GAS MARKET ISSUE (GMI)

Summary Section
For Proponent or AEMO to complete. Template focuses on issue identification and impact.

Issue Number	IN010/20		
Version #	V 2		
Impacted Jurisdiction(s)	Victoria		
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.**	Click or tap to enter a date.
Short Issue Title	Gas SO Reason Code		

Other key contact information

VERSION #	PRESENTED TO	DATE

GAS MARKET ISSUE – DETAILED REPORT SECTION

1. DESCRIPTION OF ISSUE

This proposal is to introduce a new element into the Gas SO Service Order Structure called reason Code which would allow clarity to be provided around a number of Service Orders.

2. REFERENCE DOCUMENTATION

Procedure Reference

N/A

GIP/Specification Pack Reference

- Build Pack 1 – Job Enquiry Code
- Build Pack 1 - Elements

Other Reference

N/A

3. PRIORITISATION AND TIMELINES

This proposal should be implemented as part of the latest gas Schema, and in advance of the potential multiple schema upgrades.

4. SPECIFIC PROPOSAL

Amend the Gas SO Structure to include a new element.

This will allow key SOs to have better information associated with them in a structured manner, which will allow greater efficiencies in process management and improved reporting (including regulatory reporting).

5. IMPACTS OF CHANGE

Requires the implementation of a new element within the aseXML gas schema, with enumerated reasons.

6. LIKELY BENEFITS

Initiating parties will be able to more efficiently clarify the reason a SO has been raised, increasing the amount of information available in Special Instructions and allowing more effective processing of SOs.

7. IMPACT OF ISSUE NOT PROCEEDING

Users will not clearly understand the information contained within INT 337 and will make decisions based on partial data.

Processes will continue as they currently do, which retain inefficiencies in relation to field processes and regulatory reporting.

8. SUPPORTING DOCUMENTATION

Attached

GAS MARKET ISSUE – RELEVANT ATTACHMENT(S)

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

8.1. Appendix I – Gas SO Elements

Element	Description	Attributes / Format	Length/ Decimal Places #1	Code Used (Y/N)	If Code Valid Values are: #2
SO Reason	Reason Initiator has for requesting Service Order	Alpha			AML / DSD (De-Energisation) • Non-Payment (DNP)* • Unauthorised Usage (DNI)* • Breach of Contract* • Illegal Usage* • No Access* • ~~Unauthorised Usage*~~ • Customer Requested • Move Out • Safety • Defect • Site Works • Other RML / RSD (Energisation) • Move In • Re-En after DNP Note: 'No Access' is the only reason Code likely to be associated only with DSD – the others could apply to both SOs..

*Items designated with an Asterix have protected usage via the NRR or Victorian Energy Retail Code

8.2. Appendix II – Amend Enquiry Codes

It is proposed that the definition of AML and DSD be amended as the SO Reason Code ex[ands the usage of the service order request and provides the necessary reason for its request.

ENQUIRY CODE	BRIEF DESCRIPTION	DETAIL DESCRIPTION	PRIORITY	MIRN	VALID REQUESTOR
AML	Attach Locks/Plugs to Meter ~~for Debt~~	Used to request attachment of Locks or Plugs to the meter to prevent use of gas ~~when consumer has not paid account and RB has exhausted other avenues to recover debt. This will prevent use of gas.~~ Successful Completion will result in: Meter physically plugged or locked, MIRN status = Decommissioned, Meter status = Plugged	C	M	Current FRO
DSD	Disconnect Service in Street ~~for Debt~~	This may be requested by RB, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term ~~due to non-payment of outstanding account by consumer~~. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be effected by disconnecting the service pipe in the street (or closing isolation valve). Successful Completion will result in: Service physically plugged, MIRN status = Decommissioned, Meter Status = Turned Off.	D	M	Current FRO

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Usage Codes

B2B Service Order De-energisation Reason	NERR De-Energisation Type	NERR Clause 116 Protected Period	VERC De-Energisation Type	VERC Clause 116 Protected Period
Non-Payment	Cl 111 - De-energisation for not paying bill	Cl 116 Applies	Cl 111 - De-energisation for not paying bill	Cl 116 Applies
Contract (as per NERR)	Cl 112 - De-energisation for not paying security deposit		Cl 112 - De-energisation for not paying security deposit	
No Access	Cl 113 - De-energisation for denying access to meter		Cl 113 - De-energisation for denying access to meter	
Illegal Usage	Cl 114 - De-energisation for illegally using energy		Cl 114 - De-energisation for illegally using energy	
Unauthorised Usage	Cl 115 - De-energisation for non-notification by move-in or carry-over customers		Cl 115 - De-energisation for non-notification by move-in or carry-over customers	
Move Out[1]	Customer leaves premises	Cl 116 Does Not Apply	Customer leaves premises	Cl 116 Does Not Apply
Safety	Plumber, customer requests disconnection for safety reason DB disconnects for safety reason		Plumber, customer requests disconnection for safety reason DB disconnects for safety reason	
Defect	Plumber, customer requests disconnection for defective equipment reason DB disconnects for defective equipment		Plumber, customer requests disconnection for defective equipment reason DB disconnects for defective equipment	
Site Works	Plumber, customer requests disconnection to allow site works to be undertaken DB disconnects to allow site works to be undertaken		Plumber, customer requests disconnection to allow site works to be undertaken DB disconnects to allow site works to be undertaken	
Customer Requested	Customer Request – other reasons		Customer Request – other reasons	
Other				

