

GAS MARKET ISSUE (GMI)

Summary Section

Issue Number	IN009A/19W		
Version #	1		
Impacted Jurisdiction(s)	WA		
Proponent	Mark Riley	Company	AGL
Proponent e-mail	mriley@agl.com.au	Proponent phone #	0475 805 262
Affected Gas Market(s)	• Retail	Date lodged with AEMO.	Monday, 18 May 2020
Short Issue Title	WA - Include Meter Status in MIRN Discovery		

Other key contact information grcf@aemo.com.au

VERSION #	PRESENTED TO	DATE
1	AEMO	18 May 2020

GAS MARKET ISSUE – DETAILED REPORT SECTION

1. DESCRIPTION OF ISSUE

The WA MIRN Discovery Response does not contain the Meter Status within the transaction. The Meter Status field, describes the specific status of the meter, i.e.:

- No Meter;
- Turned on;
- Turned Off;
- Plugged;

Meter status is available in the r13 aseXML schema. It is also documented in the FRC B2B System Interface Definition Document with a comment 'Not Used in WA'.

Under the current process within WA, the Network Operator initiates an internal service order to re-connect a customer, with the charges for that work passed onto the Retailer, who would generally pass them on to the customer. However, as there are multiple methods of disconnection, there are multiple Service Order types for reconnection, with various charges assigned to these activities.

If a customer is attempting to transfer to another Retailer, that Retailer makes a MIRN Discovery Request, which currently specifies the MIRN Status. If the MIRN Status is 'Commissioned', then no further information is required, and the customer transfer can proceed.

If however, the MIRN Status indicates that the MIRN is not commissioned (ie due to meter disconnection, removal or plugging) a separate manual process is required to determine the Meter Status. This is done in order to be able to follow up with the customer to seek approval for payment of charges which will be allocated by the Network Operator to the winning Retailer upon completion of the internally raised Service Order.

The manual nature of processing both the Service Order request and response can introduce a delay, which has resulted in many customer transfer requests being cancelled while the Retailer seeks customer authorisation for the relevant Service Order charge.

This results in further manual work by both the Network Operator and Retailer, and delays in transferring and connecting the customer, which reduces the customer experience.

AGL proposes that the Meter Status field be enabled in WA and included in the WA MIRN Discovery Response. This would allow the Retailers to determine the next steps and any charges associated with them at the earliest possible stage of the information gathering process and:

1. minimise the number of additional transactions needed to determine this information;
2. enable more appropriate communication with customers (ie customer willingness to pay for the reconnection charges); and
3. minimise the number of Service Orders which are cancelled (while the Retailer communicates with the customer).

By including this information in the MIRN Discovery Response (which is automated) the manual processes to determine the next steps are immediately removed as are the additional delays in seeking that information and communicating with the customer.

2. REFERENCE DOCUMENTATION

Procedure References:

N/A

GIP/Specification Pack Reference

Specification Pack Usage Guide V 8.1

FRC B2B System Interface Definitions V 4.6

Other Reference

N/A

3. PRIORITISATION AND TIMELINES

Implementation of this change with associated schema changes would be beneficial in improving the customer transfer process

4. SPECIFIC PROPOSAL

The proposal involves amending FRC B2B System Interface Definitions as follows

Section 4.3.2.3 NMIDiscoveryResponse, Transaction Data Elements - Remove 'Not used in WA' under Usage column against METERSTATUS field

Section 4.3.2.3A NMIDiscoveryResponse, Transaction Data Elements - Remove 'Not used in WA' under Usage column against METERSTATUS field

Appendix A Data Dictionary, aseXML Data Elements – Remove 'Not used in WA Market' under Allowed Values column against METERSTATUS field

5. IMPACTS OF CHANGE

The Network Operator, ATCO will need to amend their system to include the Meter Status field in MIRN Discovery Response transaction.

The Retailers may need to amend their system to receive and process the Meter Status field. They may also require minor changes to business processes that make use of Meter Status field.

Participants will need to perform Re-certification for the amended MIRN Discovery Response transaction.

6. LIKELY BENEFITS

Remove the manual processes and delays in determining the next steps and associated charges related to customer transfer. Allow Retailers to quickly seek customer approval of charges when a Service Order is required. This should in turn reduce the number of change requests being cancelled due to delays in gaining customer approval.

7. IMPACT OF ISSUE NOT PROCEEDING

Retailers will still need to continue utilising manual processes to determine next steps and associated charges related to customer transfer, resulting in delays and ongoing cancellation of Customer Change Requests until approval is received for those charges.

8. SUPPORTING DOCUMENTATION

See attached.

GAS MARKET ISSUE – RELEVANT ATTACHMENT(S)

ATTACHMENT A – DOCUMENTATION CHANGES

Blue underline represents additions ~~Red~~ and ~~strikeout~~ represents deletions – Marked up changes

Extract from FRC B2B System Interface Definition

APPENDIX A – DATA ELEMENTS – ASEXML DATA ELEMENTS

aseXML Element Name	Element Name	Description	Attributes /Format	Length/Decimal Places	Allowed Values
MeterStatus	Meter Status	Field that confirms if a disconnection has taken place. Meter Disconnection by User notification to Network Operator.	String	Enum	"Turned on" "Turned off" "Plugged" "No meter" Not used in WA Market

TBA