tor	Retail er	Retailer Sends Meter Fix Reques t to DB	B2B	aseXM L - Real Time	Work Request Number <a href="#">Additional Comment for Not Complete</a>
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**ATTACHMENT D – PROPOSED CHANGES B2B SERVICE ORDER SPECIFICATIONS  
PART 2**

Blue represents additions **Red** and ~~strikeout~~ represents deletions – Marked up changes

Sheet: Job Enquiry Codes

VIC, QLD AND SA DEFINITION AND USAGE - RESPONSE ACTIVITIES

**ATTACHMENT E – VAT RESULTS – JOB COMPLETION CODES**

**Blue** represents additions **Red** and ~~strikeout~~ represents deletions – Marked up changes



VAT\_Results\_-\_Job\_  
Completion\_Codes\_-\_

**ATTACHMENT F – Submissions Received for Change**

<b>SUBMISSIONS RELATING TO THE PPC 28 NOVEMBER TO 19 DECEMBER – ORIGINAL CONSULTATION PERIOD</b>				
	<b>DATE</b>	<b>PARTICIPANT</b>	<b>SUBMISSION</b>	<b>AEMO COMMENTS</b>
1	19 Dec 2014	AGL	<p><u>In relation to the proposed PBP3 amendments:</u></p> <p>Proposed following minor amendments to the PBP3 to improve clarity</p> <p><u>Required if Service Order:</u></p> <ul style="list-style-type: none"> <li><a href="#">not completed - including when cancelled (by the DB);</a></li> <li><a href="#">RB cancels SO, but crew attends site and is unable to complete work;</a></li> </ul> <p>Required if Service Order not completed including '<a href="#">No Access</a>' or when cancelled (by the DB).</p>	<p><u>In relation to the PBP3:</u></p> <p>The suggested amendments proposed by AGL are non-contentious and adds further clarity to the GIP therefore AEMO has no issue in including these suggested changes.</p>
2	19 Dec 2014	AGL	<p><u>In relation to the proposed SA FRC B2B amendments:</u></p> <p>Proposed following minor amendments to the SA FRC B2B to improve clarity</p> <p><u>Required if Service Order:</u></p> <ul style="list-style-type: none"> <li><a href="#">not completed - including when cancelled (by the DB);</a></li> <li><a href="#">RB cancels SO, but crew attends site and is unable to complete work;</a></li> </ul> <p>Required if Service Order not completed including '<a href="#">No Access</a>' or when cancelled (by the DB).</p>	<p><u>In relation to the SA FRC B2B:</u></p> <p>The suggested amendments proposed by AGL are non-contentious and adds further clarity to the GIP therefore AEMO has no issue in including these suggested changes.</p>

3	19 Dec 2014	AGL	<p><u>In relation to the proposed PBP1 amendments:</u></p> <p>Proposed following minor amendments to the PBP3 to improve clarity</p> <p>Required if Service Order not completed including '<a href="#">No Access</a>' or when cancelled (by the DB).</p>	<p><u>In relation to the PBP1:</u></p> <p>The suggested amendments proposed by AGL are non-contentious and adds further clarity to the GIP therefore AEMO has no issue in including these suggested changes.</p>

**ATTACHMENT G – IIR Response Template**

The IIR Response Template has been attached separately to this document.