NEM ROLR PROCESSES

PART A - MSATS PROCEDURE: ROLR PROCEDURES

PART B - B2B PROCEDURE:

PREPARED BY: AEMO MARKETS
VERSION: 1.4
EFFECTIVE DATE: 01 DECEMBER 2017
STATUS: DRAFT

Approved for distribution and use by:
APPROVED BY: PETER GEERS
TITLE: EXECUTIVE GENERAL MANAGER, MARKETS

SIGNED:
DATE: / / 2016
## VERSION RELEASE HISTORY

<table>
<thead>
<tr>
<th>VERSION</th>
<th>PUBLICATION DATE</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>V1.0</td>
<td>17 May 2010</td>
<td>Final Determination</td>
</tr>
<tr>
<td>V1.1</td>
<td>18 October 2010</td>
<td>Final Determination</td>
</tr>
<tr>
<td>V1.1a</td>
<td>24 November 2010</td>
<td>Final Determination</td>
</tr>
<tr>
<td>V1.2</td>
<td>14 February 2012</td>
<td>Final Determination</td>
</tr>
<tr>
<td>V1.3</td>
<td>12 August 2013</td>
<td>Final Determination</td>
</tr>
<tr>
<td>V1.4</td>
<td>01 December 2017</td>
<td>Updated Part A to capture changes related to National Electricity Amendment (Expanding competition in metering and related services) Rule 2015 No. 12 and National Electricity Amendment (Embedded Networks) Rule 2015 No. 15</td>
</tr>
</tbody>
</table>
TABLE OF CONTENTS

1. INTRODUCTION 6
   1.1 Purpose and Scope 6
   1.2 Definitions and Interpretation 6
   1.3 Related Documents 6

2. SUMMARY OF ROLR PROCESSES 6
   2.1 Preconditions 7

3. REPORTS 7

PART A - MSATS PROCEDURE ROLR PROCEDURES 11

4. GENERAL MSATS OBLIGATIONS 11
   4.1 Application 11
   4.2 General Obligations for MSATS Participants 11
   4.3 AEMO 11
   4.4 Failed Retailer 12

5. AEMO NOTIFIES ROLR KEY CONTACTS FOLLOWING ROLR EVENT 12
   5.1 AEMO Obligations 12
   5.2 RoLR Affected MSATS Participant Obligations 13

6. AEMO PRODUCES & DELIVERS SUMMARY ROLR REPORTS 13
   6.1 AEMO Obligations 13
   6.2 RoLR Affected MSATS Participants Obligations 13

7. AEMO PRODUCES & DELIVERS NMI LIST REPORTS 13
   7.1 AEMO Obligations 13
   7.2 RoLR Affected MSATS Participants' Obligations 14
   7.3 Timeframe Rules 14

8. AEMO CANCELS TRANSFERS IN PROGRESS TO THE FAILED RETAILER 14
   8.1 AEMO Obligations 14

9. AEMO CANCELS OTHER MSATS CHANGE REQUESTS IN PROGRESS INITIATED BY THE FAILED RETAILER 15
   9.1 AEMO Obligations 15

10. AEMO ACCELERATES TRANSFERS IN PROGRESS FROM THE FAILED RETAILER 15
    10.1 AEMO Obligations 15
    10.2 Timeframe Rules 16

11. AEMO CHANGES THE FRMP FOR SECOND TIER NMIS FROM THE FAILED RETAILER 16
    11.1 Conditions Precedent 16
    11.2 AEMO Obligations 16
    11.3 Timeframe Rules 18

12. AEMO CHANGES THE LR FOR SECOND TIER NMIS FROM THE FAILED RETAILER 19
    12.1 Conditions Precedent 19
    12.2 AEMO Obligations 19
    12.3 Timeframe Rules 20
13. **AEMO CHANGES FRMP AND LR ROLES FOR FIRST TIER NMIS FROM THE FAILED RETAILER AND COMPLETES OTHER ROLE CHANGES AS REQUIRED**

   13.1. Application
   13.2. Conditions Precedent
   13.3. AEMO Obligations
   13.4. Timeframe Rules

14. **AEMO PRODUCES PENDING TRANSFER REPORT AND ROC TRANSFER CONFIRMATION EMAIL FOR THE ROLR**

   14.1. AEMO Obligations
   14.2. RoLR Obligations

15. **MDP PROVIDES METERING DATA TO MSATS FOR ROLR EFFECTIVE TRANSFER DATE**

   15.1. Conditions Precedent
   15.2. MDP Obligations
   15.3. Related Part B Section

16. **AEMO CHANGES ROLR ROLE IN MSATS FROM THE FAILED RETAILER**

   16.1. AEMO Obligations

17. **AEMO CEASES ALL THE FAILED RETAILER’S ROLES AS OF ROLR EFFECTIVE TRANSFER DATE**

   17.1. Conditions Precedent
   17.2. AEMO Obligations

18. **PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION OF MSATS-RELATED DATA AND PREPARE A REPORT FOR AEMO**

   18.1. Conditions Precedent
   18.2. RoLR Event Affected MSATS Participants’ Obligations
   18.3. Related Part B Section

19. **AEMO CONDUCTS ROLR POST IMPLEMENTATION REVIEW**

   19.1. AEMO Obligations

**PART B - B2B PROCEDURE ROLR PROCESS**

101. **GENERAL B2B OBLIGATIONS**

   101.1. Application
   101.2. Application of this procedure
   101.3. General Obligations for Service Providers and RoLR Event Affected Participants as Applicable
   101.4. Suspended Retailer

102. **ROLR OBTAINS CUSTOMER & SITE DETAILS FOR NMIS FOR WHICH IT HAS BECOME FINANCIALLY RESPONSIBLE**

   102.1. Application
   102.2. Conditions Precedent
   102.3. Suspended Retailer/Insolvency Official Obligations
   102.4. LNSP Obligations
   102.5. Time Frame Rules

103. **MDP PROVIDES METERING READS FOR ROLR EFFECTIVE TRANSFER DATE**

   103.1. Application
103.2. Conditions Precedent
103.3. MDP Obligations
103.4. Time Frame Rules
103.5. Related Part A Clause

104. MANAGEMENT OF IN PROGRESS SERVICE ORDERS RAISED BY SUSPENDED RETAILER
104.1. Application
104.2. Conditions Precedent
104.3. Suspended Retailer Obligations
104.4. LNSP Obligations
104.5. RoLR Obligations
104.6. Time Frame Rules

105. PARTICIPANTS PERFORM A POST RoLR EVENT RECONCILIATION AND PREPARE A REPORT FOR AEMO
105.1. Application
105.2. Conditions Precedent
105.3. RoLR Event Affected MSATS Participants’ Obligations
105.4. Time Frame Rules
105.5. Related Part A Clause

APPENDIX 1. SPECIFICATIONS FOR RoLR REPORTS

TABLES
Table 8-A: Transfers In Progress to Failed Retailer in MSATS
Table 10-A: Transfers In Progress from Failed Retailer to be Accelerated
Table 11-A: Role Status of NEW - Change Request Status Notification Rules for RoLR CR Code
Table 11-B: Role Status of CURRENT - Change Request Status Notification Rules for RoLR CR Code
Table 11-C: Role Status of NEW - Change Request Status Notification Rules for RoLR CR Code
Table 11-D: Role Status of CURRENT - Change Request Status Notification Rules for RoLR CR Code
Table 12-A: Role Status of NEW - Change Request Status Notification Rules for 6401 CR Code
Table 12-B: Role Status of CURRENT - Change Request Status Notification Rules for 6401 CR Code
Table 13-A: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code
Table 13-B: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code
Table 13-C: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code
Table 13-D: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code
Table 16-A: Role Status of NEW - Change Request Status Notification Rules for BC00 CR Code
Table 16-B: Role Status of CURRENT - Change Request Status Notification Rules for BC00 CR Code
Table 18-A: Post RoLR Event Reconciliation Matrix – MSATS Related Data
Table 102-A: Customer and Site Details to Provide to RoLR
Table 105-A: Post RoLR Event Reconciliation Matrix – B2B Related Data

FIGURES
Figure 1  END TO END PROCESS MAP FOR RoLR TRANSITION PERIOD ........................................ 8
Figure 2  HIGH LEVEL RoLR PROCESS DIAGRAM ........................................................................ 9
Figure 3  HIGH LEVEL ROlr PROCESS TIMELINE ........................................................................ 10
1. INTRODUCTION

1.1 Purpose and Scope

These are the NEM RoLR Processes. As permitted by section 144 of the NERL, Part A of which is part of the MSATS Procedures made under clause 7.16.2 of the National Electricity Rules (NER), and Part B is part of the B2B Procedures made under clause 7.17 of the NER (Procedures).

These Procedures have effect only for the purposes set out in the NERL, and the NER. The NER and the National Electricity Law prevail over these Procedures to the extent of any inconsistency.

1.2 Definitions and Interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

(a) is incorporated into and forms part of these Procedures; and

(b) should be read with these Procedures.

1.3 Related Documents

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Market Procedures – Glossary and Framework</td>
<td>TBA</td>
</tr>
</tbody>
</table>

2. SUMMARY OF ROLR PROCESSES

(a) AEMO notifies RoLR Key Contacts that a RoLR Event has occurred, advises them who the AEMO key contacts are, any passwords they may require to access data provided by AEMO, the method of delivery of the report referred to in section 7.3, and which Market Customers are the RoLRs.

(b) AEMO provides summary and NMI reports to RoLR Event Affected MSATS Participants.

(c) Management of in progress Service Orders associated with the NMI the Failed Retailer was financially responsible for by the:

(i) Failed Retailer.

(ii) LNSP, or the ENM in the case of child connection points.

(iii) RoLR.

(d) Cancellation of in progress End User transfers to the Failed Retailer, as applicable, and notifications to affected MSATS Participants.

(e) Acceleration of in progress End User transfers from the Failed Retailer, as applicable, and notifications to affected MSATS Participants.

(f) Provision of End User details to the RoLR by the Failed Retailer.

(g) Provision of End User details to the RoLR by the LNSP or the ENM in the case of child connection points.

(h) Transfers of Failed Retailer NMI to the RoLR.

(i) Change of LR from the Failed Retailer to the RoLR in cases where the Failed Retailer was also acting in the Role of a LR.

(j) Provision of metering data (Substituted or actual) to AEMO for settlement and Market Participants that are entitled to receive it, such that Substituted or actual metering data is
provided that aligns with the RoLR Effective Transfer Date. The Market Participants that are entitled to receive the metering data are the:

(i) Failed Retailer (old FRMP) and the RoLR (New FRMP) (if the Failed Retailer was the FRMP).
(ii) Failed Retailer (old LR) and New LR (if the Failed Retailer was the LR).
(iii) Current LR (if the Failed Retailer was the FRMP and not the LR).
(iv) Current FRMP (if the Failed Retailer was the LR and not the FRMP).
(v) LNSP or the ENM in the case of child connection points.

(k) Update of Roles so that the Failed Retailer can no longer be associated with any NMI in MSATS in the Role of FRMP, LR, or RoLR from or after the RoLR Effective Transfer Date, if the Failed Retailer is no longer able to operate in all Jurisdictions.

Note: This procedure does not restrict the Failed Retailer from being able to update information about NMIs for which it had a relationship with prior to the date of the RoLR Event, but updates can only be made effective for dates up to the day prior to the RoLR Effective Transfer Date.

(l) Change to a Backup RoLR.

