

Gas Life Support Industry Guide

Version 2

Date: 15 April 2020

Note: This document has been prepared through industry collaboration and provides guidance to gas participants to manage information exchange for Gas Life Support processes.

Contents

Version Control	3
References	4
Glossary of Terms.....	4
Introduction	5
Life Support Process – General Information.....	6
Life Support Registration Process	8
Registration process.....	8
De-Registration Process	9
Protection of Customer Data within the CSV Files	10
Reconciliation process	10
Poor or Incorrect Data	11
Appendix A –Life Support Notice CSV File Format.....	12
CSV Fields – Life Support Registration	13
CSV Fields – Life Support Reconciliation.....	24

Version Control

Date	Description	Version No
19 Feb 2020	Final Version for publication	V 1.0
20 Feb 2020	Filename specification corrected	V1.1
26 Mar 2020	Update to De-Registration text and reference to AER Life Support Registration Guide Reconciliation file name corrected from LNS to LSR Additional information about the use of LSN reconciliation and Update usage included	V2.0

References

- National Energy Retail Rules
- Victorian Energy Retail Code
- Victorian Electricity Distribution Code
- Victorian Gas Distribution Code

Glossary of Terms

Item	Meaning
Initiator	Party who initiates the Registration, Registration update (and is the RPO) or the DeRegistration (which can be either party) Life Support Notice.
LS	Life Support
LSN	Life Support Notice
Recipient	The party who receives the Registration, Registration Update or DeRegistration Life Support Notice.
RPO	Registered Process Owner is the party the customer contacts and who is responsible for following up to obtain the Life Support Medical Confirmation. Can be either the Retailer or Distributor. The party nominated as RPO remains RPO for the whole Life Support process cycle.
NERR	National Energy Retail Rules
VGDC	Victorian Gas Distribution System Code
VERC	Victorian Energy Retail Code

Introduction

1.1 Background

On 1 Feb 2019 new regulatory requirements were put in place to [register life support customers](#) in NERR states (SA, NSW, QLD, TAS). The AER confirmed that this includes gas life support.

On 15 December 2019, the ESCV also released an [initial determination](#) on changes to the Energy Retail Code and Gas Distribution System Codes to align protections in Victoria to the NERR. These changes will come into effect on **1 July 2020**.

To improve consistency between retailers and the DNSPs to manage gas life support customers the Gas Retail Consultative Forum (GRCF) agreed to develop a single industry guide for the management of gas life support customers to ensure a consistent and improved outcome for consumers. This guide is not an enforceable guideline, nor designed to provide guidance on how participants should comply with their regulatory obligations. It is up to each participant to interpret their regulatory obligations and implement accordingly.

Life Support Process – General Information

General

1. It is important to note this document is a “Guide” developed through industry consultation to standardize the management of Gas Life Support processes.
2. As this process uses CSV files transmitted by e-mail, rather than transactions with acknowledgements, there is an inherent risk in managing these customer Life Support registrations.
3. The Gas Life Support Process is a two way process, although it is expected that the majority of Life Support Registrations will flow from Retailers to Distributor.

Life Support Registration Status

Within the Life Support Process there are various statuses, which are important in managing the ongoing customer registration/deregistration and possibly concessions.

The available statuses are:

- Registered - No Medical Confirmation
- Registered - Medical Confirmation
- Deregistered - No Medical Confirmation
- Deregistered - Customer Advice
- Deregistered - No Customer Response
- None

Life Support Status	Definition
Registered - No Medical Confirmation	The customer has advised the Retailer/Distributor that they require life support equipment at the identified premise but have not yet provided a medical certificate to the notified Retailer or Distributor.
Registered - Medical Confirmation	The customer has advised the Retailer/Distributor that they require life support equipment at the identified premise and the notified Retailer/Distributor has received a medical certificate from the customer.
Deregistered - No Medical Confirmation	The Retailer/Distributor who was initially notified of the life support equipment has attempted to gain a medical certificate from the customer, but the customer has not obliged. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise with the customer and the customer did not provide the medical certificate during the deregistration process.
Deregistered - Customer Advice	Where a customer advises the Retailer/Distributor that the person who required life support equipment has vacated the premises or no longer requires the life support equipment. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise.

