

MEETING RECORD

MEETING:	Customer Switching Q&A Session
DATE:	Tuesday, 31 August 2021
TIME:	2:00pm – 3:30pm
LOCATION:	Virtual
ATTENDEES:	Listed in section 6

Disclaimer – This document provides an overview of the main points of discussion at an industry session convened by AEMO on 31 August 2021 to provide information and questions and answers on matters relating to the Customer Switching. Readers please note that:

- This document is a summary only and is not a complete record of discussion at the forum.
- For presentation purposes, some points have been grouped together by theme and do not necessarily appear in the order they were discussed.

1. Welcome and meeting approach (M. Bibby, slides 1- 9)

Attendees were welcomed to the meeting. AEMO noted that the meeting was being recorded for the purposes of sharing with the participants of the meeting so that it may be used as a training tool within their organisations.

2. Testing (M. Bibby, slide 10-11)

Meghan Bibby (AEMO) gave an update on the four defects raised. Fixes for issues 79 and 62 were deployed 10 August. The fix for issue 70 was deployed 23 August. Issue 146 is still under investigation. Expecting fix to be deployed this week (next pre-prod release planned for Wednesday).

3. Q&A (M. Bibby, slides 12-14)

Meghan Bibby (AEMO) presented questions that had been received prior to the meeting and the associated answers.

Jackie Krizmanic (AEMO) described the function of the RM29 Report and noted that the RM29 is auto produced.

AEMO opened the session for any questions.

Question	Answer
<p>Scenario 1) Sale Type - Transfer CR1000 CR Submission Date = today Proposed Change Date within 7 to 65 business days</p> <p>Scenario 2) Sale Type - Move In CR1030 CR Submission Date = today Move In Date with 7 to 65 business days</p> <p>a. When will CR complete? Our understanding is that CR will be completed on the proposed date, please confirm?</p> <p>b. If there is a read available for the NMI before the Proposed date, will the CR complete before the Proposed date?</p>	<p>a. The day after the proposed date as part of the batching process.</p> <p>b. For the CR1030, this depends on what is sent through by the MDP i.e. whatever date they read the meter and in alignment with the service order. For the CR1000, the CR will complete on the proposed date because there is no RDAT.</p>
<p>a. The example 1060 XML shows all the roles, MPB, MC, LNSP etc. Will these always be provided or just roles that need to change due to reversal?</p> <p>b. Will the participant be raised in the CR?</p>	<p>a. Only the roles (FRMP only, or FRMP and MC) that need to change due to the reversal will appear in the notification only, not required in the initiating CR. UPDATE: The notifications will provide all the roles</p> <p>b. No.</p>
<p>For CR1000 - if proposed date is i.e. 30 days in the future and the NSRD is prior to the 30 days. Will CR complete earlier?</p>	<p>No. The NSRD is no longer involved in the transfer CRs. The CR1000 will complete on the proposed date unless you raise the CR1000 with a SP which will also need a service order with that matching date.</p>

Question	Answer
<p>Previous session you said there would be a cut over plan for r46.99 by the end of August, is it on track?</p>	<p>It is with the 5MS team. It will be released this week.</p>
<p>We received a CR1061 COM notification containing role assignment fields whereas the CR1060 COM notifications did not contain the role assignments. Are the 1060 and 1061 notifications supposed to be the same?</p> <pre data-bbox="250 531 1099 1114"> <Transaction transactionID="NOTF-3001287950" transactionDate="2021-08-31T00:24:05+10:00" initiatingTransactionID="AGL_CATS_202108301657400000520077588"> <CATSNotification> <Role>MPB</Role> <RoleStatus>C</RoleStatus> <ChangeRequest> <Participant>SOLARIS</Participant> <RequestID>2000611270</RequestID> <ChangeStatusCode>COM</ChangeStatusCode> <ChangeData> <ChangeReasonCode>1061</ChangeReasonCode> <ActualChangeDate>2021-08-26</ActualChangeDate> <InitiatingRequestID>2000597803</InitiatingRequestID> <NMIStandingData> <NMI checksum="B">6001011077</NMI> <RoleAssignments> <RoleAssignment> <Party>SOLARIS</Party> <Role>FRHP</Role> </RoleAssignment> <RoleAssignment> <Party>SOLARISP</Party> <Role>RP</Role> </RoleAssignment> </RoleAssignments> </NMIStandingData> </ChangeData> </ChangeRequest> <JurisdictionCode>VIC</JurisdictionCode> <NMIClassificationCode>SMALL</NMIClassificationCode> <NMIStatus>A</NMIStatus> <ObjectionEndDate>2021-08-30</ObjectionEndDate> </CATSNotification> </Transaction> </pre>	<p>AEMO notes this is not as the design intended.</p> <p>Plus ES would prefer that it is built in this fashion. Confirmed by other participants.</p> <p>UPDATE: The notifications will provide all the roles</p>
<ol style="list-style-type: none"> 1. Currently we have some COMMS Meter having Read Type code starting with M%. Are these classified as Manually read? 2. Why do we allow read type code starting with M? 	<ol style="list-style-type: none"> 1. No, it's remotely read. <p>The Metering Installation Type Codes determine whether a meter is considered as remotely read or manually read. The only exception is MRIM with a Meter Read Type Code RWD is considered as remotely read. This was specifically set up this way to cater for</p>

