GAS MARKET ISSUE (GMI)

Summary Section

Issue Number	IN003/02W		
Version #	3.0		
Impacted Jurisdiction(s)	Western Australia		
Proponent	Joe Sanches	**Company**	ATCO Gas
Proponent e-mail	Joe.Sanches@atco.com	**Proponent phone #**	0417 030 319
Affected Gas Market(s)	• Retail	**Date lodged with AEMO.**	28 November 2019.
Short Issue Title	Customer Contact Details Process for WA Gas		

Other key contact information	grcf@aemo.com.au

VERSION #	PRESENTED TO	DATE
1.0	GRCF	28 November 2019
2.0	GRCF	21 January 2020
3.0	GRCF	15 May 2020

GAS MARKET ISSUE – DETAILED REPORT SECTION

1. DESCRIPTION OF ISSUE

ATCO Gas and AGL have proposed that the WA gas retail market adopt the CustomerDetailsNotification (CDN) and CustomerDetailsRequest (CDR) transactions in aseXML schema version r38.

These transactions were enhanced in February 2019 as part of the east coast electricity life support (LS) program of work, which included adopting the r38 version of the aseXML schema. As a result of consultation IN003/20 (Gas Life Support), it is likely that east coast retail gas markets will transition to schema version r38 in Q4 2021, and this offers an opportunity for the WA gas retail market to integrate into that program of work. (Please note that the Gas Life Support process only applies to the east coast retail market).

It is also worth noting that the lack of a CDR transaction means that a gas distribution business cannot easily query a gas retailer to check customer details, which results in manual requests for information and in spreadsheets' being shared between businesses. Gas Distributors are responsible for undertaking works including reconnections, planned and unplanned interruptions, and meter replacement works. These works generally require the network to communicate with customers and frequently the network is unsure of the details they have or wishes to recheck those details. This frequently results in network asking retailers to manually produce customer information and re-send it to them to support communications to customers. In particular, this becomes a substantial burden when dealing with unplanned outages and very short time frames.

2. REFERENCE DOCUMENTATION

2.1. Technical Protocol (TP) documentation

Attachment B provides a detailed summary of the changes to each of the TP documents. Note : Only Ref #1 (Participant Build Pack 3 – B2B Interface Definitions) has been prepared showing the marked up changes (See Attachment B).

2.2. Schema Release documentations

Click here to view the index of Schema Releases from r28 to r38 inclusive.

3. PRIORITISATION AND TIMELINES

This proposal supports the obligations for ATCO Gas to manage customer details.

If this proposal is supported, the most cost effective and efficient means to implement the changes set out in the GMI would be to include the change in the east coast gas life support program of work, which currently under consultation (see consultation IN003/20. Click here to view the gas LS consultation).

4. SPECIFIC PROPOSAL

This proposal involves updating gas business processes, IT systems and the underpinning technical procedures. Having these enhanced CDN and CDR characteristics will strengthen integrity of customer information transmission.

This GMI proposes the following changes to WA gas retail market systems:

1. Replace the existing version of the CDN transaction with an aseXML-payload version that does not contain the CSV file format.

2. Add the Customer Details Request (CDR) transaction to the suit of aseXML transactions used in the WA gas retail market, allowing the Distributor to request confirmation of customer information from the User.
3. Schema upgrade to schema version r38.

It is envisaged that the above should allow clear traceability of information set to networks and clear matching of CDR requests and therefore improved traceability of process.

5. IMPACTS OF CHANGE

This change requires the WA gas retail market to include the transaction in the gas build pack and each participant to build the relevant transactions. See Attachment A for a summary of the changes.

6. LIKELY BENEFITS

The benefits noted by ATCO in IN003/20W GMI v2.0 are also echoed by east coast gas distributors, namely that inadequate customer information may hinder its ability to manage their regulatory obligations and compliance with various Rules.

Gas Distribution Businesses have identified that they currently have poor customer details and the introduction of the CDN/CDR will substantially improve Distribution customer information.

Further, when the Distributors are issuing planned outage notices for works (e.g. meter replacement) or managing accidental outages, there is often a need to have the retailer generate updated details manually, which may not occur in a timely manner for accidental outages.

The proposed change is similar to the current east-coast arrangement except that the information for each MIRN is sent in an individual transaction by the FRO Retailer to the Distributor each night when the account is created or when some aspect of those details change (e,g, phone number). The CDN is one directional, from FRO Retailer to Distributor.

Equally, if the Distributor wishes to check or query the customer details for a MIRN, the Distributor can send the Retailer an aseXML Customer Details Request (CDR) which will automatically be replied to with a CDN. The CDR transaction is single directional from Distributor to FRO Retailer.

Moving the process to an aseXML transactional process would ensure that the Distributor has received the latest information from the Retailer, and that the Distributor can transactionally request an update which can be fulfilled automatically, and often in a short time frame.

7. IMPACT OF ISSUE NOT PROCEEDING

If customers do not receive targeted and timely notifications of ATCO activities, customers may experience delays in gas supply restoration or supporting information, leading to a detrimental customer experience and complaints. ATCO may also potentially be at risk of non-compliance with the relevant rules and Gas Standards due to delays associated with out of date information.

8. SUPPORTING DOCUMENTATION

See attached.

ATTACHMENT A – TECHNICAL PROTOCL CHANGES

Ref#	Title of document and any notes.	Current Ver #	Summary of the change
1	AEMO Specification Pack - FRC B2B System Interface Definitions Marked up changes showing differences between current version. See attachment B.	4.6	1. Add a new section (4.8 – Customer Details Request (CDR) that contains: • General overview explaining the purpose of the transaction. • The specific fields within the transactions. • Details of when a field is required. 2. Modified section 4.6 (Amend Customer Details). The changes involve amending the file format from CSV to non-CSV. 3. Update Appendix A (Data Dictionary) to include the new CDR and CDN aseXML element names.
2	AEMO Specification Pack-Specification Pack Usage Guidelines Marked up changes showing differences between current version will be provided at the PPC stage if the proposal is agreed at the GMI stage.	8.1	1. Update the version number for the changed artefacts mentioned above. 2. Update the aseXML schema version to r38, to which participants will subscribe for WA gas retail market systems.

© AEMO 2020

ATTACHMENT B – DOCUMENTATION CHANGES (SEE SECTION 3)

A draft version of the WA TP showing tracked changes between the current and proposed versions is attached separately to this document. Comments that say "Updated for IN003-20W" signify the proposed changes for this proposal. The other marked up changes pertain to the east coast gas life support proposal (IN003/20) and do not affect the WA gas retail market.

© AEMO 2020