(m) Post RoLR Event reconciliation of data:
   (i) MSATS NMI data with MSATS Participants’ NMIs.
   (ii) End User and metering data for retail billing with MSATS Participants’ NMIs.

(n) RoLR Post Implementation Review.

(o) Figure 1 is a high-level end-to-end process map illustrating how these will be implemented after a RoLR Event has occurred. References in the boxes in this process map are to the relevant section number in this document.

(p) Figure 2 shows the same high level processes in more detail, with timings and preconditions. References in the boxes in this process map are also to the relevant section number in this document.

(q) Figure 6 is a high level Gantt chart with possible timings based on the maximum estimated length of time it could take to complete each task and on a RoLR Event where all tasks were required (i.e. the Failed Retailer is also an LR and is Failed in all Jurisdictions)

2.1. Preconditions

The processes documented in these Procedures do not commence until:

(a) a RoLR Event is likely to occur, or has occurred; and

(b) a Market Customer is the RoLR for a Jurisdiction and an MSATS Participant.

3. REPORTS

All reports required to be produced by AEMO in relation to a RoLR Event are described in Appendix 1, and must be produced in a format that can be readily communicated to MSATS Participants.

Appendix 1 also identifies which report each MSATS Participant is entitled to receive by reference to their Role.
Figure 1  END TO END PROCESS MAP FOR ROLR TRANSITION PERIOD

High level summary of the scope of the NEM RoLR Processes showing main obligations, by section number and by Role, main preconditions & main information flows.
Figure 2  HIGH LEVEL ROLR PROCESS DIAGRAM
Figure 3  HIGH LEVEL ROLR PROCESS TIMELINE

Note 1: This timeline is not to time-scale.

Note 2: Each process box is colour coded to map to the timing line. The timeline has been developed considering the largest possible timeframes for execution as per the procedures. The timeline does not restrict the user to not complete the steps sooner if possible considering the risks involved in delaying and timing management being the key factors driving the operational processes in a RoLR Event.

* The Group 2 reports are produced as soon as Group 1 reports have been sent.
+ The Group 3 reports are AEMO internal only. They are not sent to Market Participants.
# The update of FRMP and LR may be completed sooner than 15 business days depending upon the number of MSATS records that need to be updated.
PART A - MSATS PROCEDURE ROLR PROCEDURES

4. GENERAL MSATS OBLIGATIONS

4.1. Application

(a) The purpose of section 4 is to specify the general obligations imposed on each Role that is potentially involved in a RoLR Event. Specific obligations are also assigned in other sections.

(b) These Procedures are to be used when RoLR Event Affected NMI's are classified as LARGE or SMALL.

4.2. General Obligations for MSATS Participants

4.2.1. In advance of a RoLR Event

All potential RoLR Event Affected MSATS Participants must:

(a) Where there is an agreement to act as the RoLR for End Users, provide a list of those NMI's to AEMO using the designated consent form;

Note: The above information would be considered incomplete until the customer nomination form consenting to the nomination of RoC has been provided to AEMO by the End User.

(b) Maintain up to date contact details for nominated RoLR Key Contacts within the NEM Retail Operations Contacts List; and

(c) Be able to accept Bundled Change Request Notifications.

4.2.2. Once a RoLR Event occurs

Each RoLR Event Affected MSATS Participant must:

(a) be able to process Bundled Change Request Notifications;

(b) maintain business as usual;

(c) immediately after the RoLR Event, follow the processes for the transition of NMI's from the Failed Retailer to the RoLR;

(d) ensure that each of its nominated RoLR Key Contacts accepts emails and telephone calls from another RoLR Key Contact during the RoLR Transition Period;

(e) keep a record of all notifications sent that relate to the RoLR Event;

(f) ensure that its nominated RoLR Key Contact is available for AEMO to deliver business process related communiqués and data as required by these Procedures; and

(g) ensure that it nominated RoLR Key Contact is available for other RoLR Key Contacts to communicate with, and to provide and receive data from, as required by these Procedures.

4.3. AEMO

4.3.1. In Advance of a RoLR Event

AEMO must:

(a) maintain a set of queries for producing the reports required by this document from MSATS that can be used to satisfy the requirements for section 6;

(b) maintain a register of NMI's of End Users who have nominated a RoLR of Choice (RoC); and

Note: AEMO must maintain an auditable record of all written communications from the RoC as well as the End User where an agreement has been reached between the two parties.

Note: AEMO to share the register and any updates with the Regulator.
(c) maintain a set of queries for producing NMI list reports from MSATS that can be used to satisfy the requirements for section 7.

4.3.2. Once a RoLR Event occurs

AEMO must:

(a) check that Bundling of Change Request Notifications is turned on for every RoLR Event Affected MSATS Participant, and if it is not already turned on, turn it on with a multiple of 100;
(b) ensure that all RoLRs for the RoLR Event Affected NMIs have been assigned the Role of FRMP and, if necessary, LR in MSATS;
(c) keep a record of all Change Request Notifications sent that relate to the RoLR Event;
(d) ensure that the Failed Retailer retains all data access rights in MSATS for data it is entitled to receive and view; and
(e) in respect to sections 8, 9, 10, 11, 12, and 13, in a RoLR Event the stop file limitations will be actively reviewed by AEMO for the RoLR Affected MSATS Participants

4.4. Failed Retailer

4.4.1. Once a RoLR Event occurs

The Failed Retailer must:

(a) ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, receive data from, and provide data to, as required by these Procedures; and
(b) continue to meet any obligations it has under the NER or procedures under the NER, NERL or NERR.

5. AEMO NOTIFIES ROLR KEY CONTACTS FOLLOWING ROLR EVENT

5.1. AEMO Obligations

AEMO must:

(a) Within one Business Hour of the announcement of the occurrence of a RoLR Event by a Regulator, send an email to each RoLR Key Contact for each RoLR Affected MSATS Participant advising of the following:

   (i) The contact names, email address and phone numbers for AEMO key contacts for:

      (A) Metering data and transfer-related queries.
      (B) Prudential queries.
      (C) MP, MDP, or MC queries.

   (ii) The technology and transport mechanisms AEMO is intending to use to provide NMI list report data to MSATS Participants, as required by section 7.1(c) and, if required, section 7.1(d) (e.g. in password protected .zip files transmitted by email or placed on a DVD or USB stick and couriered).

(b) Provide, by another means, a password to each RoLR Affected MSATS Participant who will require it to secure any confidential data sent from AEMO during the RoLR Event that needs password protection.

(c) Provide by email to all RoLR Key Contacts any instructions from Regulators that differ from these Procedures.

(d) Ensure that the emails sent as required in section 5.1(a) have the following settings applied:
(i) Mail box delivery receipt request flag ON
(ii) Priority HIGH
(e) Monitor when a mail box delivery receipt or a reply email is received from each RoLR Key Contact acknowledging receipt of the email sent.
(f) Where neither RoLR Key Contact for an MSATS Affected Participant has acknowledged an AEMO email within four Business Hours after sending it, contact by telephone either of the RoLR Key Contacts to confirm receipt. If no one responds, a voicemail message is sufficient.

5.2. RoLR Affected MSATS Participant Obligations

Within one Business Hour of receipt of each email from AEMO, each RoLR Key Contact must acknowledge receipt of the email.

6. AEMO PRODUCES & DELIVERS SUMMARY ROLR REPORTS

6.1. AEMO Obligations

Within two business days of the occurrence of a RoLR Event, AEMO must:
(a) Produce ROLR_001, ROLR_002, ROLR_003, ROLR_004, ROLR_005 and ROLR_006 reports
(b) Produce ROLR_007, ROLR_008, ROLR_009, ROLR_010, ROLR_011 and ROLR_012 reports if the Failed Retailer is also a Current LR;
(c) Make an assessment, on the basis of all available and reliable information, of the time that will be required to produce the above required reports.
(d) The sequencing of steps for making the changes that are required by sections 11, 12 and 13 are as follows:
   (i) First update the FRMP for Second Tier NMIs where the Failed Retailer is the FRMP, for one RoLR at a time, as described in section 11.
   (ii) Next, update the LR for Second Tier NMIs (those where the Failed Retailer is the LR), for one New LR at a time, as described in section 12.
   (iii) Finally, update the FRMP and LR for First Tier NMIs where the Failed Retailer is the FRMP and LR, for one RoLR at a time, as described in section 13; and
   (iv) Deliver each report identified in section 6.1(a) and, if required, in section 6.1(b), securely via email to the RoLR Key Contacts for each RoLR Event Affected MSATS Participant. Include in the email used to deliver each report the estimated date and time by which all of the reports required to be produced as a result of the application of section 7 will be delivered.

6.2. RoLR Affected MSATS Participants Obligations

Each RoLR Key Contact for each RoLR Affected MSATS Participant that receives a report sent as required by section 6.1 must reply to the email verifying that it has been received upon receipt of the email containing the reports.

7. AEMO PRODUCES & DELIVERS NMI LIST REPORTS

7.1. AEMO Obligations

AEMO must:
(a) Produce ROLR_013 report.
(b) Produce ROLR_014 report if the Failed Retailer is also a Current LR.
(c) Deliver each report produced under section 7.1(a) using the method specified in the email referred to in section 5.1(a) and section 5.1(b), to the respective RoLR Key Contacts for each of the following RoLR Event Affected MSATS Participant Roles that contains a list of RoLR Event Affected NMs with which they have a current relationship:

(i) RoLR/RoLR of Choice (RoC).
(ii) MDP.
(iii) LNSP, or the ENM in the case of child connection points.
(iv) FRMP (either as the Failed Retailer or as another FRMP where the Failed Retailer is the LR).
(v) LR (if the Failed Retailer is a LR).
(vi) MC

(d) If the Failed Retailer is a LR, deliver each report under section 7.1(b) using a secure method, as was specified in the email referred to in section 5.1(b) and section 5.1(c), to the respective RoLR Key Contacts for each LR Role that has been nominated by the Regulator as the replacement LR that contains a list of the NMs for which it is to become the LR.

(e) If the reports are delivered on a DVD or USB flash drive or other, similar hard media, it must be couriered to the intended recipient with acknowledgement by the recipient required.

(f) Where data is delivered by courier, send the RoLR Key Contact an email confirming the data has been sent.

7.2. RoLR Affected MSATS Participants’ Obligations

The RoLR Key Contacts for RoLR Affected MSATS Participants that receive a report sent as required by section 7.1(c) or section 7.1(d) must, upon receipt of the reports delivered as required by section 7.1(c), and section 7.3(d), send an email verifying that they have been received.

7.3. Timeframe Rules

AEMO shall start producing the reports referred to in section 7.1(a) and section 7.1(b) within two Business Hours of completing the obligations imposed by section 6.1(d), and continue until all reports have been completed by the end of the next business day.

8. AEMO CANCELS TRANSFERS IN PROGRESS TO THE FAILED RETAILER

8.1. AEMO Obligations

On the day of the RoLR Event, or by the end of the next business day, AEMO must:

(a) Produce ROLR_015 report to facilitate the Cancellation of Change Requests.

Note: This report excludes a retrospective Change Request nominating the Failed Retailer as the New FRMP with an end date prior to the RoLR Effective Transfer Date.

(b) If the RoLR Event was invoked by AEMO, Cancel in MSATS all In Progress Change Requests identified in the ROLR_015 report.

(c) If the RoLR Event occurred as a result of the suspension or revocation of a retailer licence in a Jurisdiction, or authorisation under the NERL, identify, from the ROLR_015 report, any In Progress Change Requests that need to be Cancelled.

