Attachment 3

ISSUE / CHANGE FORM – SUMMARY SECTION

(Template focuses on issue/change identification and impact.)

Issue Number (AEMO to complete)			
Version #			
Proponent Name	B2B Working Group	**Company**	
Proponent Title		**Proponent Contact No**	
Proponent email	b2bwg@aemo.com.au	**Date lodged with IEC**	12 August 2019
Procedures/Guidelines Impacted	☐ B2B Procedure Customer and Site Details Notification Process ☐ B2B Procedure Service Order Process ☐ B2B Procedure Meter Data Process ☒ B2B Procedure One Way Notification Process ☐ B2B Procedure Technical Delivery Specification ☐ NEM RoLR Processes Part B ☒ B2B Guide ☐ Other, please specify:		
Areas Impacted	(I.e. Section No.) Sections 4.1.2 and 4.2.3 of the B2B procedure One Way Notification process		
Short Description / Title	Add originating Service Order ID to MeterExchangeNotification (MXN) and MeterFaultAndIssueNotification (MFIN)		
Other key contact information			

VERSION #	PRESENTED TO	DATE

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	Currently the one-way notifications transactions used for informing parties of pending metering works (MXN or MFIN) do not allow for the original Service Order (SO) Id to be provided. This makes matching the request back to the original Service Order onerous. By including the original SO ID with the scheduling information contained within the MXN and MFIN, the initiator can more efficiently link the jobs. Note: • The Meter Exchange Notification (MXN) transaction is a pre-POC transaction that uses a CSV payload to contain one or more notifications for NMI's that are scheduled for a meter exchange. Fields within this payload are comma separated into a file-like structure. • The MFIN is a XML based transaction that is defined by an XML schema. • Each Meter exchange generates a MXN or MFIN from the Service Provider to the Retailer. There are approximate 85,000 meters installed per quarter with approximate 75% of these being a meter exchange supported by an MXN or MFIN.
2. Market Impact	Participants systems and processes will need to be modified to include or receive extra information. Where utilised, Recipients of the MXN (CSV) and MFIN (XML) will be able to match the scheduling information back to original Service Order request.
3. Requirements / Specific Proposal	Allow for the inclusion of Service Order Id in the Meter Exchange Notification (MXN) and the Meter Fault and Issues Notification (MFIN) market transactions so that recipients can more easily track Meter work requests.
4. Proposed Solution/s	(Must address the B2B Procedures) Add an optional field to the MXN (CSV) and MFIN (XML) One-way market transactions. This will require enhancements to the *B2B PROCEDURE ONE WAY NOTIFICATION PROCESS* procedure.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) This change is being requested under NER *7.17.4 Changing B2B Procedures.*
6. B2B communication benefits	(Must address B2B Principles) B2B Principles B2B Procedures should: • provide a uniform approach to B2B Communications in participating jurisdictions; • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications; • avoid unreasonable discrimination between B2B Parties; and • protect the confidentiality of commercially sensitive information.

	This change will result in efficient, effective and reliable B2B Communications as service orders and one way notifications can be linked and dealt with as one metering request with details provided from two sources.
7. Market benefits for industry as a whole	(Must address National Electricity Objective and/or National Energy Retail Objective requirements) NEO: the objective of this Law is to promote efficient investment in, and efficient operation and use of, electricity services for the long term interests of consumers of electricity with respect to: (a) price, quality, safety, reliability, and security of supply of electricity; and (b) the reliability, safety and security of the national electricity system. NERO: The objective of this Law is to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers of energy with respect to price, quality, safety, reliability and security of supply of energy. This change will reduce administration costs for Retailers as meter exchange notifications can be more easily correlated against service order requests. This will allow greater automations, better communications between retailers and service providers leading to reduced costs.
8. Customer benefits (consumers)	The change will reduce the time required for retailers to issue PIN notices to customers for upcoming metering works, reducing administration and allowing for better communications between retailers, service providers and customers leading to reduced costs.
9. Consequence/Impact of issue not proceeding	Inefficient processes will remain.
10. Workaround/s (if necessary)	
11. Supporting Documentation (attach if necessary)	Further to this ICF which captures the requirement to change the MXN and MFIN there is an additional issue related to the continued use of multiple market transactions for the same purpose. Participants are to be requested to provide guidance in dealing with this issue.
12. Any critical timelines to consider?	Implementation of this change should be at the first available opportunity. AEMO have advised that any changes would not be possible until Nov 2020.
13. IEC's preliminary assessment of the proposal	(This is to be left blank)

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {*Procedure Name*}
~~Red strikeout~~ means delete and
blue underline means insert

4.1.3 Meter Exchange Notification

(a) The Meter Exchange Notification is defined as;