Question	Answer
	<p>Victoria but if other jurisdictions have this configuration it will also be treated at a remotely read meter.</p> <p>2. Participants should not be misaligning this data, however, MSATS does not have validation on this field.</p>
<p>1040 you've confirmed an RDATE is required so we can't align to a previous read date?</p>	<p>Generally a CR1040 is a customer move in and needs a service order (SO) to the MDP, therefore it should be the date when that SO is actioned.</p>
<p>Will "RTD" will be treated as remote?</p>	<p>There is no validation in MSATS for this. Everything that has Comms will be treated as remote and everything that has MRIM and RWD flag which will also be treated as a comms meter.</p>
<p>MRIM with RWD is only remote read or RTD is also considered similarly?</p>	<p>We are aware that some MRIMs are read remotely, this will be treated as MRIM by MSATS with the exception of MRIMs with RWD.</p>
<p>Please update in documentation, also note that there are some of these in other jurisdictions. For example in the Ausgrid network area.</p>	<p>Technical Specification has been updated.</p>
<p>Will there be a combined cutover support room for both 5MS and Customer Switching?</p>	<p>Yes.</p>
<p>For a CR1040 on a read type code "EI" on a MMK meter and we don't have the read (no access), what point do we raise the date bad?</p>	<p>You wouldn't because this type of meter is read every day. Datebad objection is allowed in procedure for use with basic meters. It should not be used for interval meters.</p>
<p>MDP role assignments that we currently do is now changed and no longer allowed to nominate MDP. For large market we normally do so this would be an issue?</p>	<p>That's correct, you now need to complete the transfer and assign via CR the roles afterwards.</p>

Question	Answer
<p>If a customer switches via CR1% then during cool off there is i.e. DB Initiated Network tariff change, does that mean we cannot raise 1060 to cool customer off?</p>	<p>Correct, you would need a CR1029 instead.</p>
<p>After the transfer is completed, for any transaction from any participant role, once that transfer is completed the CR106X is not available?</p>	<p>Yes, with the exception of the NSRD transaction (5070/5071) where it is updated by batch.</p>
<p>What is the distinction between online and batch, how can a participant tell?</p>	<p>They won't. Generally because the MDP will be the DNSP, in the majority of cases it is updated via batch.</p>
<p>The batching process is the one that should not impact the reversal.</p>	<p>That is correct. The batching process does not create a line in the history model which blocks the reversal. An online NSRD CR update creates another line in the history model which blocks the reversal.</p>
<p>Do we have timeline on when MSATS downtime will be</p>	<p>That will be part of the cutover plan coming from 5MS. AEMO to confirm when link to cutover plan is released. UPDATE: Cutover Plan sent in emails dated 14/9/2021 and 20/9/2021.</p>
<p>How can we tell what is a 5MS thing and Customer Switching thing (in cutover)</p>	<p>We will discuss with 5MS to see if this is the plan (Action)</p>
<p>A CR notification (com) be sent day after PCD. Understand some retailers are expecting networks to act on disconnection but retailers should know that networks will not know until the day later. Previously networks could act on PENDING notification.</p>	<p>This change would require procedure changes. To propose a procedure change requires an ICF (details available on ERCF webpage).</p>

4. Next steps (M. Bibby, slide 15-16)

AEMO outlined the next steps in relation to Customer Switching. Further Q&A sessions will occur on 14 and 28 September, and Meghan Bibby (AEMO) will be also attending the 5MS market trial meetings to take customer switching questions where time permits.

Market trial will continue in pre-prod until 17 September. Pre-prod available until 30 September for testing.

5. Close (M. Bibby, slide 17)

Attendees were thanked for their attendance. Any further questions to be sent to ercf@aemo.com.au.