Life Support Status	Definition
Deregistered - No Customer Response	Where a Distributor has registered a customer’s premises on the advice of the previous Retailer, the Distributor can commence deregistration of the premises when it becomes aware that the customer has transferred to a new Retailer. The Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise.

Registration Life Cycle

The general life cycle for a Life Support registration is:

1. The customer advises a party (Retailer or Distributor - who becomes Registered Process Owner (RPO)) and transaction initiator.
2. Initiator sends LS pack to customer;
3. Initiator advises Recipient (likely the Distributor(s)) with a Life Support Notice (depending on whether LS Equipment is known);
 - a. At this point the registration is generally set with a status of ‘Registered - No Medical certificate’;
4. RPO communicates with the customer until Medical Confirmation is provided;
5. Depending on the provision of the Medical Confirmation, RPO provides an updated LSN
 - a. If no advice is eventually provided, and the party has followed the deregistration process, then the LSN will update to Status – Deregistered;
 - b. If advice is provided for an electric device, then the Electricity Distributor will be updated with ‘Registered - Medical Confirmation’ and the Gas Distributor with “DeRegistered – No Medical Confirmation’.

Life Support Registration Process

The party who is initially contacted by the customer becomes the Registration Process Owner (**RPO**).

If the RPO is the Retailer, then the Life Support registration ends when the customer transfers to another retailer and that retailer completed the deregistration process, and it is the new retailer's responsibility to initiate registration with the customer.

If the RPO is the Distributor, then when the customer churns between Retailers the Distributor is responsible for advising the new retailer [NERR Cl 124B (2)(b), VGDC Cl. 4A.7(b)].

Note: the relevant party still has to complete the de-registration process as required by the NRR or VERC.

Registration process

Initial registration

When the customer advises the initial Registered Party (either Retailer or Distributor) that party becomes the **RPO** who is responsible for:

- Registering the customer within their system;
- Issuing a customer pack, including the relevant Concession/Health Services forms if required;
- Initiating advice as the **Initiator** to the other registered participant (either Distributor or Retailer) who is the **Recipient** in the form of a CSV¹ Life Support Notice (**LSN**).

The Initiator (and RPO for this customer) may either be the Financially Responsible Organisation (**FRO**), Prospective Retailer or Distribution Distributor.

Life Support Notice (LSN)

The csv LSN can be generated by the same triggers which generate the electricity aseXML LSN transaction. Generally, it is expected that in almost all cases the retailer will be the party contacted by the customer for Life Support Registration.

Associated with this csv file, a broad process has been agreed between participants, for retailers as the initiating party, to provide this CSV file to gas distributors and to trigger the file when there are changes to the data.

This process has no acknowledgement process other than the e-mail acknowledgement process.

Updates to life support status or information

When a party is advised of updates to the Life Support Status or other details (e.g. contact information), that party should advise the other registered participant of those changes.

During the registration process the RPO is the one likeliest to be advised of changes and would be responsible for advising the recipient.

¹ csv = Comma Separated Variable – See Appendix A for details of file structure

When the RPO is advised by the customer of updates to life support status (for example, medical confirmation is provided, or there are changes to contact information, or de-registration), the initiator a CSV LSN file with the updated information with a value of "Update".

Distributor Obligations when approached by Customer

Distributor businesses also have obligations to register a Life Support customer when initially approached by the customer. The LSN CSV file is bi-directional, and the Distributor should send LSN CSVs to retailers.

Distributor Obligations as Registered Process Owner

Distributors should note the obligations under NERR CI 124B (2)(b) and Victorian Gas Distribution Code 4A.3.

