

MEETING RECORD

MEETING:	Customer Switching Q&A Session
DATE:	Monday, 16 August 2021
TIME:	2:00pm – 3:30pm
LOCATION:	Virtual
ATTENDEES:	Listed in section 9

Disclaimer – This document provides an overview of the main points of discussion at an industry session convened by AEMO on 16 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- 10)

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. Description of Customer Switching Changes (J. Krizmanic, AEMO, slides 11-17)

Jackie Krizmanic (AEMO) ran through the changes to the change requests as a result of the Customer Switching change. Refer to the meeting pack for the full description of the changes.

Question	Answer
For a 1060 If the MC role was changed, will it also revert back with 1060 COM?	Yes.
Can you please confirm if that if the CR10XX can change the FRMP and the MC that a CR630x is then NOT required?	Yes.
Will performance reporting change?	No.
Can you confirm if a retrospective in situ transfer can be raised during the cool off period and reversed with a CR1060?	Yes, it's a business decision when you would want to raise the transfer CR.
If you win FRMP and then receive a 5071 to update NSRD will the 1060 work to reverse the transfer?	Please refer to answer below.
What about CR5051?	<p>NSRD CR will block a 1060/1061 reversal.</p> <p>UPDATE</p> <p>The NSRD CRs are 5070 and 5071.</p> <p>At the time of the session, it was stated that if any CR completed after the transfer CR and before the reversal CR, then the reversal would be blocked, including NSRDs.</p> <p>NSRD transactions are a special case of CR and need more explanation.</p> <ul style="list-style-type: none"> If the NSRD CR is submitted via batch, it is processed as an immediate standing data update. <p>No record is kept in any inbound change request table.</p> <p>Batch NSRD CRs will not block a transfer reversal.</p>

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	<ul style="list-style-type: none"> If the NSRD CR is submitted via the browser, records are written to the inbound change request tables. The CR progresses through the normal lifecycle from PVAL to COM. Online NSRD CRs will block a transfer reversal. All other CRs will block a transfer reversal. 																																																																																								
For a 1061 will MSATS reject if raised in NSW?	Yes																																																																																								
Just confirming that we can expect a CR with a RTC of EI for a VICAMI meter?	<p>MSATS Procedures CATS show the following table. EI is available on CR1000, CR1030 and CR1040 for remotely read meters.</p> <p>Table 4-M – Valid Combinations of Read Type Codes, Metering Data Type and Change Reason Codes</p> <table border="1" data-bbox="1151 805 2011 1120"> <thead> <tr> <th colspan="2">CR Code</th> <th colspan="2">1000</th> <th>1010</th> <th colspan="2">1030</th> <th colspan="2">1040, 102X (except 1023)</th> <th>1023</th> <th>All</th> </tr> <tr> <th colspan="2">Metering Data Type*</th> <th>Manually Read</th> <th>Remotely Read</th> <th>Manually Read</th> <th>Manually Read</th> <th>Remotely Read</th> <th>Manually Read</th> <th>Remotely Read</th> <th>Not Applicable</th> <th>UMCP</th> </tr> </thead> <tbody> <tr> <td>EI</td> <td>Existing Interval Meter</td> <td>No</td> <td>Yes</td> <td>No</td> <td>No</td> <td>Yes</td> <td>No</td> <td>Yes</td> <td>No</td> <td>No</td> </tr> <tr> <td>GR</td> <td>Greenfield NMI</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>Yes</td> <td>No</td> </tr> <tr> <td>PR</td> <td>Previous Read Date</td> <td>No</td> <td>No</td> <td>Yes</td> <td>No</td> <td>No</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> </tr> <tr> <td>RR</td> <td>Read Required</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> </tr> <tr> <td>SP</td> <td>Special Read</td> <td>Yes</td> <td>No</td> <td>No</td> <td>Yes</td> <td>Yes</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> </tr> <tr> <td>UM</td> <td>Unmetered Connection Pt</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>No</td> <td>Yes</td> </tr> </tbody> </table> <p>Note: 102X refers to 1020, 1025 and 1029. Note: No meter reading is required for CR Code 1023</p>	CR Code		1000		1010	1030		1040, 102X (except 1023)		1023	All	Metering Data Type*		Manually Read	Remotely Read	Manually Read	Manually Read	Remotely Read	Manually Read	Remotely Read	Not Applicable	UMCP	EI	Existing Interval Meter	No	Yes	No	No	Yes	No	Yes	No	No	GR	Greenfield NMI	No	No	No	No	No	No	No	Yes	No	PR	Previous Read Date	No	No	Yes	No	No	Yes	No	No	No	RR	Read Required	Yes	Yes	No	No	No	No	No	No	No	SP	Special Read	Yes	No	No	Yes	Yes	No	No	No	No	UM	Unmetered Connection Pt	No	No	No	No	No	No	No	No	Yes
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RR	Read Required	Yes	Yes	No	No	No	No	No	No	No																																																																															
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UM	Unmetered Connection Pt	No	No	No	No	No	No	No	No	Yes																																																																															
Will an improvement be made to look at this in future, noting the administrative nature of a number of CRs, eg, update NSRD for instance?	Refer to update provided above.																																																																																								

