

## B2B Procedures

- Customer and Site Details
- Service Orders (version change)
- Meter Data (version change)
- One Way Notification (version change)
- Technical Delivery Specification (version change)

## CONSULTATION – Draft Stage

## CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant:*** Red Energy and Lumo Energy

***Completion Date:*** 18<sup>th</sup> June 2018

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## 1. Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
Red and Lumo Energy	4.2(d)		<p><u>Suggested improvement to more accurately reflect retailer obligations in the market</u></p> <p><i>(d) The Current Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest to the Distributor, and to the Initiator where agreed.</i></p>
Red and Lumo Energy	4.6(f)		<p><u>Editorial suggestion</u></p> <p><i>(f) The Retailer and DNSP must agree to the timing of the Life Support Reconciliation.</i></p>
Red and Lumo Energy	4.6(g)	4.6(h) (additional clause to follow (g))	<p><u>Comment and suggested improvement</u></p> <p>Clause 4.6(g) outlines the obligation where a NMI is registered as life support in the DNSPs system but is not in the Retailer's system. The converse situation also needs to be covered in the Procedures.</p> <p>This will avoid inconsistencies in how the converse situation will be treated.</p> <p>We propose an additional clause be added that clarifies this:</p> <p><i>(h) For NMIs not registered in the DNSP's system with Life Support but <del>not</del> provided by the Retailer in the Life Support Reconciliation process the DNSP <del>must send a LifeSupportNotification with the Reason value of 'Reconciliation' within 2 business days of the last Life Support Reconciliation transaction being received.</del> must update their records and send a LifeSupportRequest with the Reason 'Reconciliation – Confirm Life Support Details'.</i></p>
Red and Lumo Energy	5.6		<p><u>Comment and suggested amendments</u></p> <p>We propose that a reason field be included in this transaction. It is important for both parties involved in identifying issues and priority of requests (such as non-response or missing information) and will enable parties to identify exceptions based on the reason for the request.</p> <p>This is similar to the reason field in the CustomerDetailRequest (section 5.1), while the fields in the LifeSupportRequest in comparison may not be fit for purpose there are legitimate reasons for the trigger of this request (LSR) and we expect this should be initiated when;</p> <ul style="list-style-type: none"> <li>• Life Support currently registered, no LSN received</li> <li>• No response to rejected LSN</li> <li>• Confirm Life Support details (Data Quality Issue)</li> <li>• Other</li> </ul> <p>Suggested amendment to this transaction is to include this as an additional field with the allowable values as listed above.</p>

Red and Lumo Energy	5.5		<p><u>Comment and suggested amendments</u></p> <p>The length of some of these fields have been raised as a concern, for example: <i>LifeSupportStatus</i> is <i>VARCHAR (30)</i> however the allowable Values exceed the limit.</p> <p>We propose to increase the character limits to field such as:</p> <ul style="list-style-type: none"><li>• Contact Email address</li><li>• LifeSupportStatus</li><li>• LSEquipment</li></ul>
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