When the Distributor has initially registered the Customer, they will identify themselves as the Registered Process Owner (RPO) when advising the retailer. In this case, then the customer transfers retailers, the Distributor as RPO is obligated to advise the new retailer of the Customer Life Support details.

If the Distributor is not registered as RPO, the Distributor has no obligation to advise the retailer of the customer Life Support details.

De-Registration Process

General Information

Under the NERR and VERC and Vic Gas Distribution Code, either the Distributor or the Retailer may be contacted by the customer to advise of a change in circumstances. Either party may request an updated Medical Confirmation from the customer. Deregistration can only commence if the customer provides advice that Life Support is no longer needed. If no advice is provided, no action can be taken.

LSN de-registration follow the same process as the registration process, with the relevant Status Field changing from one of the Registered reasons to one of the DeRegistered reasons. A Life Support Notification .csv file is sent from the initiator to the Recipient.

The initiator of the de-registration must meet the relevant notification obligations under the respective codes and must complete the DeRegistration process prior to advising the other party.

Note:

1. It should be noted that NERR CIs 125(7) and 125(8) only allows the recipient to de-register a customer's premises, after the initiator has completed their deregistration process under the NERR CI 124.
2. Unless the initiator is the RPO for the site, then during a Deregistration Process, the initiating party should not flag the transaction as RPO.

Protection of Customer Data within the CSV Files

Background

At present, the LSN csv files are being shared between participants using e-mail, which has risks of data disclosure associated with sending and receiving customer information.

Privacy Law

Under the Privacy Act, participants must ensure that the information they are sending is protected.

Data Protection

General energy industry practice is for data files of this nature to be zipped using 7-Zip and encrypted with a password to ensure customer information is secured.

Provision of Passwords

Each participant will be required to share the password for the csv LSN file. Each participant's Life Support lead should send a separate e-mail to their counterparty (using the ROCL² for contact details) with the relevant password, in accordance with that businesses IT Security Policy.

To maintain a high level of security with customer data it is recommended that the passwords will be changed regularly, in accordance with that businesses IT Security Policy.

Reconciliation process

Background

Each business should undertake a reconciliation process between themselves and their counter party.

As the number of Medically Certified requirements for gas are substantially lower than for electricity, it is proposed that each gas Distributor and retailer Reconcile only every 6 months, although the cycle time is a matter between each retailer and Distributor.

This will minimise the number of certified sites requiring reconciliation and identify those where there should have been a status change during that period.

Reconciliation Process

Reconciliation should be to match MIRNS which have been flagged with a Life Support Requirements, not to manage individual customer Life Support information, such as phone numbers.

For reconciliation purposes, the Distributor should generate an **CSV** file and send it to the retailer for reconciliation.

² Retail Operations Contact List

The CSV file should contain all customers who meet the following criteria:

- MIRNS are for the FRO, **not** a prospective retailer;
This includes currently flagged MIRNS and prospectively flagged MIRNS for the FRO;
- Customers registered (with or without Medical Confirmation) from the agreed date;

The CSV file should contain only the following fields:

- MORN
- Life Support status

Retailers should use the reconciliation file to trigger the appropriate process to update their records and advise the Distributor of a status change via an updating LSN.

Poor or Incorrect Data

Process

If a recipient receives poor or incorrect data, they can send an e-mail to the initiator indicating the cause of the query.

It should be noted that if specific data is being returned to the initiator then the recipient should consider whether the data needs to be encrypted.

Appendix A –Life Support Notice CSV File Format

CSV File Delivery

Unless otherwise agreed, each CSV file will be delivered as an encrypted zip file by e-mail.