Question	Answer
<p>(c) Initiate a Change Request for the transfer of a <i>NMI</i> in accordance with the applicable Timeframe Rules, ensuring a customer transfer is raised no later than one <i>business day</i> following either:</p> <ul style="list-style-type: none"> (i) for a prospective customer transfer, the day of obtaining Explicit Informed Consent to commence the customer transfer; or (ii) for a retrospective customer transfer, the end of the relevant cooling-off period. <p>The above shows for a retro the CR should be initiated at the end of the cooling off period - however, it was just mentioned that for the retro the CR can be raised within cooling off?</p>	<p>It means that it can be raised within the cooling off period but no later than one business after the end of the cooling off period.</p>
<p>When does the cooling off period officially start?</p>	<p>Once you have Explicit Informed Consent (EIC). AEMO does not have this information, needs to be managed by retailers.</p>

3. Inflight/Cutover (M. Bibby, slides 19-23)

Meghan Bibby (AEMO) went through the inflight CR scenarios and the cutover process for when the new procedures will take effect.

Question	Answer
What is the BU500?	It is the MSATS process that AEMO runs to move the transaction to the next status.
What about CR's that have been cut e.g. CR102x, what will happen to those?	They are obsolete. The obsolete CR with a change date prior to 65 business days after 1 October will be processed based on the rules that exist prior to cutover – the rules for that CR exists. If actual change date was >65 business days after 1 October it would be rejected when the next BU500 runs.
... on the rdat issued and CR1500 required to effect transfer completion. Are we going on Proposed date or Transaction Date?	Transaction date (date raised). Defect rectified and fix released into pre-production. Any pre-existing tests may need to be cancelled and re-started to test the fix.
When you say "any continuing CRs still in an open state 65 business days from 1 October 2021 will be rejected automatically by MSATS when BU500 reaches their actual date", if the change date is (for example) 10 Oct, do you mean that the CR will be rejected on 10 oct?"	The obsolete CR with a change date of 10 Oct will be processed based on the rules that exist prior to cutover – the rules for that CR exists. If actual change date was >65 business days after 1 October it would be rejected.
For 1080 (obsolete CRs) raised prior to 1st Oct and not completed before 1st Oct, what is expected, will MSATS reject the future transactions?	No, if it's inflight raised prior 1 October it will go to complete under the old process.
In the inflight CR1000 example, is the CR1500 still required after 1 Oct?	If you received a request for data, yes, a CR1500 is required.
If a CR1000 RR Req on 30 Sept will the CR be processed using pre or post 1 Oct rules?	Depends when it's raised on the day as code is released during the day.
When will the Replication Notification be sent for the new CR rules, 30 Sept?	Replication Notification runs at 10pm. If MSATS release is completed before 10pm, the new CR rules will be sent the same night.

Question	Answer
	If MSATS release is completed after 10pm, the new CR rules will not be sent until 10pm the next night.
Will there be MSATS outage for cutover?	Yes
Can we switch over to r39_p1 earlier than 1 Oct 21?	Yes

4. Testing (M. Bibby, slide 25)

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

Question	Answer
Another defect was raised last week which is probably sitting under 5MS. Retrospective transfers are not completing.	This appears to be the same issue as 70. Craig Taylor will send the issue number to Meghan after the meeting.
If FRMP A raised a CR1000 RR on date where the MDP does not have actual read, then the MDP will create a sub read for completion of the transfer and publish the sub read to the market. If FRMP A then raised a CR1060 to reverse the retailer transfer, can another FRMP now transfer (say using CR1010 PR) on the same sub read which was created for the initial transfer raised by FRMP A?	No. Can only transfer on actual, not a sub (S flag) for a CR1010. You can on an A or F flag as it is a final.
So - are you saying that after deploy some time on 30 Sept - and prior to 1st October - the 1st October rules will apply?	Rules will apply from 1 October 2021 12:01am.
Should the COM for an RR transfer be received the day after the proposed change date? Or on the change date?	The day after.
So with CR5055, CR5051, CR3051, our test partners have seen a lot of issues with 1060.	Refer to update provided above for Q&A in Section 2: Description of Customer Switching Changes.

Question	Answer
We're dependant on the replication notification from MSATS. If the release is completed after 10pm can we run another one so that we can ingest the replication notification prior to 1st Oct?	Yes, on request. AEMO will update release plan to rerun replication if software update not complete by cutover date.
Does it mean MDP must have the transfer sub as Final Sub for Type 6 given the above?	Yes.
Which participants, if any, will receive a C4 along with the 1060 COM?	It depends on which role changes in the corresponding reversal transaction (only the changed are notified).
Will MDP be sending final sub with 67 reason code? Also does final sub is flagged as 'F' or 'S'?	The MDP should be, a final sub is flagged as 'F'.

5. Contingency Planning (M. Norris, slides 27-30)

Michelle Norris (AEMO) explained the Customer Switching contingency options.

6. Q&A (M. Bibby, slides 32-35)

AEMO opened the session for any questions.

