

SAMPLE RESPONSES TO MISCELLANEOUS ACCREDITATION REQUIREMENT QUESTIONS

Requirement	No	Topic	Question	Sample Response	Supporting Documentation
General	26	MSATS	Please provide a copy of the applicant's processes for the management of all types of Change Requests the applicant is likely to be effecting.	Documented processes that are automated for the management of Change Requests have been developed and are provided in the policies and procedures provided. Exception handling is also automated via our gateway system, this is covered by the procedures provided.	26.1 [Change Request Management] Policy 26.2 [MDP Management of Change Request] Procedure 26.3 [CR Exception Handling] Procedure
General	35	Dispute Resolution	Please describe how the applicant's workers/sub-contractor employees are trained in the implementation of the applicant's dispute resolution processes.	All our staff have to undergo the following training: <ul style="list-style-type: none"> • Conflict management • etc Staff who directly interface with customers have to undergo additional training as follows: <ul style="list-style-type: none"> • Handling customer complaints • Negotiation Skills • etc Course brochures are provided. Further information can be supplied upon request. All training is undertaken with ABC organisation and we receive attendance records as confirmation that our staff have attended the courses.	35.1 Course Brochure: Conflict Management 35.2 Course Brochure: Handling Customer Complaints 35.3 Course Brochure: Negotiation Skills
MP	31	Metering Installation Maintenance	Please provide a copy of the applicant's policies and procedures for the adjustment of CT tap settings.	The procedure for changing CT tap settings is included in sections a, b and c of the [Site Reconfiguration] Procedure, for example, [CT installation & testing] Procedures.	31.1 [Site Reconfiguration] Procedure
MDP	26	Correcting Metering Data	Please provide a copy of the applicant's policies and procedures for correcting metering data upon notification by AEMO that it has failed AEMO validation.	Where metering data has been reported by AEMO as failing validation, the MDP team will immediately launch an investigation focused how the metering data was successfully validated and released to market yet failed MSATS validation. The process is managed in accordance with the procedure provided. On completion of the investigation, corrected metering data will be sent to the AEMO to resolve the error. In	26.1 [Exception Review and Handling] Procedure.

				addition, a report will be issued to stop its re-occurrence and will be provided to AEMO, this report will include all policy and procedure changes required.	
ENM	4	NMI Allocation	<p>Please explain how Parent and Child NMIs will be managed including:</p> <p>A. Maintaining a register of allocated Child NMIs.</p> <p>B. NMI allocation to embedded network child connection points.</p> <p>C. Managing Communications with the LNSPs to obtain the Embedded Network Code for the Parent NMI.</p>	<p>The management of Parent and Child NMIs is governed by the procedures we have provided.</p> <p>A. A register of Child NMIs will be maintained using XYZ software. The data fields we will use are explained further in section A of [Maintain NMI] Procedure. Every time we are allocated a Child NMI, it will be entered in the register.</p> <p>B. Child NMIs will also be allocated using XYZ software. This is documented in (Allocate NMI) Procedure.</p> <p>C. We have established a single point of contact with all LNSPs. We have developed service levels concerning the following exchanges of information:</p> <ul style="list-style-type: none"> • [insert dot points], <p>in the [Embedded Network Code] Procedure.</p>	<p>4.1 [Maintain NMI] Procedure</p> <p>4.2 [Allocate NMI] Procedure</p> <p>4.3 (Embedded Network Code) Procedure.</p>