



PROCEDURE CHANGE REQUEST WA (PCR-WA) – SUMMARY SECTION
(For Proponent or AEMO to complete. Template focuses on solution identification.)

Procedure Change Number	IN004/18W		
Impacted jurisdiction(s)	Western Australia		
Proponent	Mark Riley	Company	AGL
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Date proposal (GMI) sent to AEMO	2 February 2018		
Date PCR issued/received	29 August 2018		
Short Title	Complete MIRN Listing		
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PROCEDURE CHANGE REQUEST WA (PCR - WA) – DETAILED REPORT SECTION

<p>1. Description of change(s) and reasons for change(s)</p>	<p>Retail gas markets, unlike the National Electricity Market, do not have a central MIRN database which allows immediate identification of a MIRN and associated address.</p> <p>The matching of a MIRN and associated address required the submission of a MIRN Discovery Request Transaction to the gas Distribution Network (Network) with the associated transaction response timeframe and process.</p> <p>As such, it is not possible for a retailer to immediately cross check the information provided by the customer. Depending on the relevant information and discovery response, this may require multiple conversations with the customer.</p> <p>This issue was resolved some years ago in retail gas markets of VIC, QLD, SA and NSW/ACT with the provision of a Complete MIRN Listing (list). Each Network Operator generates a list of all MIRNs and addresses every month within their distribution area and provide to AEMO for distribution to Retailers registered within that market.</p> <p>WA Gas Procedure Change Committee (PCC) deferred discussion of this topic in 2014 until there was greater retail activity within the WA market.</p> <p>That retail activity has now arrived with the registration of AGL, Origin Energy and Simply Energy in the WA gas retail market.</p> <p>This proposal will require:</p> <ul style="list-style-type: none"> • Retail Market Procedure (RMP) WA changes to include a new clause that places an obligation on: <ul style="list-style-type: none"> ○ The Network Operator to generate the list each month; ○ AEMO to provide the list to each registered Retailer in that market; and ○ The Retailer to ensure that they access the list only for confirming a customer’s address and MIRN details and only when they have received the explicit informed consent from the customer. • Specification pack changes to describe format of the MIRN listing and how the list is generated and provided to the Retailers; • The Network Operator in WA gas retail market, ATCO to amend their system to generate this list at the end of each month and send to AEMO via an agreed transfer method; and • AEMO to provide a file transfer facility for the Network Operator to submit the list and develop an automated process that will transfer the list to the designated area of each registered Retailer.
<p>2. Reference documentation</p>	<p>Retail Market Procedures (WA) version 4.0;</p>

<ul style="list-style-type: none"> ▪ Retail Market Procedures (the “Procedures”); ▪ AEMO Business/Information Specification Pack Reference; and/or ▪ Other Reference 	<p>FRC B2B System Interface Definition version 4.3; and Specification Pack User Guide version 4.7.</p>
<p>3. The high level details of the change to the existing Procedures This includes:</p> <ul style="list-style-type: none"> ▪ A comparison of the existing operation of the Procedures to the proposed change to the operation of the Procedures. ▪ A marked up version of the proposed Procedure change (see Attachment A). 	<p>Add new clause 74A to RMP WA that places an obligation on, (refer Attachment A):</p> <ul style="list-style-type: none"> • The Network Operator to generate the list each month; • AEMO to provide the list to each registered Retailer in that market; and • The Retailer to ensure that they access the list only for confirming a customer’s address and MIRN details and only when they have received the explicit informed consent from the customer. <p>Modify FRC B2B System Interface Definition to include new transaction type T299 (Complete MIRN Listing) in Appendix E – Non-Automated Electronic Files, and add new sections to describe the generation and transfer of the MIRN listing and exchange process of the password protection of the MIRN listing.</p>
<p>4. Consequences for making or not making the change(s)</p>	<p>Gas Retailers will be able to undertake the majority of MIRN discovery processes ‘in house’ by consulting this list, without the need to lodge formal MIRN Discovery requests.</p> <p>This will reduce (not eliminate) the transactional requirements for MIRN discovery.</p> <p>This in turn will:</p> <ul style="list-style-type: none"> • Reduce the number of interactions needed with consumers (e.g. move in transfers requiring additional consumer contact); • Reduce transfer errors due to incorrect MIRNs provided by consumers (e.g. master meters, incorrect MIRNS); and • Reduce resource required in managing MIRN / address errors.
<p>5. Explanation regarding the order of magnitude of the change(s) (e.g. material, non-material or non-substantial)</p>	<p>WA gas retail participants that currently do not have access to AEMO’s Market Information Bulletin Board (MIBB) will need to organise access.</p> <p>The Network Operator will need to make system changes to generate the list.</p> <p>AEMO will need to develop an automated process similar to other jurisdictions to transfer the list from the Network Operator’s area on MIBB to all registered Retailers areas.</p> <p>AEMO considers the order of magnitude of this change is ‘non-substantial’.</p>

<p>6. Likely benefits for industry as a whole</p>	<p>With multiple retailers in the WA market vying for customers, the number of MIRN requests submitted to the Network Operator will increase over time and stay at elevated levels, without the provision of a complete MIRN listing.</p> <p>While this will not remove the need for some MIRN discovery requests to be issued, the number of requests will be substantially lower than current numbers.</p> <p>The impact of failed MIRN discovery requests has an impact on the following stakeholders:</p> <p>Network Operator</p> <ul style="list-style-type: none"> • Network Operator resource in analysing and responding to the failed request. <p>Retailers</p> <ul style="list-style-type: none"> • Retailer resource in reviewing and re-requesting the necessary data; • Retailer resource in undertaking additional customer contact; and • Allow retailer processes to move to the next step in most instances. <p>Customers</p> <ul style="list-style-type: none"> • Delays in consumer transactions while transactions are responded to and information is completed.
<p>7. The likely implementation effect of the proposal Procedure change(s) on Industry in general and/or any identified parties (e.g. end-users)</p>	<p>Network Operator</p> <ul style="list-style-type: none"> • Substantially reduced resources for generating responses; • One-off cost of developing the full MIRN discovery report and delivering it to AEMO; and • The cost of sending a file to AEMO each month (can be automated). <p>Retailers</p> <ul style="list-style-type: none"> • Eliminate majority of wait time for MIRN discovery, allowing retailer resources to manage the next stage in the process directly; and • Reduced resources in managing MIRN discovery and discovery failures for retailers. <p>Customers</p> <ul style="list-style-type: none"> • Improved customer service through reduced unnecessary contacts and faster retailer switches.
<p>8. Testing requirements</p>	<p>Testing will involve:</p> <ul style="list-style-type: none"> • Network Operator generating the list and transferring to designated area on the MIBB; • AEMO's automated process transferring the list to all Retailers area on the MIBB; and • Retailers confirming receipt of the list.

9. Supporting documentation (attach if necessary)	See attachments
10. If applicable, a proposed effective date for the proposed Procedure change(s) to take effect and justification for that timeline.	<p>Subject to all necessary approval's AEMO is targeting to implement this initiative in late January 2019.</p> <p>To achieve this AEMO proposes the following timeline:</p> <ul style="list-style-type: none"> • Issue PCR 29 August 2018; • Submission on PCR close 27 September 2018; • Issue IIR 12 October 2018; • Submission on IIR 12 November 2018; • AEMO decision on whether to submit the change to ERA late November 2018; and • Target effective date of late March 2019.

ATTACHMENT A – DOCUMENTATION CHANGES (SEE SECTION 3)

Retail Market Procedures (WA)

All amendments to the Procedure are change marked, where underlining (blue) represents an addition, and ~~strike (red)~~ through represents a deletion.

74A ~~There is no clause 74A~~ Complete MIRN Listing

- (a) Each network operator must use its best endeavours to update, format and deliver a new complete MIRN listing in accordance with the AEMO Specification Pack which is to be made available to AEMO by 5pm on the fifth business day after the end of the calendar month or as otherwise agreed from time to time by all relevant parties.
- (b) AEMO must make each complete MIRN listing available to all users after it is received from the network operator.
- (c) The user must ensure that the complete MIRN listing is accessed and used solely to confirm the relevant discovery address/MIRN details of the customer.
- (d) The user must ensure that the customer has provided explicit informed consent to access and use the complete MIRN listing to confirm the relevant discovery address/MIRN details of the customer in relation to the delivery point.

ATTACHMENT B – DOCUMENTATION CHANGES (SEE SECTION 3)

FRC B2B System Interface Definition

Appendix E Non Automated Electronic Files

Overview

The following sections specify the format of those B2B 'electronic file' transactions (not aseXML) which use CSV components. The CSV component will be incorporated into a file, compressed and then communicated via an e-mail or on a disk.

The CSV file name shall be constructed as described in the CSV File Format Specification Document. If the CSV file is attached to an e-mail, the subject line must be constructed as defined in CSV File Format Specification Document. The transaction name must be taken from the table below.

This document covers CSV details for the following transactions.

Transaction number	Transaction Type Description	CSV File Name / e-Mail Subject Component Name
45	Energy History Request	ENERGYHISTORYREQUEST
45A	Bulk Basic-Metered Energy History Request	BULKBASICHISTORYREQUEST
46	Energy History Response	ENERGYHISTORYRESPONSE
	Interval Meter Energy History Response	INTERVALHISTORYRESPONSE
71	Amend Customer Details	AMENDCUSTOMERDETAILS
74	Annual Meter Reading Schedule	METERREADINGSCHEDULE
75	Meter Reading Route Change	READINGROUTECHANGE
136	Time Expired Meters Notification	TIMEEXPIREDMETERS
289	Standing Data Change From DB	STANDINGDATACHANGE
298	Refresh of New Street Listing for MIRN Discovery	NEWSTREETLISTING
299	Complete MIRN Listing	distributor_ccyymmddhhmiss.zip
330	Notification of Planned Outage	SERVICERENEWAL
333	Meter Range Updates	METERRANGEUPDATE
	Interval Meter Data	INTERVALMETERDATA

Note, the order of columns designators/headers in CSV files described by this document is fixed and is as defined in this specification.

Complete MIRN Listing (T299)

The Network Operator must make available to Users a listing of all distribution metering supply points that have a MIRN assigned and a MIRN status of either Registered (up stand installed), Commissioned (meter installed) or Decommissioned (meter removed).

The Network Operator must ensure that the complete MIRN listing file is encrypted and compressed (see section 4.4 for allowable compression formats) in a way that when the User retrieves the file it can be decrypted and uncompressed using the “WinZip” utility.

The Network Operator will utilise the CSV fields and formats consistent with the fields and formats that are used in the aseXML schema applicable for a MIRN Discovery response which is defined in FRC B2B Systems Interface Definitions, section 4.3.2.3 (NMIDiscoveryResponse).

The complete MIRN listing is to be refreshed after the end of the calendar month by the Network Operator and the Network Operator must FTP the refreshed files to AEMO. AEMO will provide a secure location for each file that enables only Network Operator to directly place the file in a location that enables only Users to retrieve that file from the secure location to which the relevant Users have Market Information Bulletin Board (MIBB) access privileges that require a username and password.

When the file is FTP’d to AEMO the file extension is to be written as a “.tmp” file and then renamed to prevent the file being processed while it is being delivered. The following file naming convention is to be used:

 distributor_ccyymmddhhmiss.zip

Note: Reference to “Network Operator” and “User” refer to the Hub participant ID.

The file will be accessible via directory browsing on the MIBB rather than via a separate HTML page that would need to be maintained manually.

<u>Transaction 299</u>		
<u>Heading/Column designator</u>	<u>Mandatory/Optional</u>	<u>Comment</u>
<u>MIRN</u>	<u>M</u>	<u>Must be present</u>
<u>MIRNChecksum</u>	<u>M</u>	<u>Must be present</u>
<u>FlatOrUnitType</u>	<u>O</u>	
<u>FlatOrUnitNumber</u>	<u>O</u>	
<u>FloorOrLevelType</u>	<u>O</u>	
<u>FloorOrLevelNumber</u>	<u>O</u>	
<u>BuildingOrPropertyName1</u>	<u>O</u>	
<u>BuildingOrPropertyName2</u>	<u>O</u>	
<u>LocationDescriptor</u>	<u>O</u>	
<u>HouseNumber1</u>	<u>O</u>	
<u>HouseNumber2</u>	<u>O</u>	
<u>HouseNumberSuffix1</u>	<u>O</u>	
<u>HouseNumberSuffix2</u>	<u>O</u>	
<u>LotNumber</u>	<u>O</u>	
<u>StreetName1</u>	<u>O</u>	
<u>StreetName2</u>	<u>O</u>	

<u>Transaction 299</u>		
<u>Heading/Column designator</u>	<u>Mandatory/Optional</u>	<u>Comment</u>
<u>StreetType1</u>	<u>O</u>	
<u>StreetType2</u>	<u>O</u>	
<u>StreetSuffix1</u>	<u>O</u>	
<u>StreetSuffix2</u>	<u>O</u>	
<u>PostalDeliveryType</u>	<u>O</u>	
<u>PostalDeliveryNumberPrefix</u>	<u>O</u>	
<u>PostalDeliveryNumberValue</u>	<u>O</u>	
<u>PostalDeliveryNumberSuffix</u>	<u>O</u>	
<u>SiteAddressCity</u>	<u>O</u>	
<u>SiteAddressState</u>	<u>O</u>	
<u>SiteAddressPostcode</u>	<u>O</u>	
<u>SiteAddressDPID</u>	<u>O</u>	
<u>GasMeterNumber</u>	<u>O</u>	
<u>Address1</u>	<u>O</u>	
<u>Address2</u>	<u>O</u>	
<u>Address3</u>	<u>O</u>	

Refer Appendix A Data Dictionary – CSV Data Elements for the description of the address elements from the table above

Password exchange process

The complete MIRN listing password exchange process is as follows:

- User to nominate an email address to send password. These details are sent to Network Operators;
- Password to change each 90 days consistent with AEMO's MIBB; and
- Network Operators to email password details to user prior to it being used.