<table>
<thead>
<tr>
<th>JURISDICTION</th>
<th>CANCELLATION POLICY</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>Any Change Requests entered into MSATS which have not completed for End User transfers to the failed retailer must be Cancelled so the End User will remain with its existing retailer.</td>
</tr>
</tbody>
</table>
(d) After identifying the Change Requests to be Cancelled, Cancel those Change Requests.

(e) For all Cancelled Change Requests, provide Change Request Notifications to all Participants in accordance with the Change Request Status Notification Rules for each Change Reason Code for the CAN (Cancelled) status.

(f) Produce RoLR_016, RoLR_017 and RoLR_031 reports.

9. **AEMO CANCELS OTHER MSATS CHANGE REQUESTS IN PROGRESS INITIATED BY THE FAILED RETAILER**

9.1. **AEMO Obligations**

On the day of the RoLR Event, or by the end of the next business day, AEMO must:

(a) Produce ROLR_018 report identifying all In Progress Change Requests to change an MC, MP or MDP submitted by the Failed Retailer prior to the RoLR Event.

   Note: Such Change Requests would typically be ones with a Change Reason Code beginning with 6, which are requests to update one or more Roles, other than the FRMP.

(b) Cancel the Change Requests identified in the ROLR_018 report.

(c) For all Cancelled Change Requests, provide Change Request Notifications to all MSATS Participants in accordance with standard Change Request Status Notification Rules for the Change Request’s Change Reason Code for the CAN (Cancelled) status.

(d) Provide ROLR_019 report to each RoLR.

10. **AEMO ACCELERATES TRANSFERS IN PROGRESS FROM THE FAILED RETAILER**

10.1. **AEMO Obligations**

AEMO must:

(a) Confirm, in accordance with regulatory policy, as summarised in Table 10-A, or any other regulatory instructions provided at the time of the RoLR Event, whether any in progress End User transfers that have been submitted to MSATS by a retailer other than the Failed Retailer, for NMIs where the Failed Retailer is the Current FRMP, are to be Accelerated.

<table>
<thead>
<tr>
<th>JURISDICTION</th>
<th>CHANGE REQUEST STATUS</th>
<th>NMI CLASSIFICATION</th>
<th>CHANGE REASON CODES</th>
<th>MAX PROPOSED DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>REQ OBJ PEND</td>
<td>SMALL</td>
<td>All CR 1xxx except 1030, 1040, 1083 and 1084</td>
<td>65</td>
</tr>
</tbody>
</table>

(b) Produce ROLR_020 report that identifies all transfers to be Accelerated away from the Failed Retailer.

(c) Use the BCT to Accelerate the applicable Change Requests identified by sections 10.1(a) and 10.1(b) by setting the Actual Change Date for each one to be the RoLR Effective Transfer Date and, if applicable, updating the Change Request Status from REQ (Requested) or OBJ (Objected) to PEND (Pending) so they can be Completed. (This is done in the BCT by specifying the Change Date to be the RoLR Effective Transfer Date).

   Note: Any Accelerated Change Requests that have their Change Request Status updated from REQ to PEND as a result of the application of this section 10.1(c) will not generate PEND Change Request Notifications.
Note: For Change Requests that are Accelerated, if the Actual Change Date has not already been supplied by the MDP, it does not have to be supplied.

Note: Any Accelerated Change Requests processed as a result of the application of this section 10.1(c) will be Completed by the business as usual MSATS overnight processing and COM (Completed) Change Request Notifications will be generated on business as usual basis.

(d) Produce ROLR_021 report that identifies all transfers in progress away from the Failed Retailer.
(e) Produce ROLR_022 report that identifies all transfers to be Accelerated, to the LNSP or the ENM in the case of child connection points.
(f) Produce ROLR_023 report that identifies all transfers to be Accelerated, to the New FRMP on the Change Request.
(g) Produce ROLR_024 report that identifies all transfers to be Accelerated, to the Current MDP and any future MDP.

10.2. Timeframe Rules

The obligations contained in section 10 must be completed prior to commencing the obligations in section 11. Best endeavours must be made to complete all possible Accelerations on the day of the RoLR Event or by the end of the next business day.

11. AEMO CHANGES THE FRMP FOR SECOND TIER NMIS FROM THE FAILED RETAILER

11.1. Conditions Precedent

(a) It must be at least two days after the RoLR Event has occurred.

Note: The suspension comes into effect midnight on the day of the issue of the suspension notice. The changes made in the market come into effect at 00:00 hours the next day. BCT can only apply Retrospective Changes with a minimum being for the prior day. Thus the BCT can only be run 2 days post the issue of the suspension notice.

(b) Any Change Requests that are to be Accelerated as a result of the application of section 10.1(b) must have Completed.

(c) Any Change Requests that are to be Cancelled as a result of the application of section 8.1(b) or section 8.1(d), and section 9.1(b) must have been Cancelled.

(d) Each RoLR must be assigned the Role of FRMP.

(e) Regulatory advice must have been received instructing AEMO regarding the MSATS Participant to which to transfer the RoLR Event Affected NMIs.
   (i) The above excludes NMIs of End Users, where a RoC has been nominated by the End User and Retailer and received by AEMO.
   (ii) Only NMIs for which a RoLR/RoC has been specified can be transferred as a consequence of the execution of section 11.

(f) If there is an intention to process the changes required by sections 11, 12 and 13 in a sequence other than that described in the note below section 6.1, RoLR Event Affected MSATS Participants must have been notified of the proposed alternative sequencing, either in the email sent to satisfy the obligations imposed by section 6.1(e), or in a subsequent email that is sent to all RoLR Event Affected MSATS Participants.

11.2. AEMO Obligations

AEMO must:

(a) Confirm that each RoLR's Participant ID has been assigned the FRMP.
(b) Just prior to beginning the process of updating all the NMI as required by section 11.2(d), send email notifications advising the approximate number of days as to when the process of making the changes will begin and an estimation of the number of days it will take to complete all the changes required by sections 11, 12 and 13 to all RoLR Key Contacts.  

Note: This communication may also be delivered to the Relevant Regulators.

(c) Starting with the RoC and for one RoLR at a time, use the BCT to update all Second Tier NMIs to make the RoLR the FRMP, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current FRMP for the NMI on the RoLR Effective Transfer Date.

(d) Apply the following rules when making the changes required by section 11.3(d):

(i) Sequence the BCT runs in batches (e.g. by RoLR/Jurisdiction grouping or by LNSP or ENM in the case of child connection points/RoLR grouping).

Note: A Meter Reading is not required for the completion of these updates (this is not necessary using the BCT).

(ii) Do not change any Roles other than the FRMP.

(iii) Use the following parameters for the BCT:

(A) Use the Change Reason Code of ROLR.

(B) The Current FRMP is the Participant ID for the Failed Retailer for the group being processed.

(C) The New FRMP is the Participant ID for the RoLR.

(D) The Start Date is the RoLR Effective Transfer Date.

(E) Use any other parameters required to select the batch being processed (e.g. Current LNSP, Jurisdiction).

(iv) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 11-A and Table 11-B.

Table 11-1: Role Status of NEW - Change Request Status Notification Rules for RoLR CR Code

<table>
<thead>
<tr>
<th>PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE</th>
<th>Status</th>
<th>FRMP (RoLR)</th>
<th>LR</th>
<th>LNSP/ENM</th>
<th>MDP</th>
<th>MPB</th>
<th>RP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>Yes</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Table 11-2: Role Status of CURRENT - Change Request Status Notification Rules for RoLR CR Code

<table>
<thead>
<tr>
<th>PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE</th>
<th>Status</th>
<th>FRMP</th>
<th>LR</th>
<th>LNSP/ENM</th>
<th>MDP</th>
<th>MPB</th>
<th>RP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>Yes</td>
<td>-</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

(v) Once all the batches for changing the FRMP for the first RoLR/RoC are finished, complete section 11.2(f) for all batches for that same RoLR where only the FRMP has to be changed (i.e. for Second Tier NMIs where the Failed Retailer is the FRMP).

(e) Starting with the RoC and for one RoLR at a time, use the BCT to update all remaining Second Tier NMIs to be transferred to each RoLR where the Current FRMP for the NMI on the RoLR Effective Transfer Date is the Failed Retailer, to make the RoLR the FRMP, effective from that date, using the same rules as specified in section 11.2(e), but noting the following differences:

(i) Only change the Role of the FRMP.

(ii) Sections 11.2(d) 2, 3 and 11.2(d) do not apply.

(iii) The COM Change Request Notifications will be the notifications listed below in Table 11-C and Table 11-D not those in Table 11-A and Table 11-B.
11.3. Timeframe Rules

(f) Produce ROLR_025 report once all BCT updates of Second Tier NMIs are complete as required by sections 11.2(d) and 11.2(e).

Note: This query would find any NMIs where the Failed Retailer is the FRMP on the RoLR Effective Transfer Date but for which an Change Request with an Actual Change Date that is more recent than the RoLR Effective Transfer Date has subsequently completed and the FRMP is no longer the Failed Retailer. This could occur in situations where there are a large number of NMIs to update and it takes several days to complete all the BCT runs.

(g) For each NMI identified by running the report specified in section 11.2(f), individually update the records for each of those NMIs to change their FRMP from the Failed Retailer to the RoLR and, for the period from the RoLR Effective Transfer Date to the date that is the day before the date the Current FRMP became the FRMP.

(h) In completing section 11.2(f), do not change any Roles other than the FRMP.

(i) In completing section 11.2(f), apply the following for each individual NMI:
   (i) Use the Change Reason Code of ROLR.
   (ii) The period of time for the change is from the RoLR Effective Transfer Date to the day before the NMI was transferred from the Failed Retailer to another FRMP.
   (iii) During that period of time, the Current FRMP must be the Participant ID for the Failed Retailer for the NMI being processed.
   (iv) The New FRMP will be the Participant ID for the RoLR.
   (v) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 10-A, Table 10-B, Table 10-C, and Table 10-D.

(j) If there are no NMIs to update where the LR is the Failed Retailer (i.e. as required by sections 12 and), send an email notification containing the information specified in section 11.2(k) to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

(k) In the email referred to in section 11.2(k):
   (i) Confirm that all updates of FRMPs are now completed; and
   (ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

(l) Compliance with sections 11.2(k) and 11.2(l) is not required if there are further updates to do in MSATS.
(a) Reasonable endeavours must be used to commence the obligations imposed by section 11.2 as soon possible after the conditions precedent specified in section 11.1 are met and continue, within the limitations imposed by section 11.2(d), until completed.

(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 business days of starting the section 11 obligations.

Note: The timeframe of 15 business days is the anticipated timing if the Failed Retailer is the FRMP and LR for a significant number of NMI. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) If required, section 11.2(j) must be completed within one Business Hour of completing the obligations imposed by sections 11.2(e) and 11.2(g).

12. **AEMO CHANGES THE LR FOR SECOND TIER NMIS FROM THE FAILED RETAILER**

12.1. **Conditions Precedent**

(a) It must be at least two days after the RoLR Event has occurred.

(b) The obligations imposed by section 11.2 must have been completed (i.e. all Second Tier NMIs where the Failed Retailer was the FRMP must have been transferred to the RoLR).

(c) The Market Customer(s) to which the LR Roles are to be assigned must be assigned the Role of LR in MSATS.

(d) Regulatory advice must have been received instructing AEMO which MSATS Participant to make the New LR for NMIs for which the Failed Retailer is the Current LR. Only NMIs for which such an instruction has been received can be updated as a consequence of the execution of section 12.

