

# NSW B2B Procedures

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<b>Modification History</b>			
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1.0	Steve Lette	27/06/2002	First Release – Adapted from the NSW B2B Market Start Arrangements v1.2
1.1	Steve Lette	5/7/2002	Second Release – Minor amendments to 1.0. Data Stream ID required, 4.2.4, 4.2.9 and 4.3 modified, AGL Retail contact details updated, Retail Contacts for NID added.
1.2	Steve Lette	5/7/2002	Third Release – Minor Amendments to section 2, The Disconnection Form and the word EnergyAustralia
1.3	Steve Lette	13/8/2002	Minor Additions – Clarification of small & large customer application and EA’s data and competitive issues.
1.4 draft	Steve Wise	31/10/2002 22/1/2003 10/2/2003 24/2/2003	Updated following consultation with each B2B workstream. Added meter data recommendations, amended service request form (new format, NMI request and Transfer Error fields). Addition of process details re NMI Request and Transfer Errors.  Multiple revision drafts (v1.4) with comments received from businesses and the B2B SC.
1.4 (final)	Steve Wise	12/3/2003	Approved version following MEU review.
1.5	Steve Wise	4 /6/2003	Approved by B2B SC. New transfers and data correction section, implementation date for electronic network billing, removed 302/303 tariff row from table at 7.2, included GENR codes in section 7.
1.6	Steve Wise	24/3/04	Typographical corrections: 4.2.4.1, 4.5.  4.1.1, paragraph 1: Amended the specified delivery methods for meter data to include the B2B hub provided by NEMMCO.  4.2.1, paragraph 7: Add general reference to the IPART determination for fees associated with service orders.  4.3.2, paragraph 2: Move out final read where LNSP discovers that the site is occupied. Sentence added stating requirement for the LNSP to indicate in the service order response that the site is not vacant and that disconnection has not been effected.  4.6.5.10: Added the following rule to the Transfer Correction scenario #8. Where the next scheduled read is missed and a transfer is pending, the network will attempt do a special read. The special read will be done for no charge to the retailer (agreed at B2B SC 16 October 2003).
1.7	Steve Wise	4/6/04	Updated the Transfer Correction section (4.6) with the new CATS 2.4 Change Request codes.
1.8 DRAFT	Steve Wise	9/12/2005	Amendments to remove provisions replace by national B2B Procedures.
1.8	NSW B2B SC	13/1/2006	Approved version.
1.9 DRAFT	Shelley Ashe	7 March 2012	Procedures brought in line with Market Operations Rule number 1 and amended to make consistent with the National Energy Customer Framework and in response to the privatisation of the state owned retailers.
1.9	Shelley Ashe	30 June 2013	Approved version.

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## 1. Introduction

The NSW B2B Procedures (the Procedures) detail the arrangements agreed between NSW electricity retail suppliers and service providers (herein collectively referred to as ‘participants’) for the operation of business to business (B2B) transactions.

The NSW Minister for Resources and Energy consulted with participants regarding the making of the Procedures.

## 2. Application

Section 4.2 (Network Billing) applies to all sites of all participants.

The remaining provisions apply to all sites with a National Meter Identifier (NMI) Classification of “Small”. These provisions may also apply to sites with a NMI Classification of “Large” through bilateral agreement between the relevant participants.

Participants must ensure that data provided under the Procedures is accurate.

## 3. NSW B2B communication method

Email must be used, where possible, for all transactions between participants.

Where email is used, this must be in accordance with the requirements in the national technical specification, *Delivering NEM B2B Transactions by Email*.

Process Area	Method of communication
Meter Configuration	Data stream mapping table (pages 22 -37). Exceptions by email or fax.
Faults	Call Centre
Planned Outages	Local Network Service Provider (LNSP) Direct
Network Billing	CSV formatted text file sent as attachment to an email message
Transfer and data correction	Email using Service Request form. Phone and fax by exception.

## 4. B2B Processes

Each B2B process must be handled in accordance with this section.

All participants must use the standard form at page 21 which may be extracted from the Procedures using the icon on page 21.

The list of business contacts for NSW B2B transactions is available in the Retail Operations Contact List (ROCL) published by the Australian Energy Market Operator (AEMO). Any updates to the contact list must be sent to email [Nemconnect.admin@aemo.com.au](mailto:Nemconnect.admin@aemo.com.au) by the relevant participant.

## 4.1 Meter Configuration

Participants must combine the data stream suffixes defined in the AEMO NMI procedure document [ME\\_GN059GN059](#) (available from [www.aemo.com.au](http://www.aemo.com.au)) with the network tariff codes to identify the meter registers. The data stream mapping is provided on pages 22 -37.

For the small percentage (estimated to be less than 1%) of cases where the data stream identifier will not suffice, the Meter Data Register Sheet must be faxed/mailed to participants where requested.

## 4.2 Network Billing

Participants must use electronic network billing transactions as specified in the current approved version of the *B2B Process Specification: Network Billing* as published on the AEMO website ([www.aemo.com.au](http://www.aemo.com.au)).

Participants must not accept hard copy versions of the transactions detailed in this specification unless agreed bilaterally between the relevant participants.

LNSPs may issue electronic invoices to retailers, with a 16 business day due date, irrespective of the status of their implementation of electronic transactions.

## 4.3 NMI Discovery Follow-up

Prior to requesting the NMI for an existing connection point from a service provider, a retailer must use reasonable endeavours to obtain the complete site address from the customer and to find the NMI by performing a “Type 1 NMI Discovery” in the Market Settlement and Transfer Solutions (MSATS) system.

To obtain the NMI for a connection point from the service provider, a retailer must check box 1 on the service request form and provide the complete site address. In the *Special Instruction* field of the service request form, the retailer must include details of alternative addresses tried in MSATS (ie. adjacent suburbs, alternative spellings, or details of customer feedback obtained, for example, on corner, multiple installations at same site address, etc).

Participants may contact each other regarding possible matches or to request further information if:

- the initial NMI request is unsuccessful and information is required urgently (ie. same day move-in); or
- a second NMI request is also unsuccessful, irrespective of the urgency of the request; or
- the NMI is not received by the retailer within four business hours of receiving the NMI Discovery follow-up request.

The service provider must contact the retailer if the network is unable to find a unique match for a NMI request.

The NMI Discovery follow-up process must not be used where the allocation of a NMI for a new connection is required. The allocate NMI process detailed in the AEMO B2B Procedure: Service Order Process must be used for this purpose.

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## 4.4 Transfer and data correction process

### 4.4.1 Overview

The transfer and data correction B2B process involves three transactions:

- A request (for information from, or action by a participant);
- A response (with the requested information, or details of action taken or planned); and
- A notification. This is used when a retrospective transfer is required to correct the situation. It is used to notify those participants who are able to object to the retrospective transfer that the transfer is about to take place. It acts as a reminder for the other participants to **not object** to the retrospective transfer.

The description of the process has been organised according to 8 common scenarios, with details of the specific steps required to correct the given situation. These are described in section 4.4.5.

### 4.4.2 Use of Forms

#### 4.4.2.1 Single transactions

Until an automated system is in place, the process will use the service request form included in the Procedures. This Form must be used for individual corrections.

The form must also be used, progressively filled in, for the request, response, and notification associated with each individual case.

The following information must be included in the form:

For requests:

1. Check box 2 (Transfer / Data Correction).
2. Complete any relevant details in the standard fields on the form, such as name and address.
3. Use the Special Instructions field to describe which scenario is involved, and what information and/or action is required by the recipient of the request. For example, "Scenario 2, Incorrect NMI transferred. Incorrect NMI is x, correct NMI is y. etc."