6. Attendees

Contact	Company
Anne-Marie McCague	AEMO
Chris Kurp	AEMO
Deborah Armenante	AEMO
Gareth Morrah	AEMO
Isaac Street	AEMO
Jackie Krizmanic	AEMO
Kate Gordon	AEMO
Meghan Bibby	AEMO
Michelle Norris	AEMO
Peta Hatzikides	AEMO
Warwick Mills	AEMO
John Dawson	1 st Energy
Sohel Rana	1 st Energy
Collette Reedy	ActewAGL
Kate Goatley	ActewAGL
Luke Gonzalez	ActewAGL
Natalie Kriz	ActewAGL
Damien Brooks	AgilityCIS
Henry Lee	AgilityCIS
Abhay Shah	AGL
Heena Shah	AGL
Madelene Villena	AGL
Raoul Menon	AGL
Aarif Haque	Alinta Energy
Anastasia Andreadis	Alinta Energy
Andree Leong	Alinta Energy

Contact	Company
Harikishan Raminni	Alinta Energy
Pavan Kaswani	Alinta Energy
Rajeev Ananthula	Alinta Energy
Raman Singh	Alinta Energy
Shweta Balyan	Alinta Energy
Stephie Patne	Alinta Energy
Stewart Sutton	Alinta Energy
Sue Richardson	Alinta Energy
Kevin Boutchard	Aurora Energy
Kyle Stevens	Aurora Energy
Natasha Seelig	Aurora Energy
Wayne Turner	Ausgrid
Anil Ramakrishnan	Ausnet Services
Ben Silbersher	Ausnet Services
Java Mukherjee	Ausnet Services
Liz Separovic	Ausnet Services
Prachi Mehta	Ausnet Services
Rebecca Neatnica	Ausnet Services
Veronica Imbuido	Ausnet Services
Damien Tillig	Brave Energy
Sunny	Discover Energy
Dino Ou	Endeavour Energy
Lenie Aquiatan	Endeavour Energy
Simeon Petersons	Endeavour Energy
Steev Jacob	Endeavour Energy
Steven S Baker	Endeavour Energy
Alecia Osborne	Energy Queensland (Ergon & Energex)
Jane Hutson	Energy Queensland (Ergon & Energex)
Steve Smith	Energy Queensland (Ergon & Energex)
Ben Doeven	EnergyAustralia
Jo Sullivan	EnergyAustralia
John Kingsley	EnergyAustralia
Nicky Nocom	EnergyAustralia
Nishant Srivastav	EnergyAustralia
Saumya Unnikrishnan	EnergyAustralia
Troy Olcorn	EnergyAustralia
Sam Morris	Energy Global
Fiona Ninness	Essential Energy
Glenn G. Farrell	Essential Energy
Kellie Brooker	Essential Energy
Melissa Ferris	Essential Energy

Contact	Company
Ravi Thota	Essential Energy
Tim Lloyd	Essential Energy
Jeff Roberts	Evoenergy
Nikos Fairburn	Flux Federation
Anthony Croce	Infigen Energy
Victor Sanchez	Infigen Energy
Ricardo Coelho	Intellihub
Robert Lo Giudice	Intellihub
Quy Nguyen	Jemena
Bab Kamath	Momentum
Diana Senjaya	Momentum
Hitesh Thaker	Momentum
Sheena Thorn	Next Business Energy
Akif Sheikh	Origin Energy
Josh Aisen	Origin Energy
Kristy-lee Richmond	Origin Energy
Rachel Wong	Origin Energy
Zahara Magriplis	Origin Energy
Brendan James	Plus ES
Linda Brackenbury	Plus ES
Lenore Richards	Powershop
Michael Cini	Reamped Energy
Christophe Bechia	Red Energy
Mark Reid	Red Energy
Neha Sethi	Red Energy
Nick Foo	Red Energy
Nick Gustafsson	Red Energy
Sumanpreet Jhinjer	Red Energy
David Woods	SA Power Networks
Karen Rees	SA Power Networks
Michael Zhang	SA Power Networks
Parineeta Shetty	SA Power Networks
Deepesh Goswami	Secure Meters
Kambiz Vessali	Secure Meters
Amy Thomson	Shell Energy
Cathy George	Shell Energy
Joseph Warda	Shell Energy
Sumit Khanna	Shell Energy
Craig Taylor	Simply Energy
Lito Thomas	Simply Energy
Rossi Mangano	Stanwell

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Sean Seeliger	United Energy
Wilmund Foong	United Energy
SA-OSW	Unknown
Jono Kendrick	Utility Software Services
Chris Barlow	Vector
Donovan Williams	Vector
Wayne Farrell	Yurika