

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: Endeavour Energy

Completion Date: 18/06/2018

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1. Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		Title Page	<p>Procedure improvement: The document should be renamed to highlight that life support is a separate notification. We suggest that the name of document be called “B2B Procedure: Customer, Life Support, and Site Details Notification Process”</p> <p>If accepted then clause 1.1.a should also be updated</p>
Endeavour Energy		1.1.b	<p>Procedure improvement: It should be highlight that life support is a separate notification. We suggest that clause 1.1.b be updated to:</p> <p>This Procedure specifies the standard process and data requirements for the communication, updates and reconciliation of Customer, Life Support, and Site details</p>
Endeavour Energy		2.1.a.v	<p>Procedure improvement: For consistency, the term Life Support Notification with an underline should not have spaces between the words.</p>
Endeavour Energy		2.1.a.vi	<p>Procedure improvement: For consistency, the term Life Support Request with an underline should not have spaces between the words.</p>
Endeavour Energy		2.2.a.iii	<p>Procedure improvement: For consistency, the term Life Support Notification and Life Support Request with an underline should not have spaces between the words.</p>
Endeavour Energy		Figure 4	<p>Procedure improvement: The first note in the diagram should reference the field called Reason. We suggest updating the note to:</p> <p><u>LifeSupportNotification</u> with Reason = Reconciliation</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		4.1.a	Procedure improvement: For consistency, the term Life Support Notification with an underline should not have spaces between the words.
Endeavour Energy		4.1.d	<p>Procedure improvement: The procedure should acknowledge that another reason for not providing information for non-mandatory fields may be due to privacy reasons. We suggest updating clause 4.1.d to:</p> <p>The Initiator must provide all available information that they hold for each Notification transaction, not just information changes. Non-completion of non-mandatory fields is taken to mean that the Initiator does not have the absent information or cannot provide it due to privacy reasons.</p>
Endeavour Energy		4.3.1.e	Procedure improvement: This clause defines how a Customer Details Notification is to be updated when Life Support is no longer appropriate. This is confusing and contradictory to clause 4.1.b which states that the Life Support Notification, not the Customer Details Notification, is to be used for communicating life support details. We suggest that clause 4.3.1.e be deleted (preferred) or make it clear that an update of the Life Support Notification is also required in the scenario highlighted in this clause.
Endeavour Energy		4.4.1.b	Procedure improvement: For consistency, the term Life Support Notification with an underline should not have spaces between the words.
Endeavour Energy		New clause 4.4.1.c and move subsequent clauses down	<p>Procedure improvement: The procedure should define a SLA for sending the life support notification. We suggest a new clause 4.4.1.c (and move subsequent clauses down) with the following words:</p> <p>[Guidance Note 1] The Initiator of the LifeSupportNotification must use best endeavours to send the notification immediately but no later than 1 business day from when life support information is created or updated.</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		New clause 4.4.1.d and move subsequent clauses down	<p>Procedure improvement: For the avoidance of any doubt it should be made clear that the registration of life support must only be for the customer's premises requiring life support equipment. If the customer has other premises but do not require life support equipment at those premises then life support must not be registered for those premises. This would avoid the unnecessary growth of invalid life support registrations. We suggest a new clause 4.4.1.d (and move subsequent clauses down) with the following words:</p> <p>[Guidance Note 2] The DNSP or Retailer must only register life support for the customer's premises requiring life support equipment. Any other premises of the customer that does not require life support equipment must not be registered as life support.</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		New clause 4.4.1.f	<p>Procedure improvement: It should be made clear how long life support information must be made available online and archived. Without this clarification it could be interpreted that this information must be kept indefinitely, which can be costly. Given that it is industry practice to reconcile life support information 4 times a year we suggest that life support information must always be kept online while life support is registered for the premises. When life support is de-registered then the life support information must be accessible for at least 7 years with the first 2 years being online.</p> <p>We suggest a new clause 4.4.1.f with the following words:</p> <p>4.4.1.f [Guidance note 1] The DNSP and Retailer must</p> <p>(i) keep life support information online in an accessible format while the NMI is registered as life support;</p> <p>(ii) keep life support information online in an accessible format for at least 2 years from the life support deregistration date; and</p> <p>(iii) following the retention under subparagraph (ii), in an accessible format for an overall period of not less than 7 years from the life support deregistration date.</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		New clause 4.4.1.g	<p>Procedure improvement: For the avoidance of any doubt it should be made clear that existing life support customers should have the status of 'Registered - Medical Confirmation with DNSP' if the DNSP has the medical confirmation, 'Registered – Medical Confirmation with Retailer' if the retailer has the medical confirmation, otherwise the premises should have the status of 'Registered - No Medical Confirmation'. The initial population of life support information in participant's systems for 1 February 2019 must not trigger life support notifications. We suggest a new clause 4.4.1.g with the following words:</p> <p>4.4.1.g [Guidance Note 1] The DNSP and Retailer must initially set the status of premises with life support as:</p> <p>(i) 'Registered - Medical Confirmation with DNSP' if the DNSP has the medical confirmation;</p> <p>(ii) 'Registered – Medical Confirmation with Retailer' if the retailer has the medical confirmation; or</p> <p>(iii) 'Registered - No Medical Confirmation' if the DNSP or Retailer do not have the medical confirmation</p> <p>The initial population of life support information in participant's systems for 1 February 2019 must not trigger life support notifications</p>
Endeavour Energy		4.6.e	<p>Procedure improvement: For consistency, the term Life Support Reconciliation with an underline should not be underlined.</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		Table 9	<p>LifeSupportStatus</p> <p>Procedure improvement: The value of None should only be used if the participant is not aware of a NMI ever having life support. If the participant is aware that at some point in time the NMI had life support but is currently deregistered then one of the appropriate deregistered values should be provided. This will help with deregistration notifications that were missed without having to manually contact the recipient for the key information which are the deregistration reason and the deregistration date. To help with any concern about having to keep life support information available online for an indefinite period of time therefore we have suggested earlier that the information is only required online for 2 years from the life support deregistration date.</p> <p>We suggest updating the definition to:</p> <p>‘None’ means that the participant’s online system doesn’t have a current Life Support requirement for the premises</p>
Endeavour Energy		Table 9	<p>LifeSupportStatus</p> <p>Procedure improvement: The field length needs to be increased to accommodate the allowable values. We raised this in the initial consultation and it was accepted but the document was not updated.</p> <p>We suggest changing the format of LifeSupportStatus to VARCHAR(50)</p>

Participant Name	Old Clause No	New Clause No	Comments
Endeavour Energy		Table 9	<p>DateRequired</p> <p>Procedure improvement: The deregistration date should be provided when responding to a Life Support Request and the life support status is de-registered. We suggest updating the last paragraph of the definition to:</p> <p>For a response to a Life Support Request, this will be the effective date of the Life Support registration or deregistration in the participant's online system. Not required when LifeSupportStatus is None.</p>
Endeavour Energy		Table 9	<p>PreferredContactMethod</p> <p>Procedure improvement: This field should be 'Required' not 'Optional'. If the Initiator has this information then it must be provided.</p>
Endeavour Energy		Table 9	<p>New field called LastModifiedDateTime</p> <p>Procedure improvement: Now that the life support communication is a B2B transaction, the Life Support Notification should have a field called LastModifiedDateTime just like in the Customer Detail Notification. This field will help the Recipient handle out of sequence notifications.</p>