B2B Procedures

- Service Orders
- Customer and Site Details
- Meter Data
- One Way Notification
- RoLR Part B

Retail Electricity Market Procedures – Glossary and Framework.

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: *Origin Energy*

Completion Date: *2 Dec*

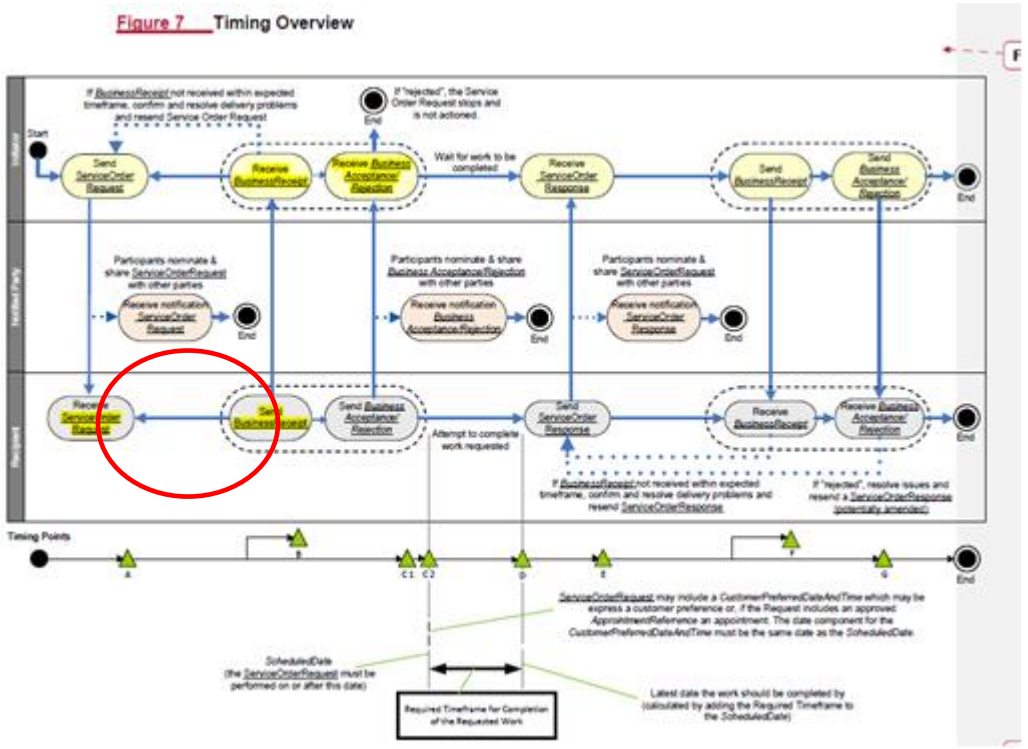
Table of Contents

1. Service Orders 3
2. CSDN 7
3. Meter Data 11
4. OWN 12
5. RoLR Part B 13
6. Glossary and Framework 13

1. Service Orders

Old Clause No	New Clause No	Comments
	2.1 (b)	"if no service order subtype is provided in the service order request, the recipients normal practise will apply" 'Normal practice' needs to be identified in the b2b guide so that participants are aware of what will happen with each network if they leave the field blank. Normal practice varies between networks
	2.1.1 Figure 1 and 2	The swim lane headings are blurred and unclear. Should be a consistent layout with Initiator on top followed by Recipient below
	2.1.2 (h)	~~(iv) Include details of Notified Parties~~ Not required in this clause as already mandatory
	2.2 (f)	f) Where the Initiator does not receive a *BusinessAcceptance/Rejection* from the Recipient, the Initiator should investigate the failure of the delivery and notify the Recipient if the problem is deemed to lie with the Recipient, resending the original ServiceOrderRequest and *ServiceOrderID*, with the action type of re-send as appropriate or raise a new Service Order. Notified parties must also receive the re-sent Service Order. Need to have the choice to either resend the original order or raise a new order

	2.13 (e)	(e) Where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Initiator raises a subsequent ServiceOrderRequest: (i) is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork) (ii) must populate the *ServiceOrderID* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. (This will be used to cross reference with the Service Paperwork already provided). Origin strongly support this update and paperwork should not need to be resent if it has already been received – this currently creates timing delays for customers having to resubmit
	2.13.7 (e)	(e) Where there is a physical Re-energisation and De-energisation received for the same Site, Service Providers have the discretion to undertake a single meter reading instead of a physical re-energisation followed by a physical de-energisation fuse removal ~~followed by a fuse insertion.~~ Scenarios 1-6, detailed in section 0, allow for this practice. Scenario looks incorrect

	Figure 7 timing overview	 Arrow is around the wrong way.
	Figure 10	Supply Service Works – needs to include ACT timing
	Figure 10	Metering Service Works – timing needs to include ACT timing
	3.3.4 (b)	(b) For all other ServiceOrderRequests, the Recipient must send a ServiceOrderResponse Within two ~~five~~ business days of completing the work requested.