CSV File Name Convention

Unless otherwise agreed, each CSV file will be named in accordance with the following file naming convention:

Life Support Notification

LSN_[from participant]_[date/time].csv

with date/time in the format of `yyyymmddhhmmss`

example: 'LSN_AGL_20191005171206'

Reconciliation

LSR_[from participant]_[date/time].csv

with date/time in the format of `yyyymmddhhmmss`

example: 'LSR_AGN_20191005171206'

File Requirements

Please note a couple of things that are essential to the success of our upload system:

- It is critical that the field names (column headings) in the CSV file are exactly as per the specifications.
- In the Life Support Status field (LIFESUPPORTSTATUS), only the 6 allowed values shown in the left-hand side of the table can be used.

Business Requirements

The CSV specification shows fields as Mandatory (M) or Optional (O) as used within the gas industry. However, the associated business rule for the provision of data is that Optional fields must be filled if the sending party has received that information for the purposes of Life Support Registration. This aligns with the information provision obligations within the electricity LSN transaction, of providing all available data.

These fields have been marked as O [R]. O – Optional being the field characteristic, R – Required being the business obligation to provide that data if available when provided for Life Support Registration.

CSV Fields – Life Support Registration

Unless otherwise agreed, each CSV file will contain the following fields and field names:

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
MIRN	CHAR(10)	M	5330187090	MIRN
CHECKSUM	CHAR(1)	M	9	MIRN Checksum
FLATORUNITNUMBER	VARCHAR(7)	O [R]	283	Number
FLOORORLEVELTYPE	VARCHAR(2)	O [R]	G	Number (alphanumeric) G,1,2,3...
FLOORORLEVELNUMBER	VARCHAR(5)	O [R]	2	Number
BUILDINGORPROPERTYNAME	VARCHAR(30)	O [R]	R	
HOUSENUMBER	NUMERIC(5) in Range: 0 - 99999	O [R]	203	
HOUSENUMBERSUFFIX	VARCHAR(1)	O [R]		

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
LOTNUMBER	VARCHAR(6)	O [R]		
STREETNAME	VARCHAR(30)	O [R]	John	
STREETTYPE	VARCHAR(4)	O [R]	ST	
LOCALITY	VARCHAR(30)	O [R]	Adelaide	
SITEADDRESSSTATE	VARCHAR(3)	O [R]	SA	
SITEADDRESSPOSTCODE	CHAR(4)	O [R]	5000	
SITEADDRESSPID	NUMERIC(8) In Range: 10000000- 99999999	O [R]		
REASON	VARCHAR (14)	M	Update	Allowable Values: <ul style="list-style-type: none"> • Update – to be used when sending updated information • Reconciliation – to be used when responding to a DB reconciliation file (request)

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>														
REGISTRATIONOWNER	YES/NO VARCHAR(3)	M/N	YES	Value of YES must be used, where the Initiator of the LifeSupportNotification is the Life Support registration process owner. Not required where <i>LifeSupportStatus</i> is None. Note: LS Registration owner is only the party who manages registration and does not change for deregistration.														
LIFESUPPORTSTATUS	VARCHAR (50)	M	REG_MC	<table border="1"> <thead> <tr> <th>Allowed Value</th> <th><u>Description only used allowed value</u></th> </tr> </thead> <tbody> <tr> <td>DEREG_CR</td> <td><i>Deregistered - Customer Advice</i></td> </tr> <tr> <td>DEREG_NOCR</td> <td><i>Deregistered - No Customer Response</i></td> </tr> <tr> <td>DEREG_NOMC</td> <td><i>Deregistered - No Medical Confirmation</i></td> </tr> <tr> <td>NONE</td> <td><i>None</i></td> </tr> <tr> <td>REG_MC</td> <td><i>Registered - Medical Confirmation</i></td> </tr> <tr> <td>REG_NOMC</td> <td><i>Registered - No Medical Confirmation</i></td> </tr> </tbody> </table>	Allowed Value	<u>Description only used allowed value</u>	DEREG_CR	<i>Deregistered - Customer Advice</i>	DEREG_NOCR	<i>Deregistered - No Customer Response</i>	DEREG_NOMC	<i>Deregistered - No Medical Confirmation</i>	NONE	<i>None</i>	REG_MC	<i>Registered - Medical Confirmation</i>	REG_NOMC	<i>Registered - No Medical Confirmation</i>
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DEREG_CR	<i>Deregistered - Customer Advice</i>																	
DEREG_NOCR	<i>Deregistered - No Customer Response</i>																	
DEREG_NOMC	<i>Deregistered - No Medical Confirmation</i>																	
NONE	<i>None</i>																	
REG_MC	<i>Registered - Medical Confirmation</i>																	
REG_NOMC	<i>Registered - No Medical Confirmation</i>																	