Participant Comments

Participant	Feedback	Comment
Origin	The new field will help distinguish scenarios such as Credit and Unauthorised Use. However, not seen as a high priority for change. The GMI should be considered by the GRCF but in context of other initiatives that may present as part of a schema change. At this stage we have not undertaken any system cost on this proposal	Noted
Kleenheat	Kleenheat are supportive of AGL's proposal to add additional fields for reasons into the existing service order requests	Noted
MultiNet	MGN support this change	Noted
EnergyAustralia	EA agree with this proposal	Noted
APA	In order to determine whether there is merit in this proposal, we need some further detail to be included in the next version of the GMI please. If implemented, the new element would trigger changes across a range of APA systems. In providing feedback on later versions of the GMI we will need to consider the cost impact of these changes.	
	It would also require a schema change. Does AGL plan to add this change to the list of proposals that could be implemented at the time of the schema change for the gas Life Support B2B transactions?	AGL believes that it would not be sensible to undertake independently, but rather include with other schema changes for efficiency. However, noting that once completed, it should be possible to include further SO reasons without schema changes.
	Can you please ensure that the detailed GMI addresses the following questions? • Will the additional information change the way we try to deliver the service? Is this the intention? eg. some DB's are working with retailers to approach Non-Payment (DNP) and maybe Unauthorised Usage (DNI) jobs differently, ie they do a first visit and leave a pending disconnection notice advising disconnection will occur in a week's time unless issue is resolved with the retailer. Is this something AGL is looking at us to work towards?	The intention is for retailers to be able to track the SOs by reason and to assist the DBs in understanding what issue is driving the SO. This will enable both parties to enhance processes being undertaken.

Participant	Feedback	Comment
	• Is there an expectation field officers will use the codes if questioned / approached by the end customer when on-site to complete an AML or DSD?	Here is no expectation that this would be used by field officers, unless additional processes, such as pre RML visits were being undertaken.
	• Is this for the DB to provide information in relation to DB initiated WO's? ie where we completed a MRM or SDR for safety?	Fort DB SOs a reason code could be used, and its likely Special Instructions are also likely to be used. For further consideration.
	• There are multiple Codes listed. When would a retailer would use Defect, Illegal Usage, Sites Works codes? What is Breach of Contract? Also, Unauthorised Usage is listed twice?	The code definitions generally relate to NECF or Energy Retail Code (Vic) definitions of reasons that a retailer can request disconnection. Other industry agreed codes can be added for efficiency gains.
	• Need some information detail on the updates to the actual Service Order Request transaction for PBP3, along with further information please required on what is INT337, who uses this, how etc?	Noted – Per below.
	• Is it anticipated that the new Reason Code element would also be used for other types of service orders?	Yes. A more comprehensive mapping could be undertaken to align with other SO types where the reason make a substantial difference to participant processes and regulatory requirements, hence the descriptor has been left generic.
	Include highlighted words in definition Attach Locks/Plugs to Meter ~~for Debt~~ — Used to request attachment of Locks or Plugs to the meter to prevent use of gas ~~when consumer has not paid account and RB has exhausted other avenues to recover debt. This will prevent use of gas.~~ Successful Completion will result in: Meter physically plugged or locked, MIRN status = Decommissioned, Meter status = Plugged	Agreed

Participant	Feedback	Comment
Red / Lumo	As noted there needs to be a clearer breakdown and elaboration in Section 7: Impact of Issue Not Proceeding. There needs to be a clear explanation of why retailers will not clearly understand the information contained in INT337 and can make decisions based on partial data? INT337 is the current FRO report and lists all MIRNs associated with the retailer, so we are unsure how this links into the suggested amendments in this change? Furthermore, we would be keen to get a response to the questions listed below: 1- What is the type for an AML and what is the type for a DSD? We are concerned that the proposed SO reasons would not be relevant for both types of service orders (for example can see a purpose for DSD/No Access but not AML/No Access)? 2- If the change was to proceed we would also like to confirm that the Job Enquiry Codes matrix would be updated to contain Valid Requester to the SO Reason level? This would limit any confusion on who can raise the service orders with Reason of Safety or Defect for example. Would the Safety and Defect be raised by a Distributor? Or is the expectation that a retailer is to raise Safety and Defect on behalf of the Distributor? There are also some specific items in the GMI I have outlined below:	Noted – The relevant reason would be used – a mapping matrix can resolve this. Noted – but this is dependent on the various gas markets. AGL suggests that AEMO note this as part of the harmonisation processes.
	RML Will the Brief Description field be updated to have 'for Debt' removed? Will the requestor be limited to current FRO in SA, or will it be updated to any FRO? 	See Appendix II – amended definitions were proposed

Participant	Feedback	Comment
	RSD: Has there been any consideration if the initiator should be broadened to any FRO and Distributor? Is the expectation that the Current FRO will only be able to arrange for the reconnection of gas supply after the Distributor has initiated the DSD? Should this be altered to any Retailer and Distributor? RSD | Reconnect Service in Street after payment | Used to request reconnection of gas supply, previously disconnected in the street. | D | M | Current FRO DSD The Valid Requester in the existing Job Enquiry Codes has the Current FRO or Distributor being able to initiate a DSD. In the document the Valid Requestor is limited to Current FRO only. This appears a drafting error and at a minimum we believe that distributors should be reinstated? DSD | Disconnect Service in Street for Debt | This may be requested by Retailer, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term due to non-payment of outstanding account by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be effected by disconnecting the service pipe in the street (or closing isolation valve). | D | M | Current FRO or Distributor	Allowance of who can initiate service orders is market dependent and beyond the immediate scope of this GMI, however, t is an item that should be more broadly discussed as part of the market harmonisation.