

GAS MARKET ISSUE (GMI)

Summary Section

Issue Number	IN009/19W		
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)	<ul style="list-style-type: none">Retail	Date lodged with AEMO.	Tuesday, 11 February 2020
Short Issue Title	WA Meter Status in MIRN Discovery		

Other key contact information [text]

VERSION #	PRESENTED TO	DATE
1	AEMO	14 Feb 2020

GAS MARKET ISSUE – DETAILED REPORT SECTION

1. DESCRIPTION OF ISSUE

The MIRN Discovery Response in more recent schemas (e.g. r36) contains the Meter Status field which describes the specific status of the meter, i.e.:

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

In conjunction with the schema change required for the proposed introduction of a new Job Enquiry Code (JEC) by ATCO, AGL proposes that WA introduce the more recent MIRN Discovery Transaction, which incorporates the Meter Status field.

AGL also suggests that as part of this change, the Meter Status list be updated to incorporate the proposed ATCO method (TAC) as well as a new type for street disconnection (which is currently derived from other statuses).

The value in updating the transaction in WA is the removal of manual processes which are needed once the MIRN Discovery Response is received.

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.

The manual nature of processing both the Service Order request and response can introduce a delay, which can result 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 retailers to understand how a meter has been disconnected at the earliest possible stage of the information gathering process and:

1. minimise the number of additional transactions needed to determine this information (ie disconnected and method);
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 disconnection method 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

Amend FRC B2B System Interface Definitions as follows

Australian Energy Market Operator Ltd ABN 94 072 010 327

www.aemo.com.au info@aemo.com.au

NEW SOUTH WALES QUEENSLAND SOUTH AUSTRALIA VICTORIA AUSTRALIAN CAPITAL TERRITORY TASMANIA WESTERN AUSTRALIA

Combine sections 4.3.2.3 and 4.3.2.3A NMIDiscoveryResponse (for SA and WA) and from Transaction Data Elements subsection 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

The specific proposal has two parts:

Add following values to Meter Status:

1. The new WA TAC process designated by 'TAC';
2. The removal of a regulator designated by 'Regulator';
3. Disconnection at street level, designated as 'Street". And
4. Disconnection by path valve, designated as 'PathValve".

Schema change to convert Meter Status values to aseXML Enumeration.XSD file as part of the aseXML Schema.

The new enumerated list will be as follows:

- No Meter;
- Turned on;
- Turned Off;
- Plugged;
- [Regulator;](#)
- [TAC;](#)
- [Street;](#)
- [PathValve;](#)

AGL does not suggest that this list exhaustive and seeks feedback from ATCO on the proposed enumerations.

AGL also notes that ATCO may have other options or be considering other options, which is why AGL proposes that this enumerated list be separated from the schema and managed by the ASWG as a configuration list, allowing flexibility without schema changes.

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.

Any future additions to the Meter Status can use the Rapid Change Process of the aseXML Schema Change Process.

6. LIKELY BENEFITS

Removes the manual processes and delays in seeking the disconnection method used within the WA market. Allows 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.

Retailers will have access to clear information without having to resort to manual processes to determine the disconnection method. The quicker authorisation or decision making will result in improved customer experience.

7. IMPACT OF ISSUE NOT PROCEEDING

Retailers will still need to utilise manual processes to determine disconnection method and associated reconnection changes, resulting in delays to customer transfer and ongoing cancellation of Customer Change Requests until approval is received for those charges.

Any further changes to the Meter Status values will require schema change.

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