B2B Guide

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

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Clause	Heading	Comments
1.2 (a)	**1.2. Document Control** (a) As this B2B Guide is not a B2B Procedure under the Rules, this document may be updated without the need for formal consultation.	Ausgrid suggest that 1.2 a) is removed from the B2B Guide. The B2B Guide will now form a major part of the B2B Procedures, so our view is that the B2B Guide should not be updated without formal consultation, as changes in the guide can have significant impacts on our ICT systems and business processes. Just because the Rules do not compel a consultation process, that is not a good reason not to consult.
3	**3. TABLE OF B2B COMMUNICATIONS**	RB and DB are not defined terms. Please use valid roles, or define these terms. Customer Details Request can be initiated by the MC or MP also according to the procedure and process diagrams. Please update the initiator roles for the Customer Details Request. Pre-Installation Data is still listed under the 'Meter Data Process' but exists in 'Customer and Site Details' in the procedures.
4.1.2 - table	**4.1.2. Adds & Alts Table (not defined)**	The draft B2B Guide defines the party that a B2B Service Order should be directed to, in this instance the MP. The MP role needs

	Install Hot Water The following Service order will be issued to the MP Meter Service Works - Install Controlled Load	to be removed in all instances and replaced with the Recipient in line with all other procedural updates. It may be just as appropriate to send the B2B Service Order to the MC.
4.1.2 (e) 4.4.4 4.4.5	4.1.2 (e) Where it is determined that the most efficient and effective way to complete the required works is to have multiple parties attend on-site at the same time, the works can be arranged by a 'coordinating party' (refer to section **zzz** Service Order Coordination for further details). 4.4.4. Metering Installation Inquiry Request/Response **TBC** 4.4.5. Remote On Demand Meter Read **TBC**	Several clauses within the B2B Guide are incomplete. Ausgrid requests a third consultation period to allow sufficient review feedback into the B2B Guidelines, as they now form a major part of the procedures.

4.1.2.1	**4.1.2.1 Meter Exchange (Incl. Role Changes)**	The diagram needs to include a C7 request to MSATS. When Power of Choice is well underway, the new MP will not know who the current MP is, therefore they won't be ableto send a Pre-installation Request until they find out via the C7. Ausgrid notes that the C7 could easily be used to pass metering information, removing the need for the Pre-installation Request. There is no good reason to build this extra functionality when it is already available (with some minor additions). This is particularly pressing given the short time frames to deliver the Power of Choice Program. Ausgrid is reluctant to deploy resources for this, when the main philosophy with the PoC implementation is to develop the bare minimum to achieve a the challenging date of 1 December 2017. Ausgrid has already documented an alternative approach to achieve this service in the the CSDN consultation.
	4.2. Customer and Site Details Notification **4.2.1. Customer Details Request** (a) The Customer Details Request can be initiated either by a DNSP or by an MP. It is always directed to a Retailer who retains the master copy of this information as they are the principal contact point with the Customer. As with the existing procedures the	Ausgrid believe the most appropriate role to be added as an initiator of a Customer Details Request is the MC, not the MP as added in the B2B Guide. The New MP has the greatest use of these details and would require this information for outage management / remote disconnection etc, but the New MP is not a valid market contract at this point in time. The Retailer (Recipient) of a Customer Details Request will validate the Initiator's request against the current market roles. Only the MC would be updated in MSATS at this point in time. Ausgrid request one of the options below need to be undertaken, otherwise the addition of a new initiator to the Customer Details

	DNSP, if they become aware of Life-support are to contact the Retailer by email and phone and advise the Retailer to update their records. In this way the Retailer is retained as the 'database of record for this information'	Request will be of little use: a) The Customer Details Request is allowed for a Prospective MP with an open Change Request or b) The Customer Details Request is available to the current MC. Ausgrid also note that subsequent automated updates to customer details should be sent to the LNSP and MC (or additional role as above) automatically when a Retailer's information is updated, not just the LNSP. Sending information to the LNSP and MC automatically will stop the Retailer system being flooded with transactions from multiple participants.
	4.2.2 (b) The Customer Details Notification will be sent by the Retailer to both the DNSP and to the MP either as a result of the Retailer updating their records, or as a result of a Customer details request being sent from an **MO** or a DNSP to a Retailer.	'MO' as highlighted to be updated to MPB or MC as per the process diagram in 4.2.2.1
4.4.3	**4.4.3. Pre-Installation Request/Response**	Needs to be moved to the CSDN Procedure