12.2. **AEMO Obligations**

AEMO must:

(a) Confirm that each Participant that is to become the LR for NMIs where the Current LR is the Failed Retailer has been registered as a Market Customer in accordance with the NER.

(b) Confirm that each Participant ID of the Market Customers identified in section 12.2(a) has been assigned the LR Role in MSATS.

(c) Use the BCT to update all Second Tier NMIs to make the Market Participant nominated by the relevant Regulator the LR, effective from the RoLR Effective Transfer Date, where the Failed Retailer is the Current LR for the NMI.

(d) Apply the following rules when making the changes required by section 12.2(c).

(i) Sequence the BCT runs in batches (e.g. by New LR grouping, by LNSP or the ENM in the case of child connection points/New LR grouping or by LNSP or the ENM in the case of child connection points/New LR/TNI grouping) (i.e. complete the changes in batches by selecting each unique combination of LNSP or the ENM in the case of child connection points and New LR).

Note: A Meter Reading is not required when using the BCT.

(ii) Do not change any Role other than the LR.

(iii) Use the following parameters when using the BCT:

(A) Use the Change Reason Code of 6401.

(B) The Current LR is the Participant ID for the Failed Retailer for the group being processed.
(C) The New LR is the Participant ID of the Market Participant specified by the Regulator.

(D) The Start Date is the RoLR Effective Transfer Date.

(E) Any other parameters required to select the batch being processed (e.g. Current LNSP, TNI).

(iv) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 12-A and Table 12-B.

<table>
<thead>
<tr>
<th>Participant Role – Receiving Notification of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Completed</td>
</tr>
</tbody>
</table>

Table 12-2: Role Status of CURRENT - Change Request Status Notification Rules for 6401 CR Code

<table>
<thead>
<tr>
<th>Participant Role – Receiving Notification of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
</tr>
<tr>
<td>Completed</td>
</tr>
</tbody>
</table>

(e) If there are no First Tie NMIs to update (i.e. where the Failed Retailer is the Current LR and the Current FRMP), then send an email notification containing the information specified in section 12.2(f) to all RoLR Key Contacts.

Note: This communication may also be delivered to the Relevant Regulators.

(f) In the email referred to in section 12.2(e):

(i) Confirm that all updates of Second Tier NMIs are now completed; and

(ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

(g) Compliance with sections 12.2(e) and 12.2(f) is not required if there are further updates to do in MSATS, as identified in section 13.

12.3. Timeframe Rules

(a) Reasonable endeavours must be used to commence the obligations imposed by section 12.2 as soon as the preconditions in section 12.1 are met and continue, within the limitations imposed by section 12.2(d), until completed.

(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 business days of starting the section 11 obligations.

Note: The timeframe of 15 business days is the anticipated timing if the Failed Retailer is the FRMP and LR for a significant number of NMIs. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) If required, section 12.2(e) must be completed within one Business Hour of completing the obligations imposed by section 12.2(c).
13. AEMO CHANGES FRMP AND LR ROLES FOR FIRST TIER NMIS FROM THE FAILED RETAILER AND COMPLETES OTHER ROLE CHANGES AS REQUIRED

13.1. Application
Section 13, which only applies in the event of the failure of a retailer which is a Local Retailer, applies to:
(a) AEMO.
(b) MSATS Participants with relationships to the NMIs affected by section 13 that will receive Change Request Notifications (the same as those specified in Table 13-A and Table 13-B).

Note: The NMIs affected by section 13 are:
(i) First Tier NMIs where the Failed Retailer is nominated as the FRMP and the LR in MSATS for the RoLR Effective Transfer Date.
(ii) Any other NMIs identified as requiring changes as part of a final check by AEMO to ensure that there are no NMIs where the Current FRMP or LR for any date on or after the RoLR Effective Transfer Date is the Failed Retailer (whether or not the Failed Retailer has any active Roles for that NMI).

13.2. Conditions Precedent
(a) It must be at least two days after the RoLR Event has occurred.
(b) Any Change Requests that are to be Accelerated as a result of the application of section 10.1 must have completed.
(c) Any Change Requests that are to be Cancelled as a result of the application of section 8.1(b) or section 8.1(d) and section 9.1(b) must have been Cancelled.
(d) Each RoLR must be assigned the Roles of FRMP and LR in MSATS.
(e) Regulatory advice must have been received instructing AEMO regarding the MSATS Participant to which to transfer the RoLR Event Affected NMIs. Only NMIs for which such an instruction has been received can be transferred as a consequence of the execution of section 13.

13.3. AEMO Obligations
AEMO must:
(a) Confirm that each RoLR has been registered as a Market Customer in accordance with the NER.
(b) Confirm that each RoLR's Participant ID has been assigned the FRMP and LR Roles in MSATS.
(c) Starting with the RoC and for one RoLR at a time, use the BCT to update all NMIs to make the RoLR the FRMP and the LR, effective from the RoLR Effective Transfer Date where:
(i) The Failed Retailer is the Current FRMP for the NMI on the RoLR Effective Transfer Date; and
(ii) The Failed Retailer is the Current LR for the NMI on the RoLR Effective Transfer Date;
(d) Apply the following rules when making the changes required by section 13.3(c):
(i) Sequence the changes in batches (e.g. by RoLR/Jurisdiction grouping or by RoLR/LNSP or the ENM in the case of child connection points grouping).

Note: A Meter Reading is not required when using the BCT.
(ii) Do not change any Role other than the FRMP and LR.

(iii) The Current FRMP and the Current LR must have the same Participant ID.

(iv) Use the following parameters for the BCT:

(A) Use the Change Reason Code of ROLR.

(B) The Current FRMP is the Participant ID for the Failed Retailer for the group being processed.

(C) The Current LR is the Participant ID for the Failed Retailer for the group being processed.

(D) Failed The New FRMP is the Participant ID for the RoLR.

(E) The New LR is the Participant ID specified by the Regulator.

(F) The Start Date is the RoLR Effective Transfer Date.

(G) Use any other parameters required to select the batch being processed (e.g. Current LNSP, Jurisdiction).

(v) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 13-A and Table 13-B.

Table 13-1: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code

| PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Status          | FRMP (RoLR)     | LR              | LNSP/ENM        | MDP             | MPB             | RP              |
| Completed       | Yes             | -               | -               | -               | -               | -               |

Table 13-2: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code

| PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Status          | FRMP            | LR              | LNSP/ENM        | MDP             | MPB             | RP              |
| Completed       | Yes             | -               | Yes             | Yes             | Yes             | Yes             |

(vi) Once all the batches for changing the FRMP and LR for the first RoLR/RoC are finished, complete section 13.3(e) for all batches for that same RoLR where only the FRMP and LR have to be changed (i.e. for First Tier NMIs where the Failed Retailer is the FRMP and LR).

(e) Starting with the RoC and for one RoLR at a time, use the BCT to update all remaining First Tier NMIs to be transferred to each RoLR where the Current FRMP and Current LR for the NMI on the RoLR Effective Transfer Date is the Failed Retailer Failed, to make the RoLR the FRMP and the LR, effective from that date, using the same rules as specified in section 13.3(d), but noting the following differences:

(i) Only change the Role of FRMP and LR.

(ii) Sections 13.3(d) 2, 13.3(d) 3, 13.3(d) 4.iv, and 13.3(d) 4.vii do not apply.

(iii) The COM Change Request Notifications will be the notifications listed below in Table 13-C and Table 13-D, not those shown in Table 13-A and Table 13-B.

Table 13-3: Role Status of NEW - Change Request Status Notification Rules for ROLR CR Code

| PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE |
|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Status          | FRMP (RoLR)     | LR              | LNSP/ENM        | MDP             | MPB             | RP              |
| Completed       | Yes             | -               | -               | -               | -               | -               |
Table 13-4: Role Status of CURRENT - Change Request Status Notification Rules for ROLR CR Code

<table>
<thead>
<tr>
<th>Status</th>
<th>FRMP</th>
<th>LR</th>
<th>LNSP/ENM</th>
<th>MDP</th>
<th>MPB</th>
<th>RP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>Yes</td>
<td>-</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

(f) Produce ROLR_026 report once all BCT updates to First Tier NMI s are complete as required by section 13.3(c) and section 13.3(e).

(g) For each NMI identified by running the report specified in section 13.3(f), individually update the records for each of those NMI s to change their FRMP from the Failed Retailer to the RoLR, for the period from the RoLR Effective Transfer Date to the date that is the day before the date the Current FRMP became the FRMP.

(h) In completing section 13.3(g), do not change any Roles other than the FRMP.

(i) In completing section 13.3(g), apply the following for each individual NMI:

(i) Use the Change Reason Code of ROLR.

(ii) The period of time for the change is from the RoLR Effective Transfer Date to the day before the NMI was transferred from the Failed Retailer to another FRMP.

(iii) During that period of time, the Current FRMP must be the Participant ID for the Failed Retailer for the NMI being processed.

(iv) The New FRMP is the Participant ID for the RoLR.

(v) Send out COM (Completed) Change Request Notifications in accordance with the NER ROLR_026 rule. When all updates are complete, perform the check described in section 13.3(j) again to ensure none were missed.

(j) As a final check, confirm that in MSATS there are now no longer any NMI s where the Failed Retailer is the Current FRMP or LR for any date on or after the RoLR Effective Transfer Date.

Note: This check must include a check for Roles for which, as of the day the query is run, the Failed Retailer is not current but for which it may still be current on earlier dates that are after the RoLR Effective Transfer Date.

(k) If the query run in compliance with section 13.3(j) identifies any NMI s (which would include any NMI s that were the subject of section 13.3(g), which will still have the Failed Retailer as the LR), individually update the details for each of these NMI s to replace the Failed Retailer with the Market Participant nominated by the relevant Regulator for the Role. When all updates are complete, perform the check described in section 13.3(j) again to ensure none were missed.

(l) Once all the updates required to satisfy the obligations imposed by sections 11, 12 and 13 are completed, send an email notification containing the information specified in section 13.3(m) to all RoLR Key Contacts.

Note: This report may also be delivered to the Relevant Regulators.

(m) In the email referred to in section 13.3(l):

(i) Confirm that all updates of FRMPs and LR s are now completed; and

(ii) If there are no RoLR Roles to update and section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), confirm that there are no other updates required in MSATS.

13.4. Timeframe Rules

(a) Reasonable endeavours must be used to commence the obligations imposed by section 13.3 as soon possible after the conditions precedent specified in section 13.2 are met and continue, within the limitations imposed by section 13.3(d), until completed.
(b) Reasonable endeavours must be used to complete the obligations imposed by sections 11, 12 and 13 within 15 business days of starting the section 11 obligations.

Note: The timeframe of 15 business days is the anticipated timing if the Failed Retailer is the FRMP and LR for a significant number of NMI. If, for example, the Failed Retailer only acted in the Role of a FRMP and only had a small share of the market then this task would be completed much sooner.

(c) Section 13.3(l) must be completed within one Business Hour of completing the obligations imposed by sections 13.3(c), 13.3(e) and 13.3(g).

14. AEMO PRODUCES PENDING TRANSFER REPORT AND ROC TRANSFER CONFIRMATION EMAIL FOR THE ROLR

14.1. AEMO Obligations

Within two business days of completing all the transfers required by sections 11, 12 and 13, AEMO must:

(a) Identify all NMIs nominated as per the RoC process and transferred to the RoC, however were identified in the NMI List Reports, and send this information to the RoLR.

