Overview
CDN and CDR Transactions under WA Electricity Metering Code

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Customer and site detail process

Four main types of transactions (Business Document):

Transaction	Description	Sender
Customer Details Request (CDR)	A request sent by Network Operator to User, if they reasonably believe customer details have not been previously provided by User or the information is incorrect.	Network Operator
Customer Details Notification (CDN)	To provide Network Operator with customer details and customer attributes specified in the Metering Code. Includes providing Network Operator with life support information. Notification to be provided when User becomes aware of a change in the data.	User
Site Access Notification (SAN)	To provide Network Operator with information in relation to any access issues or hazards. Notification to be provided when User becomes aware of a change in the data.	User
Site Address Notification (SADD)	To request Network Operator to change the site address recorded by Network Operator in Standing Data. Notification to be provided when User becomes aware of a change in the data.	User

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Generic notification process flow

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Customer Details Request (CDR)

- A CDR is only to be used by Network Operator when they reasonably believe that User has not previously provided customer details or that the information is incorrect.
- Network Operator may only make **1 CDR per NMI in a day**.
- Network Operator must not send a CDR for a NMI, on the same day, following the transfer of a connection point.
- Network Operator must not use CDR transactions to obtain mass updates of information. The B2B Reconciliation Process must be used when mass updates of information are required.
- User **must provide a CDN within 2 business days of receiving the CDR** from Network Operator.
- User must not provide a Site Access or Site Address Notification in response to a CDR.

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Customer Details Notification (CDN)

- CDN is the main transaction used to provide Network Operator information on Customer Attributes – as required by the Metering Code.
- User must send a CDN:
  i. At completion of a transfer; or
  ii. For a new connection where the customer details and access requirements are assigned to the new NMI; or
  iii. When the customer moves out or moves in; or
  iv. Upon receipt of routine updates provided by an existing customer.

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Customer Details Notification (CDN)

- CDN is also used to notify Network Operator of sites with life support requirements.
- User must provide Network Operator with a CDN **within 1 business day after becoming aware of any change in Customer Attributes** – as required by the Metering Code. E.g. following a customer transfer, move in/out or new connection.
- Where a site is vacant, User must send a CDN containing:
  i. *NMI*
  ii. *LastModifiedDateTime*
  iii. *MovementType* = “Site Vacant”
  iv. *SensitiveLoad* = “None”
- If a customer changes retailer – the new retailer must send a CDN. The old retailer must not send a CDN.

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Site Access Notifications (SAN)

- SAN is used to provide Network Operator with information in relation to any access issues or hazards.
- User must describe the hazard in full, without abbreviations, in the SAN.
- Network Operator will provide a hazard code, as listed below, in the standing data notification provided to User.

Hazard Codes

Code	Description
AH	Watch Above Head
BD	Beware of dogs
BT	Beware of trains
BW	Barbed Wire Fence
EF	Electric fence
SH	General hazard
SS	Slippery Surface
TH	Toot horn

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Site Address Notifications (SADD)

- SADD is used to request Network Operator to change the site address recorded by Network Operator in Standing Data.
- Network Operator must provide a Business Accept/Reject notice to User within 15 business days of receiving a SADD from User.
- Network Operator may:
  i. Accept the change and update the information in Standing Data; or
  ii. Reject the change – if it reasonably believes the information recorded in Standing Data is correct.

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Common Business Rules: Notifications

- User must send the relevant notification whenever we become aware of customer and site detail changes.
- User must only send a single daily notification of each type (where relevant) in relation to a NMI covering all changes.
- Notifications sent in response to a CDR may be sent individually or included (bundled) with other notification transactions.
- A notification transaction must contain a full set of information – not just data that has changed.
- User must only send updates where the customer or User initiated changes to the data, i.e. User must not send updates based on information received from Network Operator or Standing Data.
- If Network Operator does not accept the information provided by User, WP must send a Business Acceptance/Rejection message with an appropriate Event Code and details why User's notification and data is being rejected

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Common Business Rules: Notifications

- The details provided in a CDN, SAN and SADD must be the current details at the date and time that the notification, was generated. This date may be historical in certain situations.
- Network Operator should use the date the transaction was generated as the effective date for the change of details and not the last modified date and time.
- A Service Order Request does not replace the need to also send the relevant notification transaction(s).
  i. E.g. a re-energisation Service Order Request, which includes a hazard detail, does not replace the Site Access Notification that would advise the same information.
  ii. The information in the *Service Order Request* is treated as only pertinent to the work requested, the details in the Site Access Notification is treated as the official update.

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Transaction Data: Format & Structure

User and Network Operator must ensure the relevant transaction data structure and format complies with the following tables.

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Transaction Data – CDR

Field	Format	Usage: Customer Details Request	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	*NMI Checksum* (as used by MSATS).
Reason	VARCHAR(40)	M	Allowed values Returned Mail Missing Customer Details Confirm Life Support Other (explanation in *SpecialNotes*) Notes regarding the allowed values "Returned Mail" means the DNSP has received returned mail with the current *PostalAddress* held by the DNSP. "Missing Customer Details" means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in or transfer has occurred). "Confirm Life Support" means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not. "Other" means other reasons to the specified ones. If this Code is use, the DNSP must provide the details of the reason in the in *SpecialNotes* field.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the DNSP wishes to convey to the Retailer. Mandatory if Reason is "Other".

Key to Usage

M = Mandatory (must be provided in all situations).
R = Required (if this information is available or has changed).
O = Optional (may be provided).
N = Not relevant (not to be provided).

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Transaction Data – CDN

Field	Format	Usage: Customer Details Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
CustomerName	PERSONNAME	M/N	Mandatory where *BusinessName* is blank. Not Required where the site is vacant (refer 2.2.4.d).
BusinessName	BUSINESSNAME		Mandatory where the *CustomerName* is blank. Not Required where the site is vacant (refer 2.2.4.d).
BusinessContactName	PERSONNAME	O	Where there are several contact types for a business (billing contact, outage contact), the Retailer must use reasonable endeavours to transmit the appropriate contact for the purpose of contacting the customer for supply related issues. Only one *BusinessContactName* must be supplied. Not Required where the site is vacant (refer 2.2.4.d).
PostalAddress	ADDRESS (UNSTRUCTURED)	M/N	Postal address for the customer (for outage notification purposes). An aseXML compliant ~~structured address or~~ unstructured address must be provided. The data provided must be the one considered by the Retailer to be the one most suitable for use as a postal address for contacting the customer. Where there is a conflict, provide the Outage address and not the self-read address. The Mandatory fields must be provided except where a site is vacant (refer 2.2.4.d), where they are not required.
DeliveryPoint Identifier	NUMERIC (8)	R	The DPID for the *PostalAddress*. Defines the delivery point identifier as per Australian Standard AS4590. Not Required where the site is vacant (refer 2.2.4.d).

Key to Usage

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Transaction Data – CDN (Cont'd)

Field	Format	Usage: Customer Details Notification	Definition/Comments
SensitiveLoad	VARCHAR(20)	M	This field indicates if there are economic, health or safety issues with loss of supply of the Connection Point. Allowed Values Life Support Sensitive Load None The value 'None' field must be provided where the site is vacant (refer 2.2.4.d). The value 'Life Support' is as defined by the relevant jurisdictional instrument. The value 'Sensitive Load' is used to indicate that the Retailer reasonably believes there are economic, health or safety issues with loss of supply of the Connection Point, other than Life Support ones. Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided.
PhoneNumber1	TELEPHONE	R	The appropriate phone number for outage notification. The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues. Not Required where the site is vacant (refer 2.2.4.d).
PhoneNumber2	TELEPHONE	R	The appropriate phone number for outage notification. The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues. Not Required where the site is vacant (refer 2.2.4.d).

Key to Usage

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Transaction Data – CDN (Cont'd)

Field	Format	Usage: Customer Details Notification	Definition/Comments
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes Site Vacant, Move In, or Update Allowed CustomerDetailsReconciliation Code Reconciliation
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.
RebateCode	VARCHAR(20)	N	Allowed Codes → Pension Card → Health Care Card → Health Benefit Card → Veteran Affairs Card Not Required where the site is vacant (refer 2.2.4.d).
PensionHealthCardNumber	VARCHAR(10)	N	Nine numeric and one alpha unique identifier issued by Department Social Security or Department Veterans Affairs Not Required where the site is vacant (refer 2.2.4.d).
FromDate	DATE	N	Effective date at which card is valid. Not Required where the site is vacant (refer 2.2.4.d).
ToDate	DATE	N	Date at which card expires. Mandatory for Health Care Cards only. Not Required where the site is vacant (refer 2.2.4.d).

Key to Usage

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Transaction Data – SAN

Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
AccessDetails	VARCHAR(160)	M	If the customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer reports no access requirements", or <Description of access requirement>
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. Standard values One or more of the following standard values should be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Not Known To Retailer Any other hazards should be fully described, without using abbreviations.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.

Key to Usage

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O = Optional (may be provided).
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Transaction Data – SADD

Field	Format	Usage: Site Address Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
SiteAddress	ADDRESS	M	An aseXML compliant structured address is required, otherwise an unstructured address must be provided. Refer *Technical Guidelines for B2B Process Specifications.*
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.
DeliveryPointIdentifier	NUMERIC (8)	R	Defines the delivery point identifier as per Australian Standard AS4590- 1999.
CustomerType	VARCHAR (1)	M	Although mandatory, this attribute is not used in WA. Populate with any one of the allowed values, namely: - Industrial - Commercial - Residential - Farm - Lighting

Key to Usage

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N	=	Not relevant (not to be provided).

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Transaction Data – Business Accept/Reject

- Data fields to be included in a (Business Acceptance/Rejection) Business Signal for a rejection

- Where the Event Code is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the Business Acceptance/Rejection in accordance with the aseXML Guidelines.

Field	Structure	Occurs	Comments
EventCode	EVENTCODE	M	A code to indicate the reason for the rejection. Applicable Events are defined below (4.5.2).
KeyInfo	VARCHAR(10)	M	The *NMI* of the transaction being rejected.
Context	EVENTCONTEXT	O	The Data Element in the received Business Document (eg. *HazardDescription*) that causes the Event.
Explanation	UNLIMITED VARCHAR	M/O	An explanation of the event. Must be provided where the Business Event requires an *Explanation*.

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Transaction Data – Business Accept/Reject

- The following table identifies the Events that can arise to this process and the relevant Business Signals to which they relate.

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	Document Reference or Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Medical Certificate not received in time	Yes	Error	Only used in SA.
SiteAccessNotification	*BusinessAcceptance/ Rejection*				
SiteAddressNotification	*BusinessAcceptance/ Rejection*	Address identical to address held by DNSP	No	Information	2.2.6
		Address not accepted. MSATS correct.	No	Error	2.2.6
		Address not accepted. MSATS to be updated.	No	Error	2.2.6
All Notifications	*BusinessAcceptance/ Rejection*	Not Current FRMP	No	Error	
All	*All*	Accept.	No	Information	Standard aseXML Code
		Data missing. Details provided in *Explanation.*	Yes	Error	Standard aseXML Code
		Recipient is not responsible for the supplied NMI.	Yes	Error	
		Invalid data. Details provided in *Explanation.*	Yes	Error	Standard aseXML Code

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References

- **Electricity Industry (Metering) Code 2012:**
  - https://www.legislation.wa.gov.au/legislation/Electricity-Industry-(Metering)-Code-2012

- **WA B2B Procedure – Customer and Site Details Notification:**
  - https://westernpower.com.au/media/1931/wa-b2b-procedures-customer-and-site-details-process.pdf

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