For responses:

1. Provide the required information per the request and the scenario requirements in the Response field at the bottom of the form.
2. Where multiple responses are made to a request, such as a correction to an earlier response, the additional information should be **added** to the Response field, with dates added to provide an understandable history of the responses.

For Notifications:

1. Use the original request form, with the response details added.
2. Add the word 'NOTIFICATION' at the beginning of Special Instructions field, plus any relevant details about the retrospective transfer (for example, "The CR1024 must be done before <date>").

3. Send the notification to a participant that is able to object to the retrospective transfer.

#### 4.4.2.2 Multiple transactions

Where there are multiple corrections, especially relating to missing or incorrect data, these may be sent using the spreadsheet included in section 4.4.6. Each line in the spreadsheet is considered to be an individual request or response.

Each line of a spreadsheet is considered to be a request and the associated response.

A multiple spreadsheet providing responses to requests does not have to include all of the requests that were in the original multiple spreadsheet. Requests must be provided as they become available, and may be sent individually or in groups in a multiple spreadsheet.

It is the responsibility of each participant to track the status of its requests and responses. Each participant must use a database to track requests and responses. Requests and responses must be collated from this database, as necessary, into a multiple spreadsheet for communication to the other participant.

As is the case for single transactions using the service request form, the response must be provided with the details of the original request.

If more than one response is made to a request, such as a correction to an earlier response, the additional information must be **added** to the relevant response fields, with dates included to provide a clear history of the responses.

Where a notification is required for a request that has been issued using a multiple spreadsheet, the participant must:

1. Add the relevant details to a service request form;
2. Add the word ‘NOTIFICATION’ at the beginning of Special Instructions field, plus any relevant details about the retrospective transfer (for example, “The CR1024 must be done before <date>”); and
3. Send the notification to any participant that is able to object to the retrospective transfer.

#### 4.4.2.3 Password protection

Transfer and data correction transactions do not require password protection.

#### 4.4.2.4 Email Subject Line

The standard for the subject line of the email transmitting the transaction is:

NEM#Transaction\_Name#Sending\_Participant\_ID#Receiving\_Participant\_ID#ReferenceID

For single transfer and data correction transactions the Reference ID is the participant’s service request number.

For multiple transfer and data correction transactions (using a multiple spreadsheet) the Reference ID is a date timestamp in the format ccyymm-dd h:mm.

