

PCR response template for IN003/20W (CDN and CDR changes for WA) –

Responses to be emailed to [grcf@aemo.com.au](mailto:grcf@aemo.com.au) by **24 July 2020**.

Review comments submitted by: *Synergy*

Date: 24 July 2020

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Please complete sections 1 and 2. Section 3 is optional.

Section 1 - General Comments on the Procedure Change Request

Topic	Please Provide Response Here
<p>Sections 1 to 9 of the PCR sets out details of the proposal.</p> <p>Does your organisation supports AEMO’s assessment of the proposal?</p> <p>If no, please specify areas in which your organisation disputes AEMO’s assessment (include PCR section reference number) of the proposal and include information that supports your organisation’s rationale for not supporting AEMO’s assessment.</p>	<p><b>Yes, Synergy supports the AEMO’s assessment of the proposal</b></p>

Section 2 - Feedback on the documentation changes in the Attachments of the PRC.

\*\*\*Participants are to complete the relevant columns below in order to record their response.\*\*\*

Ref # 1 - AEMO Specification Pack - FRC B2B System Interface Definitions

RMP Clause #	Issue / Comment	Proposed text <del>Red</del> <del>strikeout</del> means delete and <u>blue underline</u> means insert	AEMO Response (AEMO only)
Reason field 'Missing Customer Details'	Synergy considers that the 'Other' value on the 'Customer Details Request' should not be included as an option to be sent for requesting information. It leaves room for interpretation as to why the request was sent which will require manual intervention to be analysed, reviewed and addressed. Synergy considers that a clearly specified list of reasons with their corresponding definitions should be permitted so that these requests can be addressed in a timely manner.	<del>"Other" must only be used for scenarios not covered by the specified allowed values. The Retailer or Distributor must provide the details of the reason in the SpecialNotes field</del>	
Reason field 'Missing Customer Details'	Synergy considers that the 'Missing Customer Details' value should be renamed to 'Out of Date Customer Details' to more accurately reflect the definition provided. This will provide clearer automation opportunities to provide a full update of all the customer information, rather than the current naming which could mean that there are only particular missing customer values.	<del>"Missing Customer Details"</del> <u>"Out of Date Customer Details"</u> means the DNSP/ MC/MPB reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in has occurred)	

Ref # 2 - AEMO Specification Pack- Specification Pack Usage Guidelines			

Section 3<sup>1</sup> – Additional feedback that is not part of this consultation but warrants further investigations / discussions.

Topic	Please Provide Response Here
Does your organisation have any feedback / suggestions that closely relate to the scope or impacts this consultation, but the nature of the feedback / suggestion warrant further investigations / discussion? If so, please included your feedback / suggestions.	Synergy has no additional comments.

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<sup>1</sup> Note - This feedback will be reviewed by AEMO at a later date, therefore will not be used for this consultation. AEMO will complete a preliminary assessment of the feedback assess the feedback and it may then form part of another consultation or the annual prioritisation process