		Should be two days to align systems and process across jurisdictions

2. CSDN

Old Clause No	New Clause No	Comments
		With the addition of the new Life Support patient details and notifications there are going to be examples where 4 separate addresses may need to be collected , maintained and provided to other participants. Site address, mailing address for bill, outage notification address, life support postal address. Adding additional addresses as mandatory fields will likely create more problems as the actual account holder may be unaware of all the addresses held for their account and mailing to update one of them when there is a change will create more problems than it has been designed to solve. There has been no industry push to add in more addresses for notifications and whilst the LNSP have legitimate concerns regarding the type of the equipment at the site when managing outages, the volume of names and different addresses now required in the CDN needs to be reduced.
	4.2 (a)	The DNSP or MPB should include a reason as to why they believe the information they have received in the CDN is incorrect. Otherwise the most likely outcome is for them to receive the same

		information again from the retailer.
	4.2 (d)	The volume for 'mass update' needs to be defined as being for over 1000 NMI's in a day. The impact of a mass request will vary depending on the retailers customer base and the transactions limits that may be in place at its gateway
	4.3.1 (c)	Retailers must send the relevant Notification to the DNSP, (~~MPB and MC as required)~~ whenever they become aware of Customer Changes. It is likely that the MP's will not want customer details as they will need to constantly manage the updates. They have the ability to raise a CDR when they do need customer details and would be a preferable option rather than getting the constant updates that serve little or no purpose.
	4.3.2	In addition to informing a Recipient through the *B2B e-hub*, The Retailer must immediately advise the DNSP by telephone when they becomes aware of Life Support situation.2. If the Initiator has evidence of Life Support when sending the CustomerDetailsNotification, the *LifeSupportEvidence* field must be marked 'Y' and the following fields become mandatory: *AccountName,* ~~*PatientName,*~~ *LifeSupportEquipment* and *SiteAddress.* Patient name is not required for the network to be aware of the equipment or Life Support need at the site. For example there is no purpose of the network knowing the name of a child on life

		Support equipment at the site. The account holder may also not have the patients permission to be providing their name to the retailer / network.
	4.3.2 (iv) (B)	~~(B) Patient Name~~
	4.7 (c)	(c) The Recipient must send a PreInstallationDataResponse (see Section 3.5) details of the *metering installation* for the requested *NMI*. There doesn't appear to be any Section 3.5
	4.7.1	Pre installation data request should also be available to the FRMP so as to ensure as much info as possible is available when planning a meter deployment
	5.2 Customer Details Notification	~~PatientName PERSONNAME M/N Should be the name of the person who uses Life Support equipment.~~ ~~Must be provided if *LifeSupportEvidence* = Y~~
		LifeSupport Equipment VARCHAR(40) M/N Must be provided if LifeSupport Evidence = Y. Examples : • Positive airways pressure (PAP) device • Home dialysis • Phototheraphy equipment (Crigler Najjar) • Ventilators (formerly known as 'respirator' or 'iron lung') • Oxygen concentrators • Nebuliser • Total parental nutrition (TPN) • Medical heating and cooling • LS reference • Long stay life support

		The Life Support equipment is 40 characters yet the name of some of the equipment in the list is more than 40
		AccountcontactEmailAddr ess VARCHAR(40) M/N Email Address should be provided if recorded by the Initiator Email address should be 50 characters to avoid potential length issues
		LSPostalAddress ADDRESS M/N Must be the Customer's postal address for Life Support notifications. An aseXML-compliant address must be provided, the one the Initiator considers to be the most suitable. If provided in an unstructured format, the address must comply with Australia Post presentation standards. Only required where different to outage postal address Should be noted that where the same postal address applies for outage info then the LS address should be left blank
	5.6 Pre Installation Response	*MeterSerial Number* VARCHAR(12) M Meter Serial ID(s). Meter Serial ID field should be long enough to handle any existing meters installed in MSATS recommend making it 20 characters in length
		Network Tariff VARCHAR(10) M Network's published tariff assigned within MSATS Many sites have multiple network tariffs – character length needs to meet the existing longest length for a site in MSATS

3. Meter Data

Old Clause No	New Clause No	Comments
	2.4.3	(i) The ~~Fourth~~ second Business Day following the read event for remotely read *metering installations* Customers who are having remote read meters installed will want to be able to utilise the data from their meters which will likely be via smart devices, in home displays or web portals. Having to wait 4 business days to follow up on missing data that should have been delivered on day two is too long. A retail business should be able to request this data via a PMD as soon as it is aware it is beyond the obligated delivery timeframes

4. OWN

Old Clause No	New Clause No	Comments
	4.1.6. Notice of Metering Works Data	Needs to also be sent to FRMP to ensure standing data for site is able to be maintained to help reduce future problems. Will enable reconciliation between NMW and then the CR issued to the market

5. RoLR Part B

Old Clause No	New Clause No	Comments

6. Glossary and Framework

Clause	Heading	Comments