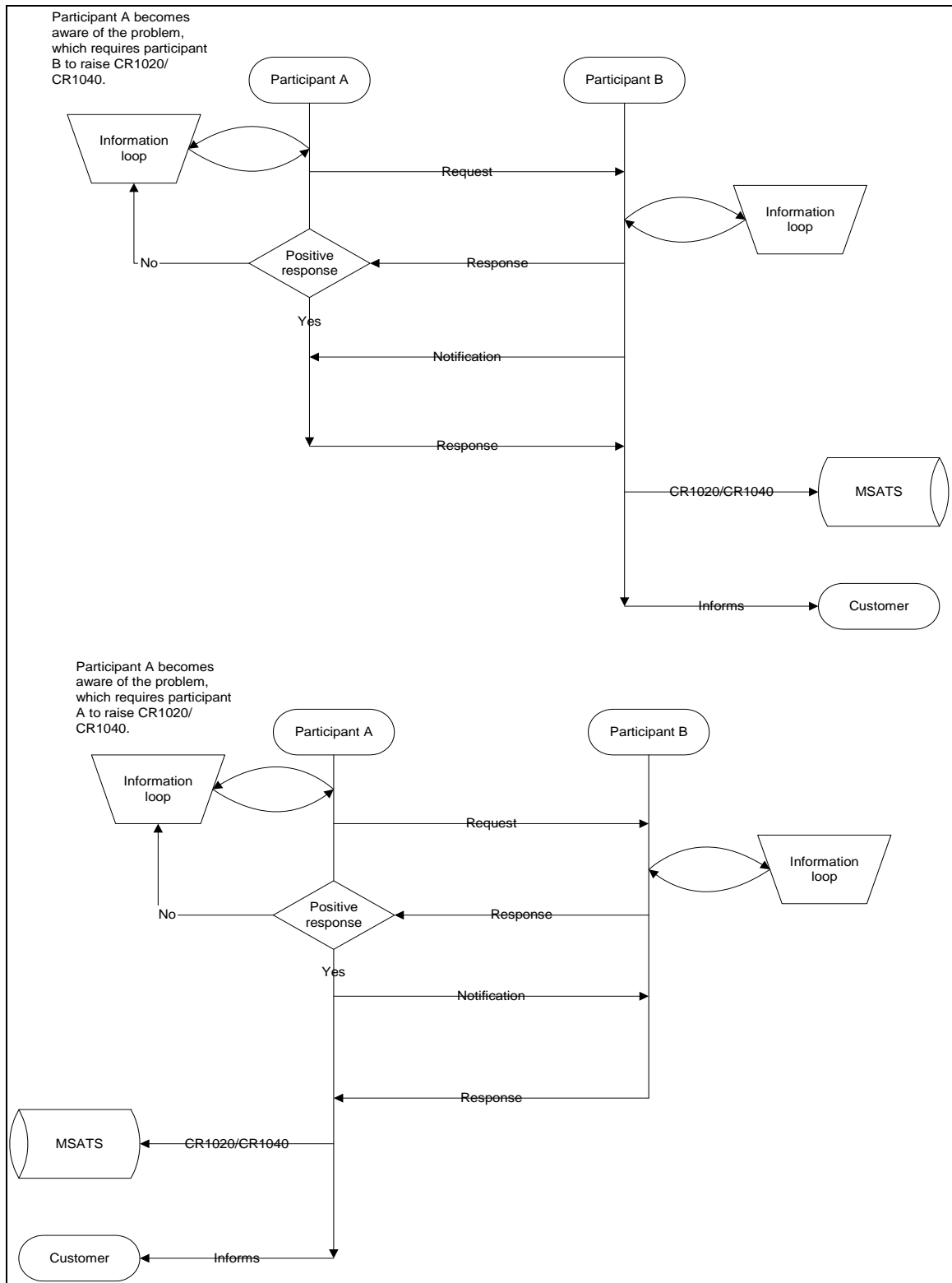


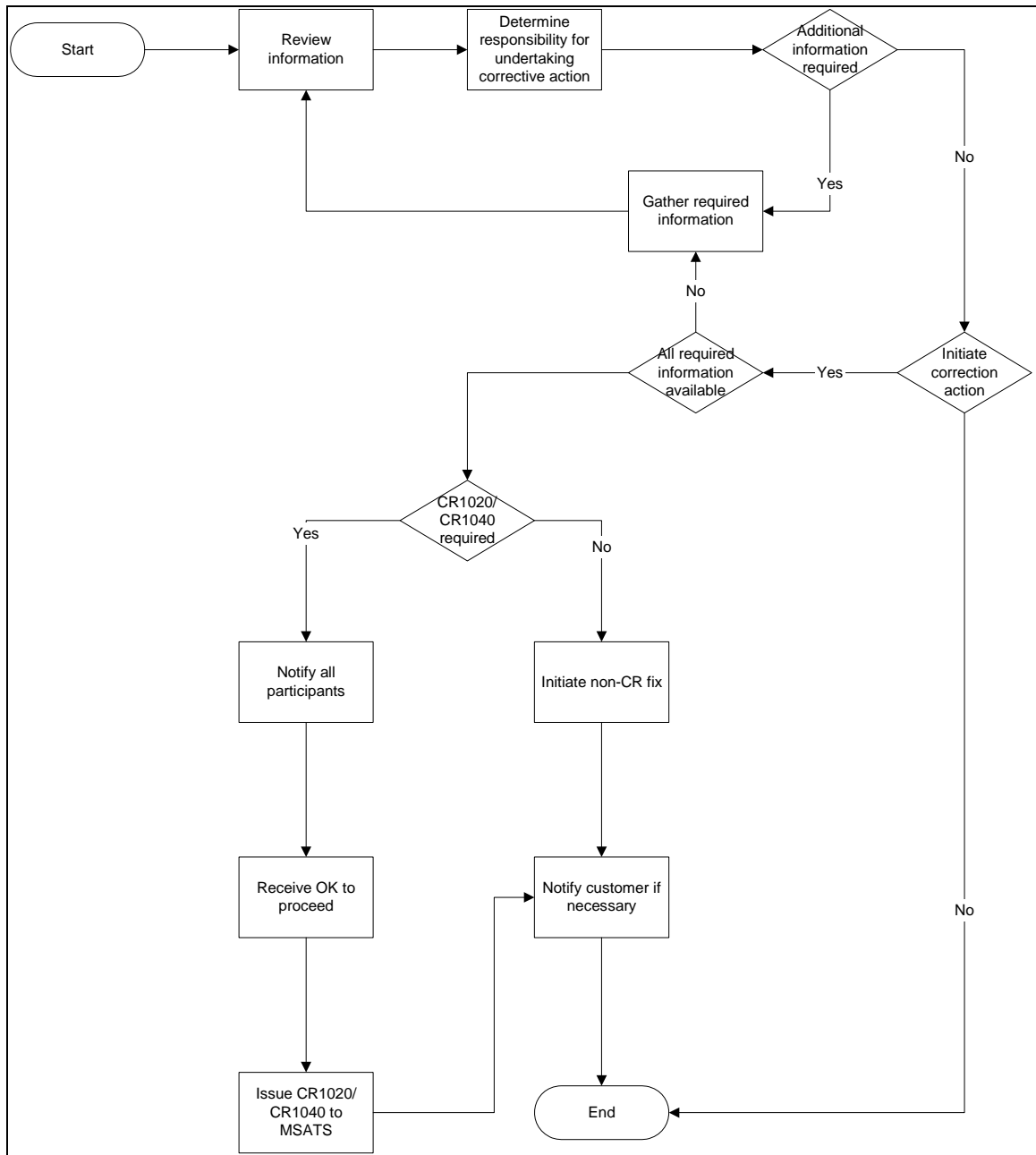
### 4.4.3 Process Diagrams

The following process diagrams are included to help explain the process. The diagrams are arranged in order of complexity.

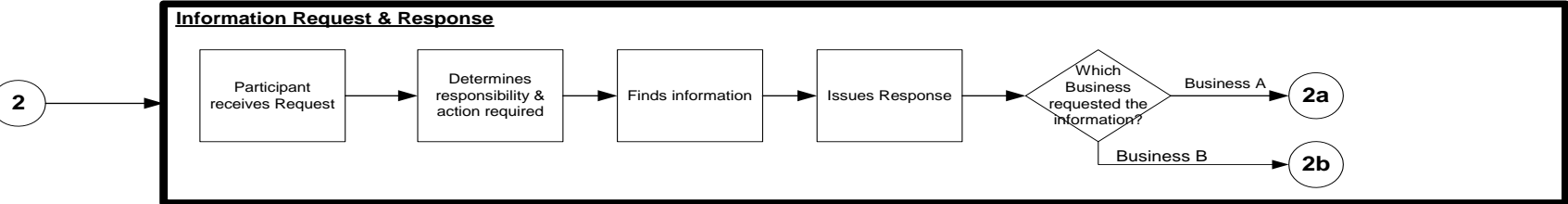
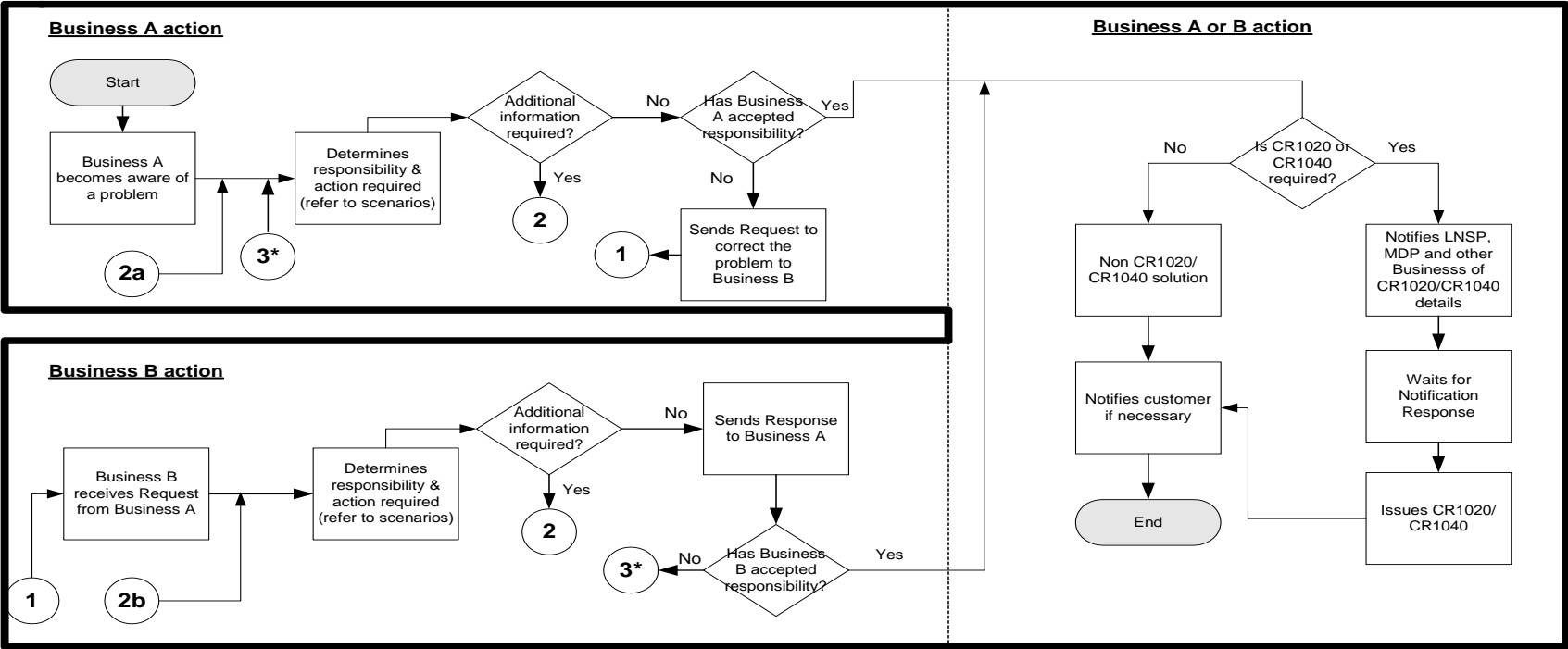
- The first pair of diagrams shows the main transactions of request, response and notification.
- The second diagram shows the process from the perspective of a single participant.
- The third diagram is a complete process diagram showing the interaction between two participants using the full set of transactions.