Question	Answer
Will we be getting a cutover plan including the outage period?	You will be getting a cutover notice with the outage period which is normal practice. There is no separate cutover plan. Greg Minney (AEMO) noted that the outage timing will be included in the 5MS plan.
When will the 5MS plan be available?	Looking to have plan out by end of month (August).

7. Next steps (M. Bibby, slide 37)

AEMO outlined the next steps in relation to Customer Switching. Further Q&A sessions will be scheduled, 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 10 September. Pre-prod available until 30 September for testing.

8. Close (M. Bibby, slide 38)

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

9. Attendees

Contact	Company
Anne-Marie McCague	AEMO
Chris Kurp	AEMO
Deborah Armenante	AEMO
Gareth Morrah	AEMO
Greg Minney	AEMO
Hamish McNeish	AEMO
Isaac Street	AEMO
Jackie Krizmanic	AEMO
Kate Gordon	AEMO
Lenard Bull	AEMO
Meghan Bibby	AEMO
Michelle Norris	AEMO
Peta Hatzikides	AEMO
Warwick Mills	AEMO
Sohel Rana	1 st Energy
Andrew Smith	ActewAGL
Collette Reedy	ActewAGL
Ellie Leiper	ActewAGL
Kate Goatley	ActewAGL
Luke Gonzalez	ActewAGL
Melissa Sutherland	ActewAGL
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Henry	AgilityCIS
Abhay Shah	AGL
Arif Ashfaque	AGL
Heena Shah	AGL
Madelene Villena	AGL
Mark Riley	AGL
Raoul Menon	AGL
Andree Leong	Alinta Energy
Kate O'Brien	Alinta Energy
Rajeev Ananthula	Alinta Energy
Shweta Balyan	Alinta Energy
Sue Richardson	Alinta Energy

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Kyle Stevens	Aurora Energy
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Ben Silbersher	Ausnet Services
Java Mukherjee	Ausnet Services
Mark Cecchetto	Ausnet Services
Prachi Mehta	Ausnet Services
Rebecca Neatnica	Ausnet Services
Sivaprakash Sivan	Ausnet Services
Damien Tillig	Brave Energy
Jessica Cherry	Computershare
Sunny	Discover Energy
Dino Ou	Endeavour Energy
Lenie Aquiatan	Endeavour Energy
Peter Fox	Endeavour Energy
Sara Baxter	Endeavour Energy
Simeon Petersons	Endeavour Energy
Steev Jacob	Endeavour Energy
Steven S Baker	Endeavour Energy
Alecia Osborne	Energy Queensland (Ergon & Energex)
Jake Lee	Energy Queensland (Ergon & Energex)
Jane Hutson	Energy Queensland (Ergon & Energex)
Steve Blair	Energy Queensland (Ergon & Energex)
Steve Smith	Energy Queensland (Ergon & Energex)
Ben Doeven	EnergyAustralia
Jo Sullivan	EnergyAustralia
John Kingsley	EnergyAustralia
Malcolm Wood	EnergyAustralia
Nicky Nocom	EnergyAustralia
Nishant Srivastav	EnergyAustralia
Saumya Unnikrishnan	EnergyAustralia
Sivapriya Chemmikattil Nandakumar	EnergyAustralia
Suggula, Tara	EnergyAustralia
Vinayak Phulari	EnergyAustralia
Padmavathi Kasuba	ENGIE in Australia
Fiona Ninness	Essential Energy
Glenn G. Farrell	Essential Energy
Lauren Macey	Essential Energy
Tim Lloyd	Essential Energy
Jeff Roberts	Evoenergy

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Nikos Fairburn	Flux Federation
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Victor Sanchez	Infigen Energy
Ricardo Coelho	Intellihub
Rob McNeur	Intellihub
Robert Lo Giudice	Intellihub
David Le Page	Jemena
Matthew Mullen	Jemena
Quy Nguyen	Jemena
Tinku Dhiravedamani	Jemena
Bab Kamath	Momentum
Diana Senjaya	Momentum
Hitesh Thaker	Momentum
Matt Hawken	Momentum
Andrew Mair	Next Business Energy
Aarif Haque	Origin Energy
Akif Sheikh	Origin Energy
Caitlin Parker	Origin Energy
Greg McLeod	Origin Energy
Josh Aisen	Origin Energy
Kristy-lee Richmond	Origin Energy
Rachel Wong	Origin Energy
Ashli Payne	Plus ES
Brendan James	Plus ES
Helen Vassos	Plus ES
Linda Brackenbury	Plus ES
Trent Smith	Powercor
Lenore Richards	Powershop
Jack Rowe	Reamped Energy
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Neha Sethi	Red Energy
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Rachel Hill	SA Power Networks
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Cathy George	Shell Energy
Joseph Warda	Shell Energy
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Rossi Mangano	Stanwell
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Bryce Turnbull	TasNetworks
Larry Lara	United Energy
Satabdi Bodhak	United Energy
Wilmund Foong	United Energy
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Donovan Williams	Vector
Kevin Garvey	Vector
Priya Singh	Wipro
Chantal Brierley	Yurika
Dannii Upham	Yurika
Wayne Farrell	Yurika