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
				<p>Notes regarding the allowable values</p> <p>“REG_NOMC” (<u>Registered - No Medical Confirmation</u>) means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise but have not yet provided medical confirmation to the Retailer or Distributor notified.</p> <p>“REG_MC “ (<u>Registered - Medical Confirmation</u>) means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise and the Retailer/Distributor notified has received medical confirmation from the customer.</p>

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
				<p>“DEREG_NOMC” (<u>Deregistered - No Medical Confirmation</u>) means the Retailer/Distributor who was initially notified of the life support equipment has attempted to gain medical confirmation from the customer, but the customer has not obliged. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise with the customer as per the NERR, the <i>Energy Retail Code</i> (VIC), or the <i>Electricity Distribution Code</i> (VIC) and the customer did not provide medical confirmation during the deregistration process.</p> <p>“DEREG_CR”(<u>Deregistered - Customer Advice</u>) means a customer has advised the Retailer/Distributor that the person who required life support equipment has vacated the premises or no longer requires the life support equipment. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise the NERR, the <i>Energy Retail Code</i> (VIC), or the <i>Electricity Distribution Code</i> (VIC).</p> <p>“DEREG_NOCR” (<u>Deregistered - No Customer Response</u>) means, where a Distributor has registered a customer’s premises on the advice of the Retailer, the Distributor has commenced deregistration of the premises when it becomes aware that the customer has transferred to a new Retailer. The Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise as per the NERR, the <i>Energy Retail Code</i> (VIC), or the <i>Electricity Distribution Code</i> (VIC).</p> <p>“NONE” none means that the premise doesn’t have a current Life Support requirement.</p>

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value
DATEREQUIRED	DATE(8)	M/N	20201012	<p>For a registration of Life Support, this date will be the date Life Support protections commence at the premises. For additional information, refer to clause 4.5(b).</p> <p>For a deregistration of Life Support, this date will be the date Life Support protection ceases to be provided at the premises.</p> <p>For response to a Life Support Request, this will be the effective date of the Life Support registration in the participants system.</p> <p>Not required when <i>LifeSupportStatus</i> is None.</p>

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value
LSEQUIPMENT	VARCHAR(50)	O[R] /N	Oxygen Concentrator	<p>Allowable values:</p> <ul style="list-style-type: none"> • Oxygen Concentrator • Intermittent Peritoneal Dialysis Machine • Kidney Dialysis Machine • Chronic Positive Airways Pressure Respirator • Crigler Najjar Syndrome Phototherapy Equipment • Ventilator For Life Support • Other <p>'Other' means an equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support and is not already listed above.</p> <p>Not required when <i>LifeSupportStatus</i> is</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None <p>Note: Where more than one allowable value is required, select one of the allowable values and provide the additional allowable value in the <i>SpecialNotes</i> field.</p>