References to CR1020 in these diagrams should be interpreted as the relevant change request code from the range CR1020-1029.





Transfer/ Data correction - end to end process



Note: 3\* Consider escalating the issue or phone the other party to resolve the issue

### 4.4.4 Common business rules

#### 4.4.4.1 Triggers

The triggers for use of the transfer/data correction transactions are included in the process description for each scenario in section 4.4.5.

#### 4.4.4.2 MSATS relationships

This transaction has a close relationship with MSATS transactions and processes.

The processes described in this document are not meant to short circuit the transfer procedures. They are designed to facilitate resolution of problems and errors associated with customer transfers and standing data.

If participants notice high levels of corrections being required, normal dispute procedures under the National Electricity Rules must be used.

### 4.4.5 Transfer/data correction scenarios

#### 4.4.5.1 Introduction

This section details the scenarios in which transfer problems occur and sets out procedures and responsibilities for correction of transfer problems. The goal of these procedures is to resolve the situation with minimal customer impact and to keep all parties, including the customer, fully informed.

#### 4.4.5.2 General principles

The scenarios do not cover every situation. The procedures outlined below may not be appropriate for certain situations. If this is the case, participants must use their best judgement to resolve the issue(s) to the satisfaction of the customer.

Participants must provide a response to all request transactions.

All situations involving a CR1020-1029 or CR1040 transactions require a transfer/data correction notification to the relevant LNSP, retailer, and Meter Data Provider (MDP).

The resolution of many of the transfer errors requires a CR1020-1029 transaction. The majority of participants have automated objections for CR1020-1029. Participants must ensure these objections are lifted within one business day to minimise customer impact.

To avoid objections as a result of the recipient of a transfer/data correction notification not switching off their auto-objection for the relevant NMI, the recipient of the notification must send a transfer/data correction response to the sender of the notification advising that they will not object to the CR1020-1029. The sender of the transfer/data correction notification must also delay initiating the CR1020-1029 until they have received responses from the parties able to object. To facilitate timely correction of transfer errors, recipients of transfer/data correction notifications must provide a response within one business day.

Retailers must suspend billing and dunning processes immediately if they become aware of a problem with a site that may result in erroneous billing. The suspension must remain in place until the situation is resolved.

If a transfer moves from pending status to completed while the problem is being resolved, the relevant participant must swap to the relevant part of the completed scenario to complete the process.

Each of the scenarios below assumes a positive response to the transfer/data correction request. If a participant provides a negative response, they must indicate in their response what action they consider is necessary to resolve the situation.

In some situations, the participant receiving the transfer/data correction request may need to raise a transfer/data correction request with another participant in order to resolve the situation. In this situation, the participant's response to the original transfer/data correction request must advise that they will be raising a transfer/data correction request with another, specified participant.

The following scenarios use the change request codes effective under CATS 2.4 from 27 July 2004: CR1020 is applicable only to large sites; CR1021-CR1029 are applicable to small sites.

To simplify the presentation of each scenario below, the CR codes for small sites are used. Where the situation described applies to a large site, use a CR1020 rather than the suggested small site code (CR1021-1029).

#### 4.4.5.3 Scenario 1: Transferred in error – cooled off

Detail – Customer signs a contract with a New Retailer. The customer then cancels that request within the cooling off period. New Retailer fails to withdraw transfer request.

Cause – The customer notification that they have cooled off is 'lost' or not processed in time.

#### New Retailer initiated

##### a) Transfer in progress

1. New Retailer realises that the transfer has been initiated in error.
2. New Retailer immediately cancels transfer.

##### b) Transfer Completed <130 days

1. New Retailer realises that the transfer has been initiated in error.
2. The New Retailer suspends billing and dunning.
3. New Retailer sends a Transfer/DataCorrectionRequest to Old Retailer with relevant information and transfer completion date.
4. Old Retailer sends a Transfer/DataCorrectionResponse.
5. Old Retailer sends a Transfer/DataCorrectionNotification.
6. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1026.
7. Old Retailer submits CR1026 back to the original change date to correct error.

8. Upon receipt of the MSATS CR1026 completion notification, the Old Retailer advises customer that the transfer error has been corrected.

### Old Retailer Initiated

#### a) Transfer in progress

1. Old Retailer realises that transfer has been initiated in error.
2. Old Retailer sends a Transfer/DataCorrectionRequest to New Retailer to notify of error.
3. New Retailer checks records or contacts customer to confirm cool off.
4. New Retailer sends a Transfer/DataCorrectionResponse.
5. New Retailer immediately cancels transfer.

#### b) Transfer Completed <130 days

1. Old Retailer realises that transfer has been initiated in error.
2. Old Retailer sends a Transfer/DataCorrectionRequest to the New Retailer to notify of error.
3. New Retailer checks its records or contacts the customer to confirm the cooling off.
4. The New Retailer suspends billing and dunning.
5. New Retailer sends Transfer/DataCorrectionResponse with confirmation of error and the transfer completion date.
6. Old Retailer sends a Transfer/DataCorrectionNotification.
7. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1026.
8. Old Retailer submits CR1026 back to the original transfer date to correct the error.
9. Upon receipt of the MSATS CR1026 completion notification, the Old Retailer advises customer that the transfer error has been corrected.

### Transfer Completed >130 days

1. As retrospective correction is not possible using MSATS, the Retailers allow the transfer to stand.
2. Old/New Retailer sends a Transfer/DataCorrectionRequest to the New/Old Retailer to notify of error.
3. New/Old Retailer sends Transfer/DataCorrectionResponse with confirmation of error.
4. Old Retailer initiates a transfer on the Next Scheduled Read.
5. The Retailers and the customer agree how the billing situation will be resolved.
6. Retailers conduct an off-market settlement.

### 4.4.5.4 Scenario 2: Transferred in error – incorrect NMI

Detail: A new Retailer requests a change of retailer for a NMI that they do not have a relationship with. This scenario assumes no change of meter.

Cause – Often the Customer gives the NMI for their previous address and the Retailer's business process does not discover the error.

#### New Retailer initiated

##### Transfer in progress

- a) New Retailer is contacted regarding situation by one of the customers.
  1. New Retailer contacts their customer and arranges resolution and identifies correct NMI before the transfer completes, or within 10 working days otherwise.
  2. New Retailer withdraws the Change Request and initiates new Change Request for the correct NMI.
  3. If the customer of the site being transferred incorrectly has contacted the New Retailer regarding the situation, the New Retailer will contact that customer to advise them of the resolution of the situation.
- b) The Current Retailer of the site being transferred contacts New Retailer.
  1. Current Retailer sends Transfer/DataCorrectionRequest to the New Retailer.
  2. New Retailer contacts their customer and arranges resolution and identifies correct NMI before the transfer completes, or within 10 working days otherwise.
  3. New Retailer sends Transfer/DataCorrectionResponse.
  4. New Retailer withdraws the Change Request and initiates new Change Request for the correct NMI.
  5. If the customer of the site being transferred incorrectly has contacted the Current Retailer regarding the situation, the Current Retailer will contact that customer to advise them of the resolution of the situation.

##### Transfer Completed

- c) New Retailer is contacted regarding situation by one of the customers.
  1. New Retailer cancels billing or dunning processes.
  2. New Retailer sends Transfer/DataCorrectionRequest to the Old Retailer regarding the incorrectly transferred site and advises transfer date.
  3. Old Retailer sends Transfer/DataCorrectionResponse.
  4. Old Retailer sends a Transfer/DataCorrectionNotification.
  5. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1025.
  6. Old Retailer submits CR1025 to correct the error.