(i) Message Type – OneWayNotification

(ii) Message Name – MXN

Table 5 Meter Exchange Notification CSV field values

Column	Field	Format	Use	Definition
Column1	RECORDINDICATOR	CHAR(1)	M	Indicates the type of record, "I" for information which is the column headings for the *CSVNotificationDetail* data, and "D" which is the data for the matching heading.
Column2	RECORDNUMBER	VARCHAR(5)	M	Unique record identifier containing an incrementing row number for each record in the *CSVNotificationDetail*
Column3	MESSAGENAME	CHAR(3)	M	The Message Name for Meter Exchange Notification, it is always "MXN".
Column4	VERSION	CHAR(1)	M	Identifies the version of the *CSVNotificationDetail* content. For MXN this is "2".
Column5	NMI	CHAR(10)	M	*NMI* where the *meter* exchange is planned to occur.
Column6	NMICHECKSUM	CHAR(1)	M	*NMI* Checksum for the *NMI*.
Column7	METERSERIALNUMBER	VARCHAR(12)	O/N	Meter Serial ID Not Required if all current meters and devices are being exchanged
Column8	NOTBEFOREDATE	DATE(8)	O	The earliest date provided to the customer for the *meter* exchange. Format: YYYYMMDD
Column9	NOTAFTERDATE	DATE(8)	O	The latest date provided to the customer for the *meter* exchange. Format: YYYYMMDD
Column10	NOTICEDATE	DATE(8)	O	The date on the notice issued to the customer by the Initiator. Format: YYYYMMDD
Column11	STARTDATE	DATE(8)	O	The proposed start date of the Meter Exchange by the Initiator. Format YYYYMMDD
Column12	STARTTIME	VARCHAR(4)	O	The time the Meter Exchange is proposed for that NMI. Format HHMM

Column13	ENDDATE	DATE(8)	O	This can be used where the Initiator wants to advise the Recipient that they have a program of works which may go over an extended period. Format YYYYMMDD
Column14	DURATION	VARCHAR(5)	O	The duration of the Meter Exchange for that NMI Format HH:MM
Column15	*ServiceOrderID*	VARCHAR(15)	R	A defined reference, used for reference and tracking. Format must exactly match that used in the ServiceOrderRequest (including leading or trailing zeros and spaces).

(b) Example of I & D indicator records for MeterExchangeNotification:

I,RECORDNUMBER,MESSAGENAME,VERSION,NMI,NMICHECKSUM,METERSERIALNUMBER,NOTBEFOREDATE ,NOTAFTERDATE,NOTICEDATE,STARTDATE,STARTTIME,ENDDATE,DURATION, SERVICEORDERID

D,1,MXN,2,1234567890,1,87654,20171201,20171222,20171120,20171213,1030,20171213,01 00,8012345678

4.2.3 MeterFaultandIssueNotification Data

(a) The Initiator should use the allowable values provided where these are applicable to the *REASONFORNOTICE* and only use other where none of the standard texts apply.

(b) [Guidance Note 1 and Guidance Note 4] The Initiator may use this notification to notify the Recipient of a *metering installation* malfunction **or meter exchange**

Table 8 MeterFaultandIssueNotification field values

Field	Format	Use	Definition
NMI	CHAR(10)	M	*NMI* where the *meter* fault or issue has occurred.
NMIChecksu m	CHAR(1)	M	*NMI* Checksum for the *NMI.*
Date	DATE	M	The date of the *meter* fault or issue was identified by the Initiator.
StartDate	DATE	O	Can be used by the Initiator to inform the recipient of an intended exchange date if the Initiator is intending to offer an meter exchange service.
StartTime	TIME	O	Can be used by the Initiator to inform the recipient of the intended exchange time window if the Initiator is intending to offer an meter exchange service
EndDate	DATE	O	Can be used by the Initiator to inform the recipient of the end of the proposes exchange window if the Initiator is intending to offer an meter exchange service.
Duration	VARCHAR(5)	O	The duration of the Meter Exchange for that NMI Format HH:MM
SupplyOn	CHAR(1)	M	An indicator as to whether supply is available at the Site. Allowed values: • Yes • No

SupplyOff	CHAR (40)	M/N	An indicator to advise what method was used to de-energise the site. Allowed values: • Remove Fuse • Remote • Local Meter Disconnection • Pillar-Box Pit Or Pole-Top Mandatory when SUPPLYON value is No
MeterSerial Number	VARCHAR (12)	O	Meter Serial ID. This field repeats to allow the reporting of multiple Meters.
ServiceOrderID	**VARCHAR(15)**	**R**	**A defined reference, used for reference and tracking.** **Format must exactly match that used in the ServiceOrderRequest (including leading or trailing zeros and spaces).**
ReasonForNotice	*VARCHAR(50)*	*M*	*The reason for meter fault, issue, **or interruption*** *Allowed values:* *Meter Family Failure* *(Used when a meter family has been determined to no longer meet rule requirements/Australian Standards and must be replaced.)* *Accuracy Failure* *(Used when a meter has been determined to be inaccurate and requires replacement.)* *Timeswitch/Controlled Load Failure* *(Used when a timeswitch has failed and a Controlled Load is required.)* *Contactor Failure* *(Used when a load contactor has failed.)* *No Display* *(Used when a meters display is not operating correctly and the meter requires replacing.)* *Communication Failure* *(The MP/MDP can't communicate with a remotely read meter.)* *Meter Verification* *(Used where the DNSP has opened and resealed the meter seals and the Recipient may need to check the seals.)* *Malfunction* *(Used when the meter has malfunctioned and must be replaced.)* *Area Event* *(Used when an area has been affected by an event such as HV injection, fire, flood and the meter is likely to have failed.)* *Metrology Threshold Breach* *(Used when a customers' consumption has breached a jurisdictional or meter capacity level.)* *Meter Bypassed* *(Used where the meter has been bypassed enabling customers to remain on supply.)* *Physical Damage* *(Used where the meter has been physically damaged and no longer functioning.)* *Theft/Tampering* *(Used where theft of consumption has been identified and suspected tampering of meter.)* ***Meter Exchange Notice (for when the MFIN is used as a meter exchange notification)*** *Other*
Notes	VARCHAR (240)	M/O	Free text. Mandatory when *ReasonForNotice* Other is used.