(b) Produce ROLR_027 and ROLR_028 that identifies all transfers that are in progress to transfer away from the RoLR, after the date of the RoLR Event, for which the RoLR has not received any notifications from MSATS.

(c) Deliver each report by secure email to:

(i) The Regulator.

(ii) The Jurisdiction that has jurisdiction of the NMIs in the report.

(iii) The RoLR Key Contact for the RoLRs nominated in the report.

14.2. RoLR Obligations

Each RoLR Key Contact must upon receipt of the email containing the reports or the couriered media containing the reports, delivered as required in section 14.1(c), send an email to AEMO verifying that it has been received.

15. MDP PROVIDES METERING DATA TO MSATS FOR ROLR EFFECTIVE TRANSFER DATE

15.1. Conditions Precedent

(a) The MDP has received any of the following:

(i) An Change Request Notification with a COM status for a change of FRMP generated as a result of the application of section 10.1(c), 11.2(d)(iv), 11.2(e)(iii), 11.2(e)(v), 13.3(d)(v), or 13.3(i)(v) advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current FRMP, which Market Participant is the New FRMP and the date of effect of the change (the ActualChangeDate in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: Change Request Notifications generated as a result of the application of section 11.2(d)(iv), 11.2(e)(iii), 11.2(e)(v), 13.3(d)(v), 13.3(e)(iii) or 13.3(i)(v) will be easily identifiable because they use the Change Reason Code of ROLR. The NMIs for which COM status Change Request Notifications are generated as a result of compliance with section 10.1(c) are not so easily identified because they will have a business as usual Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with section 10.1(g).
(ii) An Change Request Notification with a COM status for a change of LR generated as a result of the application of section 12.2(d) 4, where the Failed Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Failed Retailer was the Current LR, which Market Participant is its New LR and the date of effect of the change (the Actual Change Date in the Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of LR for Second Tier NMIs where the Failed Retailer was the LR.

15.2. MDP Obligations

The MDP must:

(a) within five business days after receiving the COM Change Request Notification for a NMI, provide metering data up to the RoLR Effective Transfer Date to MSATS and the same metering data up to the RoLR Effective Transfer Date to those Participants entitled to it in accordance with the metrology procedure under section 103.

(b) In accordance with section 15.2(a), if an actual Meter Reading is available for the RoLR Effective Transfer Date, provide it.

(c) In accordance with section 15.2(a), if an actual Meter Reading is not available for the RoLR Effective Transfer Date, provide Substituted metering data, which complies with Substitution rules in the Metrology Procedure: Part B.

15.3. Related Part B Section

Section 15 is related to Part B section 103.

16. AEMO CHANGES ROLR ROLE IN MSATS FROM THE FAILED RETAILER

16.1. AEMO Obligations

Within two business days after AEMO has completed all its obligations under sections 11, 12 and 13, AEMO must:

(a) Identify the NMIs for which the Failed Retailer is the Current RoLR and for which the Regulator has advised which Market Customer should be nominated as the RoLR.

(b) For each of the NMIs identified as a consequence of section 16.1(a), determine the New RoLR in accordance with the regulatory instructions.

(c) Confirm that any Market Customer nominated as a RoLR by the Regulator has been assigned the RoLR Role in MSATS.

(d) Use the BCT to update all NMIs where the current RoLR for the NMI on the RoLR Effective Transfer Date is the Failed Retailer, to make the newly nominated RoLR the ROLR, effective from that date.

(e) Apply the following additional rules when making the changes required by section 16.1(d):

(i) Do not change any Role other than the RoLR.

(ii) Use the following parameters when using the BCT:

(A) Use the Change Reason Code of BC00.

(B) The Current RoLR is the Participant ID for the Failed Retailer for the group being processed.

(C) The New RoLR is the Participant ID of the RoLR, for the organisation specified by the Regulator.
(D) The Current LNSP or the ENM in the case of child connection points is the LNSP Participant ID for the group being processed.

(E) The Start Date is the RoLR Effective Transfer Date.

(iii) Send out COM (Completed) Change Request Notifications in accordance with the NER in Table 16-A and Table 16-B (currently none).

Table 16-1: Role Status of NEW - Change Request Status Notification Rules for BC00 CR Code

<table>
<thead>
<tr>
<th>Status</th>
<th>PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>FRMP LR LNSP/ENM MDP MPB RP</td>
</tr>
</tbody>
</table>

Table 16-2: Role Status of CURRENT - Change Request Status Notification Rules for BC00 CR Code

<table>
<thead>
<tr>
<th>Status</th>
<th>PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>FRMP LR LNSP/ENM MDP MPB RP</td>
</tr>
</tbody>
</table>

(f) Once section 16.1(d) is completed and, if section 17 is not required (because the Failed Retailer is still operating in some Jurisdictions), send an email confirming that there are no other updates required in MSATS to all RoLR Key Contacts.

Note: This email may also be delivered to the Relevant Regulators.

17. **AEMO CEASES ALL THE FAILED RETAILER’S ROLES AS OF ROLR EFFECTIVE TRANSFER DATE**

17.1. **Conditions Precedent**

(a) The Failed Retailer must not be able to operate in any Jurisdiction.

(b) The Failed Retailer is not currently nominated in any Role for any non-extinct NMI that overlaps the RoLR Effective Transfer Date.

Note: This requires that all the changes required to meet AEMO's obligations imposed by sections 11, 12, 13 and section 16 have been completed.

17.2. **AEMO Obligations**

Within two business days of the conditions in section 19 being met, AEMO must:

(a) For all MSATS Participant IDs that belong to the Failed Retailer, cease the ability for that Participant ID to act in any Role by making the Roles assigned to the Participant ID inactive as of the RoLR Effective Transfer Date.

(b) Once section 17.2(a) is completed, send an email confirming that there are no other updates required in MSATS to all RoLR Key Contacts.

Note: This email may also be delivered to the Relevant Regulators.

18. **PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION OF MSATS-RELATED DATA AND PREPARE A REPORT FOR AEMO**

18.1. **Conditions Precedent**

AEMO has sent the email indicating that all updates to MSATS are complete, required by one of sections 11.2(k)(ii), 12.2(f), 13.3(m)(ii), 16.2(f), or 17.2(b).
Note: The section that triggers the requirement to send the email will depend on what tasks are required.

18.2. RoLR Event Affected MSATS Participants’ Obligations

Between 3-4 months after the day of the RoLR Event, each RoLR Event Affected MSATS Participant must:

(a) Undertake a reconciliation of data and associated information in accordance with Table 18-A.
(b) Create a reconciliation differences table that captures discrepancies between the data and information stored by AEMO and the data and information stored by MSATS Participants’ systems.
(c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.
(d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 18-1: Post RoLR Event Reconciliation Matrix – MSATS Related Data

<table>
<thead>
<tr>
<th>RECONCILING PARTICIPANT</th>
<th>DATA</th>
<th>RECONCILES AGAINST</th>
<th>OUTPUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>RoLR (now FRMP)</td>
<td>NMIs where FRMP was changed</td>
<td>ROLR_013 report: and if received ROLR_014 report.</td>
<td>List of NMIs mismatches - NMIs in the AEMO lists for which Change Request Notifications for ROLR CR code have not been received. - NMIs for which Change Request Notifications for ROLR CR code have been received that are not in the AEMO NMIs list.</td>
</tr>
<tr>
<td>LNSP/ENM</td>
<td>NMIs where FRMP was changed</td>
<td>Same as for RoLR above.</td>
<td>Same as for RoLR above.</td>
</tr>
<tr>
<td>MDP</td>
<td>NMIs where FRMP was changed</td>
<td>Same as for RoLR above.</td>
<td>Same as for RoLR above.</td>
</tr>
<tr>
<td>Replacement LR</td>
<td>NMIs where LR was changed</td>
<td>ROLR_013 report.</td>
<td>List of NMIs mismatches - NMIs in the AEMO list for which Change Request Notifications for 6401 CR code or ROLR CR code have not been received. - NMIs for which Change Request Notifications for 6401 CR code or ROLR CR code with a New LR nominated have not been received. NMIs for which Change Request Notifications for 6401 CR code or ROLR CR code with a New LR have been received that are not in the AEMO NMIs list.</td>
</tr>
<tr>
<td>LNSP/ENM</td>
<td>NMIs where LR was changed</td>
<td>Same as for Replacement LR above.</td>
<td>List of NMIs mismatches (same as for Replacement LR above).</td>
</tr>
<tr>
<td>MDP</td>
<td>NMIs where LR was changed</td>
<td>Same as for Replacement LR above.</td>
<td>List of NMIs mismatches (same as for Replacement LR above).</td>
</tr>
<tr>
<td>RoLR (now FRMP)</td>
<td>NMIs where LR was changed</td>
<td>Same as for Replacement LR above.</td>
<td>List of NMIs mismatches (same as for Replacement LR above).</td>
</tr>
<tr>
<td>FRMP (other than RoLR)</td>
<td>Accelerated transfers</td>
<td>ROLR_023 report.</td>
<td>Check that, for all Accelerated transfers on the AEMO list, the NMIs are recorded in the FRMP’s internal systems as having been transferred on the RoLR Effective Transfer Date.</td>
</tr>
</tbody>
</table>

Change Request Notifications that change the FRMP. If necessary, Change Request Notifications that change the FRMP.
### RECONCILING PARTICIPANT | DATA | RECONCILES AGAINST | OUTPUT |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MDPs for NMI with Accelerated transfers</td>
<td>Accelerated transfers</td>
<td>ROLR_024 report. If necessary, Change Request Notifications that change the FRMP.</td>
<td>Check that, for all Accelerated transfers on the AEMO list, the NMI is recorded in the MDP’s internal systems as having being transferred to a New FRMP (other than the RoLR) and, if applicable, New MDP, on the RoLR Effective Transfer Date.</td>
</tr>
<tr>
<td>MC</td>
<td>MPB Participant ID</td>
<td>Change Requests The list of Cancelled Change Requests (see section 9.1d)) that were updating the MPB Role. Internal processes and systems.</td>
<td>Check that the MPB Role is correct.</td>
</tr>
<tr>
<td>FRMP</td>
<td>MDP Participant ID</td>
<td>Change Requests The list of Cancelled Change Requests (see section 9.1d)) that were updating the MDP Role. Internal processes and systems.</td>
<td>Check that the MDP Role is correct.</td>
</tr>
</tbody>
</table>

(e) provide AEMO with a report that contains the following data:

(i) Summary of status of all RoLR Event Affected NMI’s for that MSATS Participant, listing:

   (A) Number of NMI’s for which all processing is complete.
   (B) Number of NMI’s for which processing is still in progress for which there are issues.
   (C) Number of NMI’s for which processing is still in progress for which there are no issues.

Note: The reconciliation shall be limited to detail directly affected by the RoLR Event

(ii) List of NMI’s that are in dispute and reasons for the dispute.

(iii) Impact statements including:

   (A) Volume of NMI’s processed for the MSATS Participant.
   (B) Estimated times for completion of business processes described in Part A of this document.
   (C) Any timeframe impacts on business as usual MSATS-related business processes.

18.3. Related Part B Section

Section 18 is related to section 105.

19. AEMO CONDUCTS ROLR POST IMPLEMENTATION REVIEW

19.1. AEMO Obligations

Within six months of the date a RoLR Event, AEMO must:

(a) Undertake and publish a report of a RoLR Post Implementation Review, which includes:

   (i) A review of the impacts to the market as a whole.
   (ii) Captured substantial issues.
   (iii) Proposed solutions, or a proposed methodology to identify solutions to the captured issues and changes to these Procedure where required.
PART B - B2B PROCEDURE ROLR PROCESS

101. GENERAL B2B OBLIGATIONS

101.1. Application

(a) The purpose of clause 101 is to specify general obligations imposed on each Role that is potentially involved in a RoLR Event within the context of B2B-related business processes. Specific obligations are also assigned in other clauses.