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value
LSCONTACTNAMETITLE	VARCHAR(12)	M	Miss	<p>Must be the Title of the person who is the contact for the management of Life Support requirements.</p> <p>Refer to B2B Procedure:Technical Delivery Specification.</p> <p>Not required when <i>LifeSupportStatus</i> is</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
LSCONTACTNAMEGIVEN	VARCHAR(40)	M	Mary	<p>Must be the Given Name of the person who is the contact for the management of Life Support requirements.</p> <p>Refer to B2B Procedure:Technical Delivery Specification.</p> <p>Not required when <i>LifeSupportStatus</i> is</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
LSCONTACTNAMEFAMILY	VARCHAR(40)	M	Smith	<p>Must be the Family Name of the person who is the contact for the management of Life Support requirements.</p> <p>Not required when <i>LifeSupportStatus</i> is</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
POSTALDELIVERYTYPE	VARCHAR(11)	O [R]	GPO BOX	
POSTALDELIVERYNUMBERPREFIX	VARCHAR(3)	O [R]		
POSTALDELIVERYNUMBERVALUE	NUMERIC(5) in Range: 0 - 99999	O [R]	101	Number
POSTALDELIVERYSTREETNAME	VARCHAR(30)	O [R]	Service	
POSTALDELIVERYSTREETTYPE	VARCHAR(4)	O [R]	St	
POSTALDELIVERYLOCALITY	VARCHAR(46)	M	Adelaide	City
POSTALDELIVERYSTATE	VARCHAR(3)	O [R]	SA	State
POSTALADDRESSPOSTCODE	CHAR(4)	M	5000	PostCode

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value
LSPHONENUMBER1	VARCHAR(15)	O [R]	0404 444 999	Phone Number
SERVICETYPE	VARCHAR(12)	O [R]	Mobile Voice	Mobile Voice
LSPHONENUMBER2	VARCHAR(15)	O [R]	8331 0194	Phone Number
SERVICETYPE2	VARCHAR(12)	O [R]	Fixed Voice	Mobile Voice Fixed Voice TTY
LSCONTACTEMAILADDRESS	VARCHAR(100)	O [R]	MCSMITH@m yhealth.com.a u	Must be the email address of the person who is the contact for the management of Life Support requirements where the initiator has obtained Explicit Informed Consent for the use of the email address. Not required when <i>LifeSupportStatus</i> is <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
PREFERREDCONTACTMETHOD	VARCHAR (20)	O [R]	Email	Allowable values: <ul style="list-style-type: none"> • Postal Address • Site Address • Email Address • Phone

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value
SPECIALNOTES	VARCHAR (240)	O [R] / M	Not Applicable	Any additional information the Initiator wishes to convey to the Recipient. Mandatory when <i>LSEquipment</i> is Other.
LASTMODIFIEDDATETIME	DATETIME (12)	M	20201118102 1	Date and time that the record was updated in the Initiator's system
COUNT	NUMERIC(8)	M	1	Count of records in file

NOTE the intention of the count was to be provided at the end of the file for how many records are in the file, ie if 5 Life support registrations being sent by the retailer then the count would be 5.

CSV Fields – Life Support Reconciliation

Reconciliation

LSR_[from participant]_[date/time].csv

with date/time in the format of yyyyymmddhhmmss

example: 'LSR_AGN_20191005171206'

<i>Field Name</i>	<i>Type / Length</i>	<i>Mandatory / Optional / Required</i>	<i>Example</i>	<i>Allowable Value</i>
MIRN	CHAR(10)	M	5330187090	MIRN

Field Name	Type / Length	Mandatory / Optional / Required	Example	Allowable Value	
LIFESUPPORTSTATUS	VARCHAR (50)	M	REG_MC	Allowed Value	<u>Description only used allowed value</u>
				DEREG_CR	Deregistered - Customer Advice
				DEREG_NOCR	Deregistered - No Customer Response
				DEREG_NOMC	Deregistered - No Medical Confirmation
				NONE	None
				REG_MC	Registered - Medical Confirmation
				REG_NOMC	Registered - No Medical Confirmation
				<p>Notes regarding the allowable values</p> <p>“REG_NOMC” (Registered - No Medical Confirmation) means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise but have not yet provided medical confirmation to the Retailer or Distributor notified.</p> <p>“REG_MC “ (Registered - Medical Confirmation) means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise and the Retailer/Distributor notified has received medical confirmation from the customer.</p>	