

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: AGL

Completion Date: 10 June 2018

1. Customer and Site Details

| Participant Name | Old Clause No | New Clause No | Comments |
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| AGL | CDN Changes | | AGL supports the CDN changes as described. |
| AGL | LS Request / LS Notice | | <p>While most scenarios are covered by the proposed process, the issue of a LS registration by a previous retailer and the communication and outcome of that registration to a new incoming retailer could be made clearer.</p> <p>AGL propose that the LS Request contain a reason field, which could allow for an enumerated value of:</p> <ol style="list-style-type: none">1. Confirm Life Support2. Confirm Life Support – Previous Retailer Registration3. Confirm Life Support - Reconciliation <p>Value 1 – Confirm LS – to be used in exactly the same way as it is used in the CDN. The expected response is a LS Notice.</p> <ul style="list-style-type: none">• If the DB is the registration owner, then all available details should be provided.• If the DB is not the registration owner, then the LS Notice should be provided with the relevant LifeSupportStatus code (eg 'Registered – Medical Confirmation with Retailer') but no customer details.• If the RB has no information, the RB can re-check with the customer and provide a LS Notice. |

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| | | | <p>Value 2 – Confirm LS – Previous Retailer Registration –</p> <p>Used by a DB to new retailer – this transaction clarifies to the retailer that the previous retailer registered the Life Support with the network and the network is seeking to confirm the current status, but that there is a network registration in place.</p> <p>The expected outcome would be for the new retailer to check the LS status and provide an update to the network (possibly 'None'). It also advises the retailer that there is a DB Life Support Registration which may be temporary.</p> <p>Assuming the retailer determines there is no LS registration and advises the DB, the DB has to determine if they are maintaining the LS registration and becoming the LS registration owner. In which case they should then provide all relevant information to the Retailer.</p> <p>If they are de-registering the LS registration they would then provide an LS Notice of 'None' at the end of their de-registration process as required under 4.4.1(d).</p> <p>Used by a new retailer – this transaction seeks confirmation if there is a DB registration from a previous retailer and the DB is has chosen to maintain the LS registration or is still de-registering the site – ie that the DB is not the registration owner. This may be used to clarify how a registration occurred.</p> <p>If there is an LS Registration owned by another party then the LS Notice should be returned with the with the relevant LifeSupportStatus code (eg 'Registered – Medical Confirmation with Retailer') but no customer details.</p> |

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| | | | <p>Value 3 – Confirm Life Support – Reconciliation</p> <p>To be used when the DB or Current Retailer is seeking to reconcile their information with the current status of the other party.</p> <p>Where the other party is the LS Registration owner, they should provide full details, if not the registration owner, then the LS Notice should be provided with the relevant LifeSupportStatus code (eg ‘Registered – Medical Confirmation with Retailer’) but no customer details.</p> |
| AGL | 4.1(c) | | <p>We do not believe that the retailer (or DB) as a registering party would require Explicit Informed Consent to send advice of a Life Support Registration / de-Registration, particularly in the case of one without a medical certificate, as the obligation is mandated in the NRR.</p> <p>Clarity may be required in the Life Support form, however, in some jurisdictions, a state government concession form may be used, which would not reference energy industry needs.</p> <p>Recommend that the requirements for Explicit Informed Consent be removed from this clause.</p> |

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| AGL | 4.1(d) | | <p>In the case of a DB, who is not the LS registration owner, there is a question of privacy around what information that DB should be passing on to the new retailer.</p> <p>When the DB is the LS registration owner, then they are obliged to pass on all information.</p> <p>Recommend that this clause be extended to specify that when the DB is not the registration owner the response is a LS Notice with the relevant LifeSupportStatus code (eg 'Registered – Medical Confirmation with Retailer') but no customer details.</p> |
| AGL | 4.1(h) | | <p>Suggest edit for clarity:</p> <p>The Current Retailer may send a new or amended CustomerDetailsNotification in response to receiving the LifeSupportNotification from the DNSP.</p> |
| AGL | 4.6(f) | | <p>Comment</p> <p>This clause should be after clause (c) as it relates to timing;</p> |
| AGL | 4.6(f), 4.6(g) | | <p>Editorial – for consistency with other clauses</p> <p>.... Current Retailer...</p> |

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| AGL | 5.5 Table 9 Field: LifeSupportStatus | | <p>The category 'Registered – No Medical Confirmation' should also be delineated by Distributor and Retailer in the same way that 'Registered – Medical Confirmation' is, ie:</p> <ul style="list-style-type: none">• Registered - No Medical Confirmation with DNSP• Registered - No Medical Confirmation with Retailer |