(b) Clause 101 applies to the following, as applicable:

(i) Service Providers and RoLR-event affected Participants.

(ii) Suspended Retailer.

101.2. Application of this procedure

This procedure applies to the following participating Jurisdictions:

<table>
<thead>
<tr>
<th>ACT</th>
<th>NSW</th>
<th>QLD</th>
<th>SA</th>
<th>VIC</th>
<th>TAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Effective from 30 March 2011</td>
<td>Effective from 30 March 2011</td>
<td>Yes</td>
</tr>
</tbody>
</table>

101.3. General Obligations for Service Providers and RoLR Event Affected Participants as Applicable

101.3.1. In Advance of a RoLR Event

(a) Participants and Service Providers must maintain up to date contact details for the RoLR Key Contact within the NEM Retail Operations Contacts List which is managed under section 6 of the B2B Procedure: Technical Delivery Specification. This includes the primary operational contact and the process owner or escalation contact.

101.3.2. Once a RoLR Event is invoked

(a) Participants and Service Providers must maintain business as usual, and must meet any business as usual obligations, some of which might be consequent on the RoLR Event, that are defined in the B2B Procedures and other documentation as appropriate.

(b) Immediately after AEMO has invoked a RoLR Event, RoLR Event Affected Participants and Service Providers must, in accordance with this Part B - B2B Procedure: RoLR Process and other documentation as appropriate, follow the set of defined processes for the transition of NMI and associated business services from the Suspended Retailer to the RoLR.

(c) The nominated RoLR Key Contact for each RoLR Event Affected MSATS Participant must be available for other RoLR Key Contacts to communicate to, and to provide and receive data from, as determined in this Part B - B2B Procedure: RoLR Process.

(d) Should the primary operational RoLR Key Contact and the process owner or escalation RoLR Key Contact for an organisation both be on leave or otherwise unavailable at the time a RoLR Event is invoked, the organisation must update the NEM Retail Operations Contacts List with the name and contact details for replacement RoLR Key Contacts.

101.4. Suspended Retailer

101.4.1. Once a RoLR Event is invoked

The Suspended Retailer must:
(a) Ensure that one of its nominated RoLR Key Contacts is available for RoLR Event Affected MSATS Participants to communicate to, and to receive data from and provide data to as required in this Part B - B2B Procedure: RoLR Process.

102. ROLR OBTAINS CUSTOMER & SITE DETAILS FOR NMIS FOR WHICH IT HAS BECOME FINANCIALLY RESPONSIBLE

102.1. Application

Clause 102 applies to:
(a) RoLR.
(b) Suspended Retailer/Insolvency Official.
(c) LNSP.

102.2. Conditions Precedent

(a) AEMO has provided the Suspended Retailer with the NMI list reports, as required by clause 5.3 c).
(b) AEMO has provided the Service Provider (the LNSP) with the NMI list reports, as required by clause 5.3 c).

102.3. Suspended Retailer/Insolvency Official Obligations

The Suspended Retailer/Insolvency Official must:
(a) Provide each RoLR with the customer and site details data specified in Table 102 - A for each of the NMIs to be transferred to that RoLR that were in the NMI List provided by AEMO (the RoLR/FRMP NMI List - Where Suspended Retailer is FRMP Report) as a consequence of the application of clause 5.3 a) and clause 5.3 c), but excluding the NMIs identified in clause 102.3 b).
(b) Exclude from the list of NMIs identified in clause 102.3 a) any NMIs transferred to a retailer other than the RoLR as a result of AEMO’s acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 8.3 c). Use, to identify the NMIs to be excluded:
   (i) The list provided by AEMO in compliance with clause 8.3 d); and
   (ii) Any MSATS COM notifications received as a consequence of the application of clause 8.3 c).
(c) Supply the data referred to in clause 102.3 a) in csv format as a minimum to the RoLR Key Contact, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

Table 102-1: Customer and Site Details to Provide to RoLR

<table>
<thead>
<tr>
<th>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</th>
<th>FORMAT (BASED ON B2B PROCEDURE)</th>
<th>M or R**</th>
<th>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NMI</td>
<td>CHAR(10)</td>
<td>M</td>
<td>As defined in the CustomerDetailsNotification transaction in B2B Procedure: Customer and Site Details Notification Process.</td>
</tr>
<tr>
<td>NMIChecksum</td>
<td>CHAR(1)</td>
<td>M</td>
<td>As defined in the CustomerDetailsNotification transaction in B2B Procedure: Customer and Site Details Notification Process.</td>
</tr>
<tr>
<td>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</td>
<td>FORMAT (BASED ON B2B PROCEDURE)</td>
<td>M or R**</td>
<td>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------</td>
<td>---------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CustomerNamePersonNameTitle</td>
<td>VARCHAR(12)</td>
<td>R</td>
<td>A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>CustomerNamePersonNameGiven</td>
<td>VARCHAR(40)</td>
<td>R</td>
<td>A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>CustomerNamePersonNameFamily</td>
<td>VARCHAR(40)</td>
<td>R</td>
<td>A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>BusinessContactNameTitle</td>
<td>VARCHAR(12)</td>
<td>R</td>
<td>A component of BusinessContactName, which is a part of the CustomerDetailsNotification transaction as defined in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>BusinessContactPersonNameGiven</td>
<td>VARCHAR(40)</td>
<td>R</td>
<td>A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteFlatOrUnitType</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>A component of SiteAddress. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteFlatOrUnitNumber</td>
<td>VARCHAR(7)</td>
<td>R</td>
<td>A component of SiteAddress. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteFloorOrLevelType</td>
<td>VARCHAR(2)</td>
<td>R</td>
<td>A component of SiteAddress. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteFloorOrLevelNumber</td>
<td>VARCHAR(5)</td>
<td>R</td>
<td>A component of SiteAddress. The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteBuildingOrPropertyName1</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
</tbody>
</table>
### NEM ROLR PROCESSES

#### FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE) | FORMAT (BASED ON B2B PROCEDURE) | M or R** | COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
---|---|---|---
SiteBuildingOrPropertyName2 | VARCHAR(30) | R | A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.  
Note: This is only required if the building or property name require more than one line of description. It should only be supplied if there is a value in SiteBuildingOrPropertyName1.

SiteLocationDescriptor | VARCHAR(30) | R | A component of SiteAddress. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.

SiteHouseNumber1 | NUMERIC(5) IN RANGE 0-99999 | R | A component of SiteAddress. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. If there is only one house number, use this data element only. If the address has a range of numbers, the first number in the range should go here.

SiteHouseNumberSuffix1 | VARCHAR(1) | R | A component of SiteAddress. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. Where data is provided, there must be a value in SiteHouseNumber1.

SiteHouseNumber2 | NUMERIC(5) IN RANGE 0-99999 | R | See description of 'SiteHouseNumber1'. This value is the second number in the range if the address is expressed as a number range.  
Where data is provided, there must be a value in SiteHouseNumber1.

SiteHouseNumberSuffix2 | VARCHAR(1) | R | See description of 'SiteHouseNumberSuffix1'. Where data is provided, it must be related to a value in SiteHouseNumber2.

SiteLotNumber | VARCHAR(6) | R | A component of SiteAddress. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.

SiteStreetName1 | VARCHAR(30) | R | A component of SiteAddress. The format of this component is as per the definition of StreetName in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. If there is only one street name in the address, use this data element only. If the address has more than one street name (e.g. an address on a corner), the first street name part of the address goes here.

SiteStreetType1 | VARCHAR(4) | R | A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. Where data is provided, there must be a value in SiteStreetName1.

SiteStreetSuffix1 | VARCHAR(2) | R | A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. Where data is provided, there must be a value in SiteStreetName1.

SiteStreetName2 | VARCHAR(30) | R | See description of ‘SiteStreetName1’. This would only be required, when used in conjunction with a location descriptor for physical addresses that are expressed as the corner of two streets or rear access lots. Where data is provided, it must be the second name (i.e. there must be a value in SiteStreetName1).

SiteStreetType2 | VARCHAR(4) | R | See description of ‘SiteStreetType1’. Where data is provided, it must be related to a value in SiteStreetName2.

SiteStreetSuffix2 | VARCHAR(2) | R | See description of ‘SiteStreetSuffix1’. Where data is provided, it must be related to a value in SiteStreetName2.
<table>
<thead>
<tr>
<th>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</th>
<th>FORMAT (BASED ON B2B PROCEDURE)</th>
<th>M or R**</th>
<th>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SiteLocality</td>
<td>VARCHAR(46)</td>
<td>M</td>
<td>A component of SiteAddress. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteAddressState</td>
<td>VARCHAR(3)</td>
<td>M</td>
<td>A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressState in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteAddressPostcode</td>
<td>CHAR(4)</td>
<td>M</td>
<td>A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressPostcode in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteUnstructuredAddress1</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>If the site address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode. The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address). This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>SiteUnstructuredAddress2</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. If the unstructured address requires more than one line, then this item contains the second line. Where data is provided, there must be a value in UnstructuredSiteAddress1.</td>
</tr>
<tr>
<td>SiteUnstructuredAddress3</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. If the unstructured address requires more than two lines, then this item contains the third line. Where data is provided, there must be a value in UnstructuredSiteAddress2.</td>
</tr>
<tr>
<td>PostalFlatOrUnitType</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalFlatOrUnitNumber</td>
<td>VARCHAR(7)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</td>
<td>FORMAT (BASED ON B2B PROCEDURE)</td>
<td>M or R**</td>
<td>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------------</td>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PostalFloorOrLevelType</td>
<td>VARCHAR(2)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalFloorOrLevelNumber</td>
<td>VARCHAR(5)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process.</td>
</tr>
<tr>
<td>PostalBuildingOrPropertyName1</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteBuildingOrPropertyName1 in this table.</td>
</tr>
<tr>
<td>PostalBuildingOrPropertyName2</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>See definition of PostalBuildingOrPropertyName1. Additional notes for SiteBuildingOrPropertyName2 in this table apply here too.</td>
</tr>
<tr>
<td>PostalLocationDescriptor</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalHouseNumber1</td>
<td>NUMERIC(5) IN RANGE 0-99999</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteHouseNumber1 in this table, which apply here too.</td>
</tr>
<tr>
<td>PostalHouseNumberSuffix1</td>
<td>VARCHAR(1)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalHouseNumber2</td>
<td>NUMERIC(5) IN RANGE 0-99999</td>
<td>R</td>
<td>See definition of PostalHouseNumber1. Additional notes for SiteHouseNumber2 in this table apply here too.</td>
</tr>
<tr>
<td>PostalHouseNumberSuffix2</td>
<td>VARCHAR(1)</td>
<td>R</td>
<td>See definition of PostalHouseNumberSuffix1. Additional notes for SiteHouseNumberSuffix2 in this table apply here too.</td>
</tr>
<tr>
<td>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</td>
<td>FORMAT (BASED ON B2B PROCEDURE)</td>
<td>M or R**</td>
<td>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>----------------------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PostalLotNumber</td>
<td>VARCHAR(6)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalStreetName1</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of StreetName in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteStreetName1 in this table, which apply here too.</td>
</tr>
<tr>
<td>PostalStreetType1</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteStreetType1 in this table.</td>
</tr>
<tr>
<td>PostalStreetSuffix1</td>
<td>VARCHAR(2)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteStreetSuffix1 in this table.</td>
</tr>
<tr>
<td>PostalStreetName2</td>
<td>VARCHAR(30)</td>
<td>R</td>
<td>See definition of PostalStreetName1. Additional notes for SiteStreetName2 in this table apply here too.</td>
</tr>
<tr>
<td>PostalStreetType2</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>See definition of PostalStreetType1. Additional notes for SiteStreetType2 in this table apply here too.</td>
</tr>
<tr>
<td>PostalStreetSuffix2</td>
<td>VARCHAR(2)</td>
<td>R</td>
<td>See definition of PostalStreetSuffix1. Additional notes for SiteStreetSuffix2 in this table apply here too.</td>
</tr>
<tr>
<td>PostalDeliveryType</td>
<td>VARCHAR(11)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of PostalDeliveryType in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalDeliveryNumber Prefix</td>
<td>VARCHAR(3)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid format of this component is as per the definition of PostalDeliveryNumberPrefix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</td>
<td>FORMAT (BASED ON B2B PROCEDURE)</td>
<td>M or R**</td>
<td>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PostalDeliveryNumber Value</td>
<td>NUMERIC(5) IN RANGE: 0-99999</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the Site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid format of this component is as per the definition of PostalDeliveryNumberValue in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalDeliveryNumber Suffix</td>
<td>VARCHAR(3)</td>
<td>R</td>
<td>Postal address is only required if the customer’s postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid format of this component is as per the definition of PostalDeliveryNumberSuffix in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalUnstructuredAddress1</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>If the postal address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further ‘address lines’ of data. It does not, however, include locality, state or postcode. The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address). This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>PostalUnstructuredAddress2</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteUnstructuredAddress2 in this table, which apply here too.</td>
</tr>
<tr>
<td>PostalUnstructuredAddress3</td>
<td>VARCHAR(80)</td>
<td>R</td>
<td>This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. See also additional notes for SiteUnstructuredAddress3 in this table, which apply here too.</td>
</tr>
<tr>
<td>PostalSuburbOrPlaceOrLocality</td>
<td>VARCHAR(46)</td>
<td>R</td>
<td>A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if any other ‘Postal’ address data items are supplied.</td>
</tr>
<tr>
<td>PostalStateOrTerritory</td>
<td>VARCHAR(3)</td>
<td>R</td>
<td>A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of SiteAddressState in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if any other ‘Postal’ address data items are supplied.</td>
</tr>
<tr>
<td>FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)</td>
<td>FORMAT (BASED ON B2B PROCEDURE)</td>
<td>M or R**</td>
<td>COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------</td>
<td>----------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PostalPostcode</td>
<td>CHAR(4)</td>
<td>R</td>
<td>A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of SiteAddressPostcode in the ADDRESS definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if any other 'Postal' address data items are supplied.</td>
</tr>
<tr>
<td>Contact1PhonePrefix</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if there is a value in Contact1PhoneNumber.</td>
</tr>
<tr>
<td>Contact1PhoneNumber</td>
<td>VARCHAR(15)</td>
<td>R</td>
<td>A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of Number in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if there is a value in Contact1PhonePrefix.</td>
</tr>
<tr>
<td>Contact1PhoneService</td>
<td>VARCHAR(40)</td>
<td>R</td>
<td>A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>Contact1PhoneServiceType</td>
<td>VARCHAR(12)</td>
<td>R</td>
<td>A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>Contact2PhonePrefix</td>
<td>VARCHAR(4)</td>
<td>R</td>
<td>A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures. Contact2 phone details should only be populated if a Contact2 telephone number has been provided. This is mandatory if there is a value in Contact2PhoneNumber.</td>
</tr>
<tr>
<td>Contact2PhoneNumber</td>
<td>VARCHAR(15)</td>
<td>R</td>
<td>A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The format of this component is as per the definition of Number in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures. This is mandatory if there is a value in Contact2PhonePrefix.</td>
</tr>
<tr>
<td>Contact2PhoneServiceComment</td>
<td>VARCHAR(40)</td>
<td>R</td>
<td>A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
<tr>
<td>Contact2PhoneServiceType</td>
<td>VARCHAR(12)</td>
<td>R</td>
<td>A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the B2B Procedure: Technical Guidelines for B2B Procedures.</td>
</tr>
</tbody>
</table>
### FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE) | FORMAT (BASED ON B2B PROCEDURE) | M or R** | COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
--- | --- | --- | ---
RebateCode | VARCHAR(20) | R | As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of RebateCode in the B2B Procedure: Customer and Site Details Notification Process.
PensionHealthCardNumber | VARCHAR(10) | R | As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of PensionHealthCardNumber in the B2B Procedure: Customer and Site Details Notification Process. Mandatory if there is a value in RebateCode.
FromDate | DATE(8)* | R | As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of FromDate in the B2B Procedure: Customer and Site Details Notification Process. This is mandatory if there is a value in RebateCode.
ToDate | DATE(8)* | R | As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of ToDate in the B2B Procedure: Customer and Site Details Notification Process. This is mandatory if the value in RebateCode is Health Care Card.
DateOfBirth | DATE(8)* | R | Customer’s date of birth. Mandatory if there is a value in RebateCode.
CustomerIdentification | VARCHAR(25) | R | Contains customer’s driver licence.
SensitiveLoad | VARCHAR(20) | M | As defined in the CustomerDetailsNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of SensitiveLoad in the B2B Procedure: Customer and Site Details Notification Process.
SiteAccessDetails | VARCHAR(160) | R | As defined in the SiteAccessNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of AccessDetails in the B2B Procedure: Customer and Site Details Notification Process.
SiteHazardDescription | VARCHAR(80) | R | As defined in the SiteAccessNotification transaction in the B2B Procedure: Customer and Site Details Notification Process. The valid values for and format of this component are as per the definition of HazardDescription in the B2B Procedure: Customer and Site Details Notification Process.

** Values are as follows:
M Mandatory (must be provided in all situations)
R Required (if this information is available)


#### 102.4. LNSP Obligations

The LNSP must:

(a) Provide each RoLR with the customer and Site details data specified in Table 102-A for all the NMI list reports provided by AEMO in compliance with clause 5.3 c).

(b) Exclude from the list of NMI identified in clause 102.4 a) any NMI transferred to a retailer other than the RoLR as a result of AEMO’s acceleration of any existing transfers away from the Suspended Retailer, as a result of the application of clause 8.3 c), using, to identify the NMI to be excluded:

(i) The list provided by AEMO in compliance with clause 8.3 d); and
Any MSATS COM notifications received as a consequence of the application of clause 8.3 c) should be supplied in CSV format as a minimum to the RoLR Key Contact, unless an alternative person has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is preferred if the amount of data to be transmitted is less than one megabyte.

102.5. Time Frame Rules

(a) The Suspended Retailer/Insolvency Official must make reasonable endeavours to comply with clause 102.3 a) by the end of the next business day after receiving the NMI List report provided in compliance with clause 5.3 c), and, if that is not possible, must comply within four business days of receiving it.

(b) The LNSP must comply with clause 102.4 a) within four business days of receiving the NMI List reports provided in compliance with clause 5.3 c) and clause 8.3 d).

103. MDP PROVIDES METERING READS FOR ROLR EFFECTIVE TRANSFER DATE

103.1. Application

Clause 103 applies to:

(a) MDP.

103.2. Conditions Precedent

(a) The MDP has received any of the following:

(i) An MSATS Change Request Notification with a COM status for a change of FRMP generated as a result of the application of clause 8.3 c), clause 9.3 e) 5, clause 9.3 f) 3, clause 9.3 j) 6, clause 11.3 d) 5 clause 11.3 e) 3 or clause 11.3 i) 6, advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current FRMP, which Market Participant is the New FRMP and the date of effect of the change (the ActualChangeDate in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: MSATS Change Request Notifications generated as a result of the application of clause 9.3 e) 5 or clause 11.3 d) 5 will be easily identifiable because they use the Change Reason Code of ROLR. The NMI’s for which COM status MSATS Change Request Notifications are generated as a result of compliance with clause 8.3 c) are not so easily identified because they will have a business as usual Change Reason Code. These ones are able to be identified from the report supplied by AEMO in compliance with clause 8.3 g).

(ii) An MSATS Change Request Notification with a COM status for a change of LR generated as a result of the application of clause 10.3 d) 4, where the Suspended Retailer was not the FRMP, advising, for each RoLR Event Affected NMI where the Suspended Retailer was the Current LR, which Market Participant is its New LR and the date of effect of the change (the ActualChangeDate in the MSATS Change Request Notification), which is the RoLR Effective Transfer Date.

Note: These would be notifications for change of LR for Second Tier NMIs where the Suspended Retailer was the LR.

103.3. MDP Obligations

The MDP must:
(a) For each NMI for which it has received the MSATS Change Request Notification identified in clause 103.2 a), provide metering data up to the RoLR Effective Transfer Date to those MSATS Participants entitled to it, in accordance with the ‘Service Level Requirements - Metering data Collection, Processing and Delivery Services for Metering Provider Category Type 5D, 6D and 7D’.

(b) In accordance with clause 103.3 a), if an actual read is available for the RoLR Effective Transfer Date, provide it.

(c) In accordance with clause 103.3 a), if an actual read is not available for the RoLR Effective Transfer Date, provide Substituted metering data, which complies with Substitution rules in the Metrology Procedure: Part B.

103.4. Time Frame Rules

(a) Reasonable endeavours must be made to comply with clause 103.3 a) for each affected NMI within five business days after receiving the COM MSATS Change Request Notification for that NMI.

103.5. Related Part A Clause

(a) Clause 103 is related to Part A clause 13.

104. MANAGEMENT OF IN PROGRESS SERVICE ORDERS RAISED BY SUSPENDED RETAILER

104.1. Application

Clause 104 applies to:

(a) Suspended Retailer.

(b) LNSP.

(c) RoLR that becomes the retailer for RoLR Event Affected NMIs where the Suspended Retailer was the FRMP.

104.2. Conditions Precedent

(a) AEMO has invoked a RoLR Event.

(b) The Suspended Retailer and LNSP have received a notification of the RoLR Event being invoked.

104.3. Suspended Retailer Obligations

The Suspended Retailer must:

(a) Stop raising Service Order Requests for RoLR Event Affected NMIs immediately after the RoLR Event is invoked.

(b) After receiving the FRMP/RoLR NMI List report provided by AEMO in compliance with clause 5.3 c), provide each RoLR with a list of Service Orders that have been raised, for which a ServiceOrderResponse transaction with a response type of ‘Closure’ has not been received, for all RoLR-affected NMIs.

(c) At least once each business day, provide each RoLR with a list of all Service Orders that it has previously raised, for which a ServiceOrderResponse transaction with a ServiceOrderStatus of “Partially Completed”, “Not Completed” or “Complete” is received, for all RoLR-affected NMIs where the date of the ActualDateAndTime in the ServiceOrderResponse transaction is equal to or greater than the RoLR Effective Transfer Date.
(d) Include in the lists provided as required by:
   (i) Clause 104.3 b), all the details contained in each original Service Order Request; as defined in clause 4.1 of the B2B Procedure: Service Order Process; and
   (ii) Clause 104.3 c), all the details contained in each original Service Order Request, as defined in clause 4.1 of the B2B Procedure: Service Order Process, and the information provided by the LNSP in the ServiceOrderResponse, as defined in clause 4.2 of the B2B Procedure: Service Order Process.

(e) At a minimum, the lists to be provided in compliance with clause 104.3 b) and clause 104.3 c), must be in csv format.

104.4. LNSP Obligations

Each LNSP must:

(a) On receipt of notification that the RoLR Event has been invoked (either the original AEMO Communication notification or the notification referred in clause 3.3 a), whichever is received first), obtain and retain a list of all Service Orders raised by the Suspended Retailer for which a ServiceOrderResponse transaction has yet to be provided.

Note: This report will be used to support the reconciliation required by clause 105.3.

(b) Should the Suspended Retailer send any Service Order Requests with an Action Type of ‘New’ or ‘Replace’ on or after the RoLR Effective Transfer Date for NMI s that are in Jurisdictions where the Suspended Retailer is no longer licensed to operate, send a Business Rejection signal in response to the Service Order Request which indicates that ‘The Request falls outside the LNSP’s regulatory and contractual obligations’.

Note that if the RoLR Event was invoked by AEMO issuing a suspension notice then the Suspended Retailer will not be able to operate in any Jurisdiction because they have been suspended from the NEM.

(c) All De-Energisation for non-payment Service Orders must be cancelled and finalised for each RoLR Event Affected NMI, except where the LNSP considers the field work is unable to be cancelled, by sending a ServiceOrderResponse transaction with the following details:
   (i) ServiceOrderStatus = “Not completed”
   (ii) ExceptionCode = “Other”
   (iii) SpecialNotes = “RoLR”

(d) Provide the RoLR with a list of all Service Orders for which a ServiceOrderResponse with a “Not Completed” ServiceOrderStatus was generated as a consequence of the requirements of clause 104.4 c), which contains all of the details in:
   • Each original Service Order Request; as defined in clause 4.1 of the B2B Procedure: Service Order Process, and
   • Each original Service Order Response, as defined in clause 4.1 of the B2B Procedure: Service Order Process.

(e) Complete the field work for any non-payment Service Orders that have been scheduled in the field that were not able to be cancelled.

(f) For a period of fifteen business days, starting from when the NMI List report is received, deliver to each RoLR a daily report that has lists of all Service Orders details including Request and Response information initiated by the Suspended Retailer for NMI s for which the RoLR has become the FRMP (to be sent to the RoLR Key Contact):
   (i) For which a ServiceOrderResponse has yet to be sent to the Suspended Retailer; and those
(ii) For which a ServiceOrderResponse transaction with a ServiceOrderStatus of “Partially Completed” “Not Completed” or “Complete” has been sent to the Suspended Retailer.

(g) At a minimum, the list to be provided in compliance with clause 104.4 d) must be in csv format and must:

(i) Contain all ServiceOrderRequest transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table

(ii) Contain all ServiceOrderResponse transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table.

(iii) Be in csv format with each row identified with the field name in the same order as those described in the B2B Procedure: Service Order Processes Transaction Table, with ServiceOrderRequest data preceding ServiceOrderResponse data

Note: The first business day that this report is sent, the items identified in clause 104.4 g) 2 should include all applicable ServiceOrderResponses where the date of the ActualDateAndTime in the ServiceOrderResponse transaction is equal to or greater than the RoLR Effective Transfer Date. Subsequent reports should include all applicable ServiceOrderResponse transactions generated since the previous report.

104.5. RoLR Obligations

The RoLR must:

(a) After receiving a list of Service Orders that are still not finalised from the Suspended Retailer provided in compliance with clause 104.3 b) or a list of Service Orders that were finalised with a ServiceOrderStatus of “Not Completed” from the LNSP as a consequence of clause 104.4 d) or clause 104.4 g), do the following where necessary:

(i) If the service is still required, initiate a new Service Order with the LNSP to have the service undertaken.

(b) After receiving any lists of Service Orders that were finalised with a ServiceOrderStatus of “Partially Completed” from the Suspended Retailer in compliance with clause 104.3 c) or the LNSP in compliance with clause 104.3 g) 2, do the following where necessary:

(i) If the service is still required, initiate a new Service Order with the LNSP to have the service undertaken.

(c) Be responsible for any charges passed on by the LNSP, under use of system agreements, for providing any services it has requested from LNSPs for any NMI s transferred to it as a consequence of the RoLR Event.

104.6. Time Frame Rules

(a) Clause 104.3 a) must be complied with immediately after receiving the AEMO Communication notification that the RoLR Event has been invoked.

(b) Clause 104.3 b) must be complied with within one Business Hour of receiving the NMI List reports from AEMO provided in compliance with clause 5.3 c).

(c) Clause 104.3 c) must be complied initially within one Business Hour of receiving the NMI List report provided in compliance with clause 5.3 c) and continue once each business day for fourteen business days.

(d) Clause 104.4 a) and clause 104.4 b) must be complied with immediately after receiving notification that the RoLR Event has been invoked, either the original AEMO Communication notification or the notification referred in clause 3.3 a), whichever is received first).

(e) Clause 104.4 c) must be complied with by the end of the next business day after receiving the NMI List report provided in compliance with clause 5.3 c).
(f) Clause 104.4 d) must be complied with within a Business Hour of completing clause 104.4 c).

(g) Clause 104.4 f) must be complied with initially by the end of the next business day after receiving the NMI List report provided by AEMO in compliance with clause 5.3 c), and then by the end of each of the next fourteen business days.

105. PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION AND PREPARE A REPORT FOR AEMO

105.1. Application

Clause 105 applies to:

(a) MSATS Participants that have a relationship with RoLR Event Affected NMIs in one of the following Roles:
   (i) RoLR.
   (ii) LNSP.

105.2. Conditions Precedent

(a) AEMO has sent the email, indicating that all updates to MSATS are complete, required by one of clause 9.3 k), clause 10.3 e), clause 11.3 i), clause 14.3 f) or clause 15.3 b).

Note: The time when the email is sent will depend on what subsequent tasks are required.

105.3. RoLR Event Affected MSATS Participants’ Obligations

Each RoLR Event Affected MSATS Participant acting in a Role identified in clause 105.1 a) must:

(a) Undertake a reconciliation of data and associated information in accordance with Table 105 - below.

(b) Create a reconciliation differences table that captures discrepancies between the NMI list data provided by AEMO and Change Request Notifications and B2B data and information provided by other MSATS Participants.

(c) Work within bilateral arrangements with other MSATS Participants and AEMO to resolve issues identified in the reconciliation differences table.

(d) Communicate with other MSATS Participants, in the first instance, via the RoLR Key Contacts and thereafter between business personnel as applicable.

Table 105-1: Post RoLR Event Reconciliation Matrix – B2B Related Data

<table>
<thead>
<tr>
<th>RECONCILING PARTICIPANT</th>
<th>DATA</th>
<th>RECONCILES AGAINST</th>
<th>OUTPUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>RoLR (now FRMP)</td>
<td>Customer and Site data for NMIs where FRMP was updated.</td>
<td>‘RoLR/FRMP NMI List – Where Suspended Retailer is a Second Tier FRMP Report’ And, if received: ‘RoLR/LR NMI List– where Suspended Retailer is LR Report’ (includes First Tier NMIs where Suspended Retailer is FRMP and LR) Customer and Site details provided by Suspended Retailer/Insolvency Official and/or LNSP.</td>
<td>List of NMIs on AEMO NMI lists for which no customer and site data has been received. List of NMIs for which customer details have been received that are not on the AEMO NMI lists.</td>
</tr>
</tbody>
</table>
## RECONCILING PARTICIPANT

<table>
<thead>
<tr>
<th>Data</th>
<th>Reconciles Against</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services Orders for which a ServiceOrder Response with a ServiceOrderStatus of &quot;Not complete&quot; was received.</td>
<td>Lists provided by LNSP and/or Suspended Retailer/Insolvency Official against internal documents that track customer contacts used to confirm that they have contacted all customers and actioned appropriately.</td>
<td>List of Service Orders with a ServiceOrderStatus of &quot;Not complete&quot; that have not been followed up with the customer by LNSP.</td>
</tr>
<tr>
<td>Services Orders for which a ServiceOrder Response with a ServiceOrderStatus of &quot;Partially Completed&quot; was received.</td>
<td>Lists provided by LNSP and/or Suspended Retailer/Insolvency Official against internal documents that track customer contacts used to confirm that they have contacted all customers and actioned appropriately.</td>
<td>List of Service Orders with a ServiceOrder Status of &quot;Partially Completed&quot; that have not been followed up with the customer by LNSP.</td>
</tr>
<tr>
<td>Ensure that a ServiceOrderResponse has been provided for all Service Orders requested by the Suspended Retailer.</td>
<td>Compare snapshot report of Service Orders from Suspended Retailer made in compliance with clause a) against internal systems to check if there are any Service Orders on that list that have still not been responded to with a ServiceOrderResponse.</td>
<td>List of Service Orders raised by Suspended Retailer for which a ServiceOrderResponse has not been sent.</td>
</tr>
</tbody>
</table>

(e) Not until at least three months have passed since the RoLR Event was invoked, provide AEMO with a report that contains the data specified in the sub-clauses of this clause 105.3 e)

(i) Summary of status of all RoLR Event Affected NMIs for that MSATS Participant.

(A) Number of NMIs for which all required customer and Site details have been received (FRMP only).

(B) Number of NMIs for which all required customer and Site details have not been received (FRMP only).

(C) Number of NMIs for which there are issues with regard to completion of Service Orders.

(ii) List of NMIs that are in dispute and reasons for the dispute.

(iii) Impact statements including:

(A) Volume of NMIs processed for the MSATS Participant.

(B) Estimated times for completion of business processes described in Part B of this document.

(C) Any timeframe impacts on business as usual B2B-related business processes.

### 105.4. Time Frame Rules

(a) The report must be provided to AEMO no earlier than three months after the RoLR Event was invoked and no later than four months after the RoLR Event was invoked.

### 105.5. Related Part A Clause

(a) Clause 105 is related to Part A clause 16.
## APPENDIX 1. SPECIFICATIONS FOR ROLR REPORTS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ROLR_001</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by Jurisdiction of Second Tier NMIs where the Failed Retailer is the FRMP. Each Regulator receives the count of NMIs from its Jurisdiction.</td>
<td>CSV file</td>
<td>ROLR_001_&lt;JURISDICTION&gt; where &lt;JURISDICTION&gt; is the name of the Regulator applicable to the file.</td>
<td>Each individual Jurisdiction</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_002</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by MDP of Second Tier NMIs where the Failed Retailer is the FRMP. Each MDP receives the count of NMIs for which it is the Current MDP.</td>
<td>CSV file</td>
<td>ROLR_002_&lt;MDP&gt; where &lt;MDP&gt; is the Participant ID of the MDP applicable to the file.</td>
<td>Each individual MDP</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_003</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by LNSP/ENM of Second Tier NMIs where the Failed Retailer is the FRMP. Each LNSP/ENM receives the count of NMIs for which it is the Current LNSP/ENM.</td>
<td>CSV file</td>
<td>ROLR_003_&lt;LNSP&gt; where &lt;LNSP&gt; is the Participant ID of the LNSP applicable to the file.</td>
<td>Each individual LNSP/ENM</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_004</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by RoLR as the New FRMP of NMIs where the Failed Retailer is the FRMP. Each RoLR receives the count of NMIs for which it can expect to become the Current FRMP.</td>
<td>CSV file</td>
<td>ROLR_004_&lt;ROLR&gt; where &lt;ROLR&gt; is the Participant ID of the RoLR applