

NEM CUSTOMER SWITCHING

PROCEDURE CONSULTATION

DRAFT DETERMINATION STAGE PARTICIPANT RESPONSE TEMPLATE

Participant: United Energy

Submission Date: 28/01/2020

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1. Context

This template is being provided to assist stakeholders in giving feedback about the changes specified in the ‘NEM Customer Switching’ Draft Procedures.

The changes being proposed seek to enable the implementation of efficient delivery of proposed changes to the customer switching process design in the National Electricity Market (NEM).

2. MSATS Procedures: CATS Procedure Principles and Obligations

| Section | Description | Participant Comments |
|----------------|-------------|---|
| 2.4 (m) | | United Energy seeks clarification whether this clause also includes a MRIM RWD (AMI) meter type. If so, we recommend this be stated in the clause. |
| 6.1.4 (b) (ii) | | United Energy believes this clause is inconsistent with the B2B Service Order procedure, where the MDP (LNSP) has an obligation to send a service order response within five business days of completing the work requested. We recommend the CATS procedure and this clause be aligned and updated to state <i>‘the MDP must advise the New FRMP of the failure within five business days of the Special Read Date.’</i> |
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3. MSATS Procedures: Procedure for the Management of Wholesale, Interconnector, Generator and Sample (WIGS) NMIs

| Section | Description | Participant Comments |
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4. Meter Data File Format Specification NEM12 & NEM13

| Section | Description | Participant Comments |
|------------|---------------------------|----------------------|
| Appendix E | Additional Reason Code 67 | |

5. Retail Electricity Market Glossary and Framework

| Section | Description | Participant Comments |
|-------------|----------------------------|----------------------|
| 5. Glossary | Actual Meter Reading | |
| 5. Glossary | Current [Participant/Role] | |
| 5. Glossary | Initial MC | |
| 5. Glossary | Manually Read | |
| 5. Glossary | Meter Data Type | |
| 5. Glossary | New [Participant/Role] | |
| 5. Glossary | Previous Read Date | |
| 5. Glossary | Previous Read Quality Flag | |
| 5. Glossary | Read Type Code | |
| 5. Glossary | Remotely Read | |