7. New Retailer initiates new Change Request for the correct NMI. The transfer date may be the last actual read if the customer has not been billed for the period up to then. If the customer has been billed, the transfer date should be the Next Scheduled Read. The intention is to avoid reversal of bills by the Old Retailer.
- d) Old Retailer is contacted regarding situation by one of the customers.
  1. Old Retailer sends Transfer/DataCorrectionRequest to the New Retailer regarding the incorrectly transferred site.
  2. New Retailer sends Transfer/DataCorrectionResponse.
  3. Old Retailer sends a Transfer/DataCorrectionNotification.
  4. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1025.
  5. Old Retailer submits CR1025 to correct the error.
  6. New Retailer initiates new Change Request for the correct NMI. The transfer date may be the last actual read if the customer has not been billed for the period up to then. If the customer has been billed, the transfer date should be the Next Scheduled Read. The intention is to avoid reversal of bills by the Old Retailer.

#### 4.4.5.5 Scenario 3: Customer Moves Out before Effective Date

Detail – Customer signs a contract with a New Retailer but moves out before actual transfer date.

##### LNSP or Old Retailer initiated

###### a) Transfer in progress

1. If LNSP or Old Retailer is notified by the customer that they are moving out, they must contact the New Retailer using a Transfer/DataCorrectionRequest and advise them to cancel the Change of Retailer Transaction.
2. New Retailer sends Transfer/DataCorrectionResponse.
3. New Retailer immediately cancels transfer.
4. Customer receives final bill from Old Retailer.

##### New Retailer initiated

###### b) Transfer in progress

1. Customer advises New Retailer that they are moving out.
2. New Retailer immediately withdraws Change of Retailer Transaction.

###### c) Transfer already completed

1. Transfer allowed to complete. No action required.

Or

2. Old Retailer sends a Transfer/DataCorrectionRequest to the New Retailer to notify of error.
3. The New Retailer suspends billing and dunning.

4. New Retailer sends Transfer/DataCorrectionResponse with confirmation of error and the transfer completion date.
5. Old Retailer sends a Transfer/DataCorrectionNotification.
6. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1027.
7. Old Retailer submits CR1027 back to the original transfer date to correct the error.

### Transfer completes when New Customer signs up with the FRMP

1. FRMP treats customer as a move-in and the opening read activates the pending transfer.
2. If the FRMP notices the lost site, they contact their new customer to check the situation, then advise the New Retailer that they will correct the situation using a CR1027 or CR1040. The Old Retailer submits a CR1027 and notifies the relevant Participants. A similar process occurs if the new customer advises the FRMP of the situation.

OR

3. If the FRMP does not notice the lost site, the New Retailer may advise them.
4. New Retailer sends a Transfer/DataCorrectionRequest to the Old Retailer to notify of error.
5. The New Retailer suspends billing and dunning.
6. Old Retailer sends Transfer/DataCorrectionResponse with confirmation of error.
7. Old Retailer sends a Transfer/DataCorrectionNotification.
8. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1027.
9. Old Retailer submits CR1027 back to the original transfer date to correct the error.

### Transfer pending and New Customer signs with 2<sup>nd</sup> tier Retailer

1. If the Retailer already has the site (the pending transfer is to it), the New Retailer cancels their pending transfer and initiates a new transfer. The site transfers on the opening read.

OR

2. If the New Retailer is not the one with the pending transfer, the New Retailer initiates a transfer. This should trigger an MSATS parallel transfer notification.
3. The New Retailer sends a Transfer/DataCorrectionRequest to the Other Retailer to notify of error.
4. Other Retailer sends Transfer/DataCorrectionResponse with confirmation of error.
5. Other Retailer withdraws their transfer.
6. New Retailer initiates transfer.

### 4.4.5.6 Scenario 4: Non Account Holder signs contract

Detail: Another member of the household signs a contract with a New Retailer, the current account holder for the premises then discovers this and does not wish to transfer.

#### New Retailer initiated

##### Transfer in progress

- a) One of the customers contacts the New Retailer.
  1. New Retailer contacts their customer and arranges resolution before the transfer completes, or within 10 working days otherwise.
  2. New Retailer withdraws Change Request if required or if 10 day resolution period expires.
  3. If the transfer is withdrawn because the 10 day resolution period expires, the New Retailer will advise their customer that the transfer cannot occur while the account holder refuses to transfer.
- b) Current Retailer contacts the New Retailer
  1. Current Retailer sends Transfer/DataCorrectionRequest to new Retailer with relevant information.
  2. New Retailer contacts their customer and arranges resolution before the transfer completes, or within 10 working days otherwise.
  3. New Retailer withdraws the Change Request if required or if the 10 day resolution period expires.
  4. New Retailer sends Transfer/DataCorrectionResponse to the current Retailer to advise of resolution with their customer and that the transfer will / won't proceed.
  5. If the New Retailer advises that the transfer will proceed and the Current Retailer is advised by their account holder that the transfer should not proceed, the Current Retailer should send another Transfer/DataCorrectionRequest to the New Retailer. In this situation, the New Retailer will withdraw their transfer immediately and send a Transfer/DataCorrectionResponse advising this. The New Retailer will advise their customer that the transfer cannot occur while the account holder refuses to transfer.

##### Transfer Completed

- c) Customer or previous account holder contacts new Retailer regarding dispute.
  1. New Retailer contacts their customer and arranges resolution within 10 working days.
  2. If a retrospective transfer is required, the New Retailer sends a Transfer/DataCorrectionRequest to the Old Retailer requesting they submit a CR1028.
  3. Old Retailer sends Transfer/DataCorrectionResponse.
  4. Old Retailer sends a Transfer/DataCorrectionNotification.
  5. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1028.
  6. Old Retailer submits CR1028 to regain the site.

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#### 4.4.5.7 Scenario 5: Missed CR1500

Detail: Retailer submits change of retailer and customer expects to transfer as of the next meter read. The LNSP fails to provide the meter reading within 20 days of the actual read date. This prevents the transfer from completing on the required date.

##### LNSP initiated

1. LNSP sends Transfer/DataCorrectionRequest to New Retailer. This advises why the read was not available in time and provides an anticipated date as to when the transfer will be completed.

If there are multiple NMIs affected the LNSP will attach a list of all the NMIs, and the necessary data, to the Transfer/DataCorrectionRequest.

If the read has happened, the LNSP provides the date that should have become the actual change date for the original CR and the New Retailer lodges a CR1021. This date must be the first read after the transfer occurred, but not more than the maximum number of retrospective days allowed by MSATS (130 days) in the past.

If the read is in the future, the LNSP gives the Next Scheduled Read date

2. New Retailer sends Transfer/DataCorrectionResponse.
3. New Retailer initiates a Change Request.
4. If the Change Request is a CR1021, the New Retailer sends a Transfer/DataCorrectionNotification. The Old Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1021. The New Retailer then initiates the CR1021.

#### 4.4.5.8 Scenario 6: Invalid transfer date

Detail: The transfer date and the meter read date do not match. There are several causes:

- the Retailer put the wrong transfer date in the original transfer (CR1000/10/30/40) and the LNSP / MDP didn't object; or
- the LNSP / MDP submitted the CR1500 with a different meter read date.

This scenario assumes no change of meter.

##### a) Transfer in progress

1. MDP sends Transfer/DataCorrectionRequest to New Retailer advising the correct actual read date associated with the transfer.
2. New Retailer sends Transfer/DataCorrectionResponse.
3. New Retailer amends the Change Request accordingly.

##### b) Transfer complete – MDP discovers error

1. MDP sends Transfer/DataCorrectionRequest to the Old or New Retailer advising need to change the transfer date.

The Retailer responsible for submitting the CR1022 to correct the error will vary depending on the relationship between the read date and the transfer date. If the read date is before the transfer date, the New Retailer submits the CR1022. If the read date is after the transfer date, the Old Retailer submits the CR1022. The LNSP uses this rule to determine which Retailer to advise.

2. Old / New Retailer sends Transfer/DataCorrectionResponse.
3. New / Old Retailer sends a Transfer/DataCorrectionNotification.
4. Old / New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1022.
5. Old / New Retailer submits CR1022 to correct the error.
6. MDP resends the meter data to align with new transfer date.

c) Transfer complete – New retailer discovers error

1. New Retailer sends Transfer/DataCorrectionRequest to MDP requesting the actual read date associated with the transfer date.
2. MDP sends a Transfer/DataCorrectionResponse to provide the actual read date.

The Retailer responsible for submitting the CR1022 to correct the error will vary depending on the relationship between the read date and the transfer date. If the read date is before the transfer date, the New Retailer submits the CR1022. If the read date is after the transfer date, the Old Retailer submits the CR1022. The New Retailer uses this rule to determine which Retailer needs to submit the CR1022.

3. If the read date is before the transfer date, the New Retailer submits the CR1022.

OR

4. If the read date is after the transfer date, New Retailer sends Transfer/DataCorrectionRequest to the Old Retailer advising the read and transfer dates and the need to do a CR1022.
5. The Old Retailer sends Transfer/DataCorrectionResponse.
6. The Old Retailer sends a Transfer/DataCorrectionNotification.
7. New Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1022.
8. The Old Retailer submits CR1022 to correct the error.

4.4.5.9 Scenario 7: Incorrect or missing data provided in Change Request / MSATS

Detail – The data relating to a site or a change request is incorrect or missing. For example, the wrong Participant is specified in the Change Request, or the NMI has not been entered into MSATS, or the meter installation type code no longer exists in MSATS. This scenario applies to the MDP, MDB or RP roles.

a) Transfer in progress

1. The Participant who discovers the problem sends a Transfer/DataCorrectionRequest to the Participant who can fix the problem.
2. The other Participant sends Transfer/DataCorrectionResponse.
3. The correcting Participant corrects the Change Request or the site's Standing data.

### b) Transfer complete

1. The Participant who discovers the problem sends a Transfer/DataCorrectionRequest to the Participant who can fix the problem.
2. The correcting Participant sends Transfer/DataCorrectionResponse.
3. The correcting Participant corrects the site's Standing data or initiates a CR1029 to fix the problem, as necessary.
4. If the correcting Participant submits a CR1029 to fix the problem, they send a Transfer/DataCorrectionNotification to the other Participant. The other Participant sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1029. The correcting Participant then initiates the CR1029.

### 4.4.5.10 Scenario 8: Transfer missed

Detail – There are two situations:

- The new Financially Responsible Market Participant (FRMP) does not initiate the transfer in MSATS due to a failure in its business processes. This can include a win-back situation where the FRMP does not realise the site had been lost.
- Alternately, the LNSP may miss the next scheduled read with the transfer pending.

If Retailers agree that a retrospective transfer is required to rectify the first situation, they should follow this scenario. If not, then the transfer should occur at the next opportunity.

Where the second situation applies (missed next scheduled read) the LNSP will attempt do a special read. The special read will be done for no charge to the Retailer. The Retailer will initiate this process by sending a Transfer/DataCorrectionRequest to the LNSP.

The corrective actions described below only address retrospective corrections.

#### New Retailer initiated

1. New Retailer is contacted regarding situation by the customer.
2. New Retailer sends Transfer/DataCorrectionRequest to the Old Retailer regarding the missed transfer and advises or requests the transfer date. This date must be the first read after the transfer should have occurred, but not more than the maximum number of retrospective days allowed by MSATS (130 days) in the past.
3. Old Retailer sends Transfer/DataCorrectionResponse.
4. New Retailer sends a Transfer/DataCorrectionNotification.
5. Old Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1024.
6. New Retailer submits CR1024 to correct the error.

#### Old Retailer initiated

1. Old Retailer is contacted regarding situation by the customer.
2. Old Retailer sends Transfer/DataCorrectionRequest to the New Retailer regarding the missed transfer. The Request asks for confirmation of the situation and provides the transfer date.
3. New Retailer sends Transfer/DataCorrectionResponse confirming the situation.

4. New Retailer sends a Transfer/DataCorrectionNotification.
5. Old Retailer sends a Transfer/DataCorrectionResponse confirming that they will not object to the CR1024.
6. New Retailer submits CR1024 to correct the error.

#### 4.4.6 Spreadsheet used for multiple transfer / data corrections

Transfer / Data Correction Request							Response		
TDC Reference ID	NMI	NMI Checksum	Date Raised	Request Priority (H/M/L)	Issue Description	Special Notes	Resolved (Y/N)	Date Completed	Response Details



Copy of spreadsheet used for multiple corrections

### 4.5 Complaints

In the event of a retailer receiving an LNSP related complaint, the retailer must either transfer the call or contact the LNSP directly (in accordance with the industry contact list published on the AEMO website).

### 4.6 Faults & outages

The LNSP must receive calls via its call centre. These calls may be received directly from the customer or by transfer from the retailer.

Planned outages must be managed in accordance with existing arrangements, where the service provider notifies the customer directly.

Note: Supply related matters must be handled in accordance with the faults and outages arrangements detailed above.

### 4.7 Claims

In the event of a retailer receiving a claim for damages that the retailer believes is the responsibility of the LNSP, the retailer must either transfer the call or contact the LNSP directly on the claims number provided in the contact details (refer Section 4, page 2).

### 4.8 General Enquiries

In relation to general enquiries (ie. easements, tree pruning) the retailer should either transfer the call or contact the LNSP directly on the relevant number in the B2B contacts list (refer Section 4, page 2).

5. Standard form

SERVICE REQUEST FORM					NSW	
<input type="checkbox"/> 1. NMI DISCOVERY FOLLOW-UP <input type="checkbox"/> 2. TRANSFER / DATA CORRECTION						
National Metering Identifier					NMI	
TO						
AT						
FAX		EMAIL		DATE		9/12/2005 16:33
<b>The Sender requests that the Receiver:</b>						
Special Instructions						
<b>Sender Details</b>						
Business Name						
Contact Name						
PH		EMAIL		FAX		
<b>Current Customer Details</b>						
Last Name		First Name		Title		
Business Name						
ABN		ACN		Drivers Licence		
Customer Contact Name			Contact Phone Number			
<b>New Customer Details</b>						
Last Name		First Name		Title		
Business Name						
ABN		ACN		Drivers Licence		
Customer Contact Name			Contact Phone Number			
<b>Site Details</b>						
Supply Address					Postcode	
Postal Address						
					Postcode	
<b>Response</b>						



Electronic copy of form



## 6. Network Tariff – Data Stream Mapping

### Introduction

The AEMO NMI procedure document [ME\\_GN059GN059](#) limits the number of NMI suffixes for basic (non-interval) meters to 9 for a meter. Retailers must be able to identify the type of data represented by each data stream, in order to bill customers. Unfortunately, because of the number of different types of existing meters it is impossible to create universal mappings between data type and data stream identifiers.

To overcome this problem, NSW LNSPs are combining the network tariff and data stream identifier to uniquely identify the type of data located within the data stream.

The tables on the following pages contain the mapping between network tariff, data stream and data type for Type 6 metering installations for each LNSP in NSW.

### Direction indicator

The tables include a network tariff code (GENR) to indicate the direction of supply.

### 6.1 Endeavour Energy

It should be noted that either (1) peak, shoulder and off-peak energy or (2) energy all times must be provided (not both).

Data Stream 1 <sup>st</sup> Character		1	2	3	4	5	6	7	8	9
<b>Published Network Tariffs</b>										
N70	Domestic	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH				KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH
N50	Controlled Load 1				KF11 Controlled Load 1 Energy KWH	KF12 Controlled Load 1 Energy KWH				
N54	Controlled Load 2				KF21 Controlled Load 2 Energy KWH	KF22 Controlled Load 2 Energy KWH				
N90	General Supply Non-TOU	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH				KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH

## NSW B2B Procedures

Data Stream 1 <sup>st</sup> Character		1	2	3	4	5	6	7	8	9
N84	General Supply TOU	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH				KDA1 Demand KVA		
NC01	Domestic + CL1	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF11 Controlled Load 1 Energy KWH	KF12 Controlled Load 1 Energy KWH		KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH
NC02	Domestic + CL2	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF21 Controlled Load 2 Energy KWH	KF22 Controlled Load 2 Energy KWH		KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH
NC03	General Supply + CL1	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF11 Controlled Load 1 Energy KWH	KF12 Controlled Load 1 Energy KWH		KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH
NC04	General Supply + CL2	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF21 Controlled Load 2 Energy KWH	KF22 Controlled Load 2 Energy KWH		KWA1 Energy All Times KWH	KWA2 Energy All Times KWH	KWA3 Energy All Times KWH
NC05	General Supply TOU + CL1	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF11 Controlled Load 1 Energy KWH	KF12 Controlled Load 1 Energy KWH		KDA1 Demand KVA		
NC06	General Supply TOU + CL2	KWO1 Peak Energy KWH	KWS1 Shoulder Energy KWH	KFOP Off Peak Energy KWH	KF21 Controlled Load 2 Energy KWH	KF22 Controlled Load 2 Energy KWH		KDA1 Demand KVA		
GENR	Generation								KWAB Generation KWH	

6.2 Ausgrid

Data Stream 1 <sup>st</sup> Character		1	2	3	4	5	6	7	8	9
Published Network Tariffs										
10 & 210	Domestic	Energy All Times								
30 & 250	Controlled Load 1				Controlled Load Energy					
40 & 260	Controlled Load 2					Controlled Load Energy				
25	Energy40 ToU	Peak Energy	Shoulder Energy	Off-Peak Energy						
27	Interruptable Load	Peak Energy	Shoulder Energy	Off-Peak Energy						
50 & 270	Business non-ToU	Energy All Times								
290, 291 & 350	Business ToU	Peak Energy	Shoulder Energy	Off-Peak Energy						
11 (GENR)	LV TUoS Rebate								Energy All Times (GENR)	

It should be noted that the 6<sup>th</sup> column is not being used as a controlled load register to enable the more complex demand tariff to be mapped to using the 9 register format.

6.3 Essential Energy

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BHND1CO	HV Network-1 Rate Demand- Central-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BHND1SO	HV Network-1 Rate Demand- Southern- Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BHNE3NO	HV Network- Export TOU- Northern-Other			Off Peak Energy						
BHNS1NO	HV Network- Seasonally Adjusted Demand- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BHNT1NO	HV Network- TOU over 100 MWh/yr- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BHNT2NO	HV Network- TOU 100 MWh/yr or less-Northern- Other	Peak Energy	Shoulder Energy							
BHTD1SO	HV Substation Terminals-1 Rate Demand- Southern- Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BLNB2NR	LV Network- Non-TOU 2 block - Northern-Rural	Anytime Energy								
BLNC1CO	LV Network- Controlled Load 1- Central-Other				Controlled Load Energy					
BLNC1NO	LV Network- Controlled Load 1- Northern-Other				Controlled Load Energy					

Data Steam 1st Character	1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>									
BLNC1NR	LV Network- Controlled Load 1- Northern-Rural				Controlled Load Energy				
BLNC2CO	LV Network- Controlled Load 2- Central-Other					Controlled Load Energy			
BLNC2NO	LV Network- Controlled Load 2- Northern-Other					Controlled Load Energy			
BLNC2NR	LV Network- Controlled Load 2- Northern-Rural					Controlled Load Energy			
BLNC3NO	LV Network- Controlled Load 3- Northern-Other						Controlled Load Energy		
BLNC3NR	LV Network- Controlled Load 3- Northern-Rural						Controlled Load Energy		
BLNC4NO	LV Network- Controlled Load 1 Business- Northern-Other				Controlled Load Energy				
BLNC4NR	LV Network- Controlled Load 1 Business- Northern-Rural				Controlled Load Energy				
BLNC5NO	LV Network- Controlled Load 2 Business- Northern-Other					Controlled Load Energy			
BLNC5NR	LV Network- Controlled Load 2 Business- Northern-Rural					Controlled Load Energy			

Data Steam 1st Character	1	2	3	4	5	6	7	8	9	
<b>Network Tariffs</b>										
BLNC6NO	LV Network- Controlled Load 3 Business- Northern-Other						Controlled Load Energy			
BLND1CO	LV Network-1 Rate Demand- Central-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BLND1SR	LV Network-1 Rate Demand- Southern- Rural	Peak Energy								
BLND1SU	LV Network-1 Rate Demand- Southern- Urban	Peak Energy						Anytime Demand		
BLND3NO	LV Network-3 Rate Demand Option 1- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand	Peak Demand	Shoulder Demand
BLND3NR	LV Network-3 Rate Demand Option 1- Northern-Rural	Anytime Energy								
BLND4NO	LV Network-3 Rate Demand Option 2- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BLND5NO	LV Network-3 Rate Demand Transition yr 2 for ex non ToU-Northern- Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BLND6NO	LV Network-3 Rate Demand Transition yr 2 for ex other- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BLND7NO	LV Network- Obsolete 3 Rate Demand Transition yr 1- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BLNE1NQ	LV Network- Export Business non TOU-Northern- Zone 2 Region C & Zone 3	Anytime Energy								
BLNE1NU	LV Network- Export Business non TOU-Northern- Urban	Anytime Energy								
BLNE2NR	LV Network- Export Domestic non TOU-Northern- Rural	Anytime Energy								
BLNE2NU	LV Network- Export Domestic non TOU-Northern- Urban	Anytime Energy								
BLNN1CO	LV Network- Non-TOU- Central-Other	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNN1CR	LV Network- Non-TOU- Central-Rural	Anytime Energy								
BLNN1NO	LV Network- Non-TOU- Northern-Other	Anytime Energy								
BLNN1NP	LV Network- Non-TOU- Northern-Zone 1 Region C	Anytime Energy								
BLNN1NR	LV Network- Non-TOU- Northern-Rural	Anytime Energy								
BLNN1NU	LV Network- Non-TOU- Northern- Urban	Anytime Energy								

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BLNN1SR	LV Network- Non-TOU- Southern- Rural	Anytime Energy			Controlled Load Energy					
BLNN1SU	LV Network- Non-TOU- Southern- Urban	Anytime Energy								
BLNN2CU	LV Network- Non-TOU Domestic- Central-Urban	Anytime Energy								
BLNN2NQ	LV Network- Non-TOU Domestic- Northern-Zone 2 Region C & Zone 3	Anytime Energy								
BLNN2NR	LV Network- Non-TOU Domestic- Northern-Rural	Anytime Energy								
BLNN2NU	LV Network- Non-TOU Domestic- Northern- Urban	Anytime Energy								
BLNN2SR	LV Network- Non-TOU Domestic- Southern- Rural	Anytime Energy					Controlled Load Energy			
BLNN2SU	LV Network- Non-TOU Domestic- Southern- Urban	Anytime Energy								
BLNN3NU	LV Network- Non-TOU Unmetered- Northern- Urban	Anytime Energy								



Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BLNP1NO	LV Network- Public Lighting NUOS- Northern-Other	Anytime Energy								
BLNP1SU	LV Network- Public Lighting NUOS- Southern- Urban	Anytime Energy								
BLNP3CO	LV Network- Public Lighting TOU NUOS- Central-Other			Off Peak Energy						
BLNS1NO	LV Network- Seasonally Adjusted Demand- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BLNT0CO	LV Network- TOU Business- Central-Other	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNT0CR	LV Network- TOU Business- Central-Rural	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNT0SR	LV Network- TOU Business- Southern- Rural	Peak Energy	Shoulder Energy							
BLNT0SU	LV Network- TOU Business- Southern- Urban	Peak Energy	Shoulder Energy	Off Peak Energy	Controlled Load Energy					
BLNT1NO	LV Network- TOU over 100 MWh/yr- Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Peak Demand	Peak Demand	Shoulder Demand
BLNT1NR	LV Network- TOU over 100 MWh/yr- Northern-Rural	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BLNT1NU	LV Network-TOU over 100 MWh/yr-Northern-Urban	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNT3NR	LV Network-TOU Domestic-Northern-Rural	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNT3NU	LV Network-TOU Domestic-Northern-Urban	Peak Energy	Shoulder Energy	Off Peak Energy						
BLNT3SR	LV Network-TOU Domestic-Southern-Rural	Peak Energy								
BLNT3SU	LV Network-TOU Domestic-Southern-Urban	Peak Energy								
BLNT4CO	LV Network-2 rate time of use (obsolete, use shoulder rate for peak)-Central-Other		Shoulder Energy	Off Peak Energy						
BLNT4CR	LV Network-2 rate time of use (obsolete, use shoulder rate for peak)-Central-Rural		Shoulder Energy	Off Peak Energy						
BLNU1SU	LV Network-Unmetered Business non-TOU-Southern-Urban	Anytime Energy								

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
BSS01NO	Customer Specific-Cust A-Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BSS02NO	Customer Specific-Cust B-Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BSS03NO	Customer Specific-Cust C-Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BSS05NO	Customer Specific-Cust E-Northern-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BSSD1CO	Customer Specific-1 Rate Demand-Central-Other	Peak Energy	Shoulder Energy	Off Peak Energy				Anytime Demand		
BSSD1NO	Customer Specific-1 Rate Demand-Northern-Other							Anytime Demand		
BLNC1SU	LV Network-Controlled Load 1-Southern-Urban				Controlled Load Energy					
BLNC2SU	LV Network-Controlled Load 2-Southern-Urban				Controlled Load Energy	Controlled Load Energy				
BLNC3SU	LV Network-Controlled Load 3-Southern-Urban					Controlled Load Energy	Controlled Load Energy			
BLNC1SR	LV Network-Controlled Load 1-Southern-Rural				Controlled Load Energy					

Data Steam 1st Character	1	2	3	4	5	6	7	8	9	
<b>Network Tariffs</b>										
BLNC2SR	LV Network- Controlled Load 2- Southern- Rural				Controlled Load Energy	Controlled Load Energy				
BLNC3SR	LV Network- Controlled Load 3- Southern- Rural						Controlled Load Energy			
BLNC4SU	LV Network- Controlled Load 1 Business- Southern- Urban				Controlled Load Energy					
BLNC6SU	LV Network- Controlled Load 3 Business- Southern- Urban						Controlled Load Energy			
BLNC5SU	LV Network- Controlled Load 2 Business- Southern- Urban				Controlled Load Energy	Controlled Load Energy				

<b>Key to Essential Energy Network Tariff Codes</b>	
<b>LN</b>	
B	Essential Energy
<b>VOLTAGE</b>	
LN	LV Network
LT	LV Substation Terminals
LU	LV Untempered
HN	HV Network

<b>Key to Essential Energy Network Tariff Codes</b>	
HT	HV Substation Terminals
SS	Customer Specific
<b>TOU TYPE</b>	
N1	Non-TOU
N3	Non-TOU Unmetered
B2	Non-TOU 2 block
T0	TOU Business
T1	TOU over 100 MWh/yr
T2	TOU 100 MWh/yr or less.
T3	TOU Domestic
T4	2 rate time of use (obsolete, use shoulder rate for peak)
N2	Non-TOU Domestic
C1	Controlled Load 1
C2	Controlled Load 2
C3	Controlled Load 3
C4	Controlled Load 1 Business
C5	Controlled Load 2 Business
C6	Controlled Load 3 Business
D1	1 Rate Demand
D3	3 Rate Demand Option 1
D4	3 Rate Demand Option 2
D5	3 Rate Demand Transition yr 2 for ex non ToU
D6	3 Rate Demand Transition yr 2 for ex ToU
D7	Obsolete 3 Rate Demand Transition yr 1
D2	1 Rate Subscribed Demand

<b>Key to Essential Energy Network Tariff Codes</b>		
D8	1 Rate Demand Transition, yr 2	
S1	Seasonally Adjusted Demand	
K1	kW Demand	
P1	Public Lighting NUOS	
P3	Public Lighting TOU NUOS	
U1	Unmetered Business non-TOU	
E1	Export Business non TOU	
E2	Export Domestic non TOU	
E3	Export TOU	
xx	0-99 for CRNPs	
01	Cust A	
02	Cust B	
03	Cust C	
04	Cust D	
05	Cust E	
06	Cust F	
07	Cust G	
<b>REGION</b>		
NU	Northern	Urban
NR	Northern	Rural
NO	Northern	Other
NP	Northern	Zone 1 Region C
NQ	Northern	Zone 2 Region C & Zone 3
CU	Central	Urban
CR	Central	Rural
CO	Central	Other

Key to Essential Energy Network Tariff Codes		
SU	Southern	Urban
SR	Southern	Rural
SO	Southern	Other

**Notes**

There is no component/NMI subset for capacity - this is a function of the billing system, not the meter.

Region "Other" means not specified as urban or rural.

Northern, Central, Southern refers to the former Northpower, Advance Energy and Great Southern Energy Distribution Networks.

**6.4 Essential Energy (ex-Australian Inland)**

Data Steam 1st Character		1	2	3	4	5	6	7	8	9
<b>Network Tariffs</b>										
D,GS,GSI, SL,FL,PH, IS	General	Energy All Times								
OPR,OP	CLoad 1				Controlled Load Energy					
OPRE,OP 2	CLoad 2					Controlled Load Energy				
RU,RUB	Rural	Energy All Times								
TLD,THD	KVA Demand ToU	Peak Energy	Shoulder Energy	Off-Peak Energy				Demand KVA All Times		
TLV,THV, TBI	General ToU	Peak Energy	Shoulder Energy	Off-Peak Energy						
T12W	2-Rate ToU	Peak / Shoulder Energy		Off-Peak Energy						
WP,S	Pumping	Peak Energy		Off-Peak Energy						

**End of document**