GAS MARKET ISSUE (GMI)

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

Issue Number	~~[text]~~IN011-20		
Version #	1		
Impacted Jurisdiction(s)	NSW, Qld, SA, Vic		
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.**	Friday, 22 November 2019
Short Issue Title	~~Gas CDN LSN Transactions~~Gas CDN Transactions		
Other key contact information	[text]		

Commented [MR1]: Another GMI will be needed for implementation of LSN within the gas industry.

Commented [DM2]: #1 AEMO prelim feedback – See comment #4. Tile needs to change. Ref to LS need to be removed

VERSION #	PRESENTED TO	DATE
1	AEMO	1 Nov 2019

GAS MARKET ISSUE – DETAILED REPORT SECTION

1. DESCRIPTION OF ISSUE

This proposal is to update the procedural process specified in the various Gas Market Retail Procedures ~~to align it to the correct ASWG process~~ used by industry for sharing customer details.

Commented [DM3]: #2.1 AEMO preliminary feedback – The VIC, QLD, NSW.ACT and SA Retail Market Procedures don't include any provisions regarding Customer Contact Details. The Technical Protocol however includes provisions about providing CDN under the Distribution Access Arrangements (for VIC and QLD) (or the NERR (for SA).
It only includes CDN, not CDR.

#2.2 - Query this reference to align with correct ASWG. The ASWG is only a technical work group. The only approve the aseXML schema. They have nothing to do with the actual business process

Commented [DM4]: #3 - AEMO preliminary feedback – See #2.1

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2. REFERENCE DOCUMENTATION

Procedure References:

Jurisdiction	Reference

GIP/Specification Pack Reference

Jurisdiction	Reference
VIC and QLD	Participant Build Pack 3: System Interface Definitions – Section 4.6
NSW/ACT	Participant Build Pack 5: NSW-ACT Specific Build Pack – Section 5.12
SA	Specification Pack - FRC B2B System Interface Definitions - Section 4.6

Other Reference

N/A

3. PRIORITISATION AND TIMELINES

This proposal supports the obligations for Gas Networks to manage customer details, including luife support information.

4. SPECIFIC PROPOSAL

Amend the Gas industry documents~~Buildpack ??~~ to incorporate the Customer Details Notification and Customer Details request (CDN/CDR) transactions ~~and LSN/LSR~~, per details below

Commented [DM5]: #4 AEMO prelim feedback: Other than pointing out the obvious that this section needs more than just a sentence, suggest reference LS transactions is removed from the scope of this GMI as LS transactions is part of the IN003-20 (Gas Life Support and adopt R38). This PPC is due to be published in mid Jan.

5. IMPACTS OF CHANGE

This change requires each gas market to update their schema to the latest schema version.

Commented [DM6]: #5.1 AEMO prelim feedback. Noting ref #4 comment that LS transaction not in the scope of this GMI

#5.2 AEMO prelim feedback. - In terms of CDN the gas markets (including WA) doesn't need to take up the latest schema. The aseXML schema that operators today has the CDN transaction (VIC, QLD and SA are on r29), (NSW/AT are on r34) and (WA are on r13) .

In terms of CDR the NSW/ACT, VIC, SA and QLD gas markets doesn't need to take up the latest schema. Because CDR only came in at r14 means WA would need to move to at least r14 for the CDR to be operational

6. LIKELY BENEFITS

Regulatory obligations in managing customer data and Life Support registrations require effective, efficient and auditable transaction trails for all parties to manage these requirements.

7. IMPACT OF ISSUE NOT PROCEEDING

Retailers and Networks risk not managing Life Support registrations correctly and the CDN/CDR process allows networks to automatically check customer details with the relevant retailer.

8. SUPPORTING DOCUMENTATION

See attached.

CDN/ CDR TRANSACTION GROUP

1. TRANSACTIONS

Key to Usage

Field Usage will be

M = Mandatory (must be provided in all situations).
O = Optional (may be provided).

Participant obligation to provide data may also extend to

~~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).~~

Commented [DM7]: #10 AEMO prelim feedback. These Key to Usage is not the standard used in gas. AEMO recommends using the standard, which is Mandatory/Optional attribute used to indicate whether the data element must or may be present in the transaction. In some
cases, the data element Usage column specifies the context in which the data element can
be considered mandatory or optional. The other lable is N/R is not required inside the transaction, they are here only due to the fact that some of aseXML transactions defined for electrical industry.

1.1. CustomerDetailsRequest Data

Data Requirements for CustomerDetailsRequest

Field	Format	Use	Definition/Comments
MIRN	CHAR(10)	M	*MIRN*.
MIRNChecksum	CHAR(1)	O	*MIRN* Checksum.

Commented [DM8]: #6 AEMO prelim feedback. CDR is not used in any gas jurisdiction so this is new. It was first introduced in aseXML schema version r14 as noted in #5.2 feedback. . It will require east coast Retailers and Distributor to modify their system. AEMO would need to add this transaction to the certification responder.

One difference to note for NSW/ACT, for r32 Reason element underlying type (RequestReason) became an enumerated list. So long as the values are unchanged the transaction impact is only going to be the transaction version tag element changed to 32 if used

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Reason	VARCHAR(40)	M	Allowed values Returned Mail Missing Customer Details Confirm Life Support No response to rejected CDN Transfer Complete, no CDN Received New Connection, no CDN Received Data Quality Issue Other Rec – confirm no SensitiveLoad (Reconciliation only) (obsolete, no longer used for CDR) Notes regarding the allowed values "Returned Mail" means the DNSP~~/MC/MPB~~ has received returned mail with the current *PostalAddress* held by the DNSP/~~ MC/MPB~~. "Missing Customer Details" means the DNSP~~/ MC/MPB~~ reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in has occurred). "Confirm Life Support" means the DNSP ~~MC/MPB~~ requires confirmation of whether the Connection Point has a Life Support requirement or not. Only to be used if agreed between parties. Life support should be confirmed between a Retailer and DNSP using the LifeSupportRequest process in 4.6. "No response to rejected CDN" means that a DNSP/ MC/MPB has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received. "Transfer Complete, no CDN Received" means a transfer has completed for the MIRN and the DNSP/ MC/MPB believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the MIRN and the DNSP/ MC/MPB believes a CDN has not yet been received within the allowed timeframe. The DNSP/ MC/MPB must provide which specific data they are querying in the *SpecialNotes* field. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP~~/ MC/MPB~~ must provide which specific data they are querying in the *SpecialNotes* field. "Other" must only be used for scenarios not covered by the specified allowed values. The DNSP/ MC/MPB must provide the details of the reason in the *SpecialNotes* field. "Rec - confirm no SensitiveLoad" means the DNSP~~/~~ has a MIRN is flagged for Life Support, but it was not included in the CustomerDetailsReconciliation transaction(s) provided by the Retailer.
Speci	VARCHAR(240)	O / M	Any additional information the Recipient wishes to convey to the Initiator. Mandatory if Reason is "Other" or "Data Quality Issue".

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Field	Format	Use	Definition/Comments
alNotes			

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1.2. CustomerDetailsNotification Data

Data Requirements for CustomerDetailsNotification

Field	Format	Use	Definition/Comments
MIRN	CHAR (10)	M	*MIRN.*
MIRNChecksum	CHAR (1)	O	*MIRN* Checksum.

Commented [DM9]: #7 AEMO prelim feedback.
The CDN in gas is only using the CSV content field (click here to view VIC build pack - see section 4.6) in the transaction rather than the pure XML, according to the notes in the schema file.

So, one implementation question that goes along with this. If you are going to implement CDR, then would the change also switch the market from using the CSV field of CDN to be more proper like Electricity? Obviously that is extra work for implementers

This proposal needs to substantiate why the gas retail markets would want to move away from a CSV file.

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CustomerName	PERSONNAME	M/N	Mandatory if *BusinessName* is blank. Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Not required where the Site is

Field	Format	Use	Definition/Comments
			vacant.

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BusinessName	BUSINESSNAME	M/N	Mandatory where the *CustomerName* is blank. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
BusinessContactName	PERSONNAME	R	Must be the name of the

			person who is the contact for the management of outages and supply issues for each *connection point*. Only one *BusinessContact Name* can be supplied. Not required where the Site is vacant.

PostalAddress	ADDRESS	M/N	Must be the Customer's postal address for outage notifications. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is

Field	Format	Use	Definition/Comments
			vacant.
DeliveryPointIdentifier	NUMERIC (8)	O(R))	The DPID for the *Postal Address* as per *Australian Standard* AS4590. Not Required where the Site is vacant.

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PhoneNumber1	TELEPHONE	OR)	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for

Field	Format	Use	Definition/Comments
			supply issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.

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PhoneNumber2	TELEPHONE	O(R)	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for

Field	Format	Use	Definition/Comments
			supply issues, the number is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.

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EmailAddress	VARCHAR(100)	OR~~R/N~~	Must be the email address of the person who is the contact for the management of outages and supply issues for each connection point. Where the Initiator has obtained an email address for the purposes of contacting the Customer

Field	Format	Use	Definition/Comments
			for supply issues, the email address is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.

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SensitiveLoad	VARCHAR(20)	M	This field indicates whether or not there are economic, health or safety issues with loss of *supply* of the *connection point*. Allowed Values • ~~LifeSupport~~ • SensitiveLo

Commented [MR10]: Assumes LSN used

			a d • N o n e The value 'Life Support' applies to the customer at the Connection Point, where a customer relies on the life support equipment. The LifeSupportNotification is to be used for registration/update and deregistration of life support. The value 'Sensitive

			Load' is used to indicate that the Initiator reasonably believes there are economic, health or safety issues with loss of supply to the Connection Point, other than Life Support. Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support

Field	Format	Use	Definition/Comments
			value must be provided. 'None' also applicable if the Site is vacant.

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MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotificationCodes • Site Vacant • Update Allowed Customer Details Reconciliation Code • Reconciliati

Field	Format	Use	Definition/Comments
			on
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

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~~1.3. LifeSupportNotification Data~~

Commented [DM11]: #8 AEMO prelim feedback. See ref #4 comment.

~~Data Requirements for LifeSupportNotification~~

~~Field~~	~~Format~~	~~Use~~	~~Definition/Comments~~
~~*MIRN*~~	~~CHAR(10)~~	~~M~~	~~*MIRN.*~~
~~*MIRNChecksum*~~	~~CHAR(1)~~	~~O~~	~~MIRN Checksum.~~
~~*SiteAddress*~~	~~ADDRESS~~	~~O~~	~~Site Address.~~ ~~Refer to B2B Procedure:Technical Delivery Specification.~~
~~*Reason*~~	~~VARCHAR (14)~~	~~M~~	~~Allowable Values:~~ ~~• Update~~ ~~• Reconciliation~~
~~*RegistrationOwner*~~	~~YESNO~~	~~M/N~~	~~Value of YES must be used, where the Initiator of the LifeSupportNotification is the Life Support registration process owner.~~ ~~Not required where *LifeSupportStatus* is None.~~

~~*LifeSupportStatus*~~	~~VARCHAR (50)~~	~~M~~	~~Allowable Values:~~ ~~• Registered – No Medical Confirmation~~ ~~• Registered - Medical Confirmation~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered – Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~ ~~Notes regarding the allowable values~~ ~~"Registered - No Medical Confirmation" means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise but have not yet provided medical confirmation to the Retailer or Distributor notified.~~ ~~"Registered - Medical Confirmation" means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise and the Retailer/Distributor notified has received medical confirmation from the customer.~~ ~~"Deregistered - No Medical Confirmation" means the Retailer/Distributor who was initially notified of the life support equipment has attempted to gain medical confirmation from the customer, but the customer has not obliged. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise with the customer as per the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC) and the customer did not provide medical confirmation during the deregistration process.~~ ~~"Deregistered – Customer Advice" means a customer has advised the Retailer/Distributor that the person who required life support equipment has vacated the premises or no longer requires the life support equipment. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC).~~ ~~"Deregistered - No Customer Response" means, where a Distributor has registered a customer's premises on the advice of the Retailer, the Distributor has commenced deregistration of the premises when it becomes aware that the customer has transferred to a new Retailer. The Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise as per the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC).~~

~~Field~~	~~Format~~	~~Use~~	~~Definition/Comments~~
			~~"None" means that the premises doesn't have a current Life Support requirement.~~
~~*DateRequired*~~	~~DATE~~	~~M/N~~	~~For a registration of Life Support, this date will be the date Life Support protections commence at the premises. For additional information, refer to clause 4.5(b).~~ ~~For a deregistration of Life Support, this date will be the date Life Support protection ceases to be provided at the premises.~~ ~~For response to a Life Support Request, this will be the effective date of the Life Support registration in the participants system.~~ ~~Not required when *LifeSupportStatus* is None.~~
~~*LSEquipment*~~	~~VARCHAR(50)~~	~~R/N~~	~~Allowable values:~~ ~~• Oxygen Concentrator~~ ~~• Intermittent Peritoneal Dialysis Machine~~ ~~• Kidney Dialysis Machine~~ ~~• Chronic Positive Airways Pressure Respirator~~ ~~• Crigler Najjar Syndrome Phototherapy Equipment~~ ~~• Ventilator For Life Support~~ ~~• Other~~ ~~'Other' means an equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support and is not already listed above.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~ ~~Note: Where more than one allowable value is required, select one of the allowable values and provide the additional allowable value in the *SpecialNotes* field.~~

~~Field~~	~~Format~~	~~Use~~	~~Definition/Comments~~
~~*LSContactName*~~	~~PERSONNAME~~	~~R/N~~	~~Must be the name of the person who is the contact for the management of Life Support requirements.~~ ~~Refer to B2B Procedure:Technical Delivery Specification.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~
~~*LSPostalAddress*~~	~~ADDRESS~~	~~R/N~~	~~Must be the Customer's postal address for Life Support requirements.~~ ~~Refer to B2B Procedure:Technical Delivery Specification.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~
~~*LSPhoneNumber1*~~	~~TELEPHONE~~	~~R/N~~	~~Must be the phone number of the person who is the contact for the management of Life Support requirements.~~ ~~Refer to B2B Procedure:Technical Delivery Specification.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~

~~Field~~	~~Format~~	~~Use~~	~~Definition/Comments~~
~~*LSPhoneNumber2*~~	~~TELEPHONE~~	~~R/N~~	~~Must be the phone number of the person who is the contact for the management of Life Support requirements.~~ ~~Refer to B2B Procedure:Technical Delivery Specification.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~
~~*LSContactEmailAddress*~~	~~VARCHAR(100)~~	~~R/N~~	~~Must be the email address of the person who is the contact for the management of Life Support requirements where the initiator has obtained Explicit Informed Consent for the use of the email address.~~ ~~Not required when *LifeSupportStatus* is~~ ~~• Deregistered - No Medical Confirmation~~ ~~• Deregistered - Customer Advice~~ ~~• Deregistered - No Customer Response~~ ~~• None~~
~~*PreferredContactMethod*~~	~~VARCHAR (20)~~	~~O~~	~~Allowable values:~~ ~~• Postal Address~~ ~~• Site Address~~ ~~• Email Adress~~ ~~• Phone~~
~~*SpecialNotes*~~	~~VARCHAR (240)~~	~~O/M~~	~~Any additional information the Initiator wishes to convey to the Recipient.~~ ~~Mandatory when *LSEquipment* is Other.~~
~~*LastModifiedDateTime*~~	~~DATETIME~~	~~M~~	~~Date and time that the record was updated in the Initiator's system.~~

~~1.4. LifeSupportRequest Data~~

Commented [DM12]: #9 AEMO prelim feedback. See ref #4 comment

~~Table 10: Data Requirements for LifeSupportRequest~~

~~Field~~	~~Format~~	~~Use~~	~~Definition/Comments~~
~~*MIRN*~~	~~CHAR(10)~~	~~M~~	~~*MIRN.*~~
~~*MIRNChecksum*~~	~~CHAR(1)~~	~~O~~	~~MIRN Checksum.~~
~~*Reason*~~	~~VARCHAR (30)~~	~~M~~	~~Allowed Values~~ ~~• Confirm Life Support~~ ~~• Data Quality Issue~~ ~~• No response to rejected LSN~~ ~~• Other~~ ~~Notes regarding the allowed values~~ ~~"Confirm Life Support" means the Retailer or DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not.~~ ~~"Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The Retailer or DNSP must provide which specific data they are querying in the *SpecialNotes* field.~~ ~~"No response to rejected LSN" means that a Retailer or DNSP has rejected a previous LSN where it was reasonably expected the Retailer or DNSP would send through a new LSN with updated/corrected information, which has not yet been received.~~ ~~"Other" must only be used for scenarios not covered by the specified allowed values. The Retailer or DNSP must provide the details of the reason in the *SpecialNotes* field.~~
~~*SpecialNotes*~~	~~VARCHAR(240)~~	~~O/M~~	~~Any additional information the Intitator wishes to convey to the Recipient.~~ ~~Mandatory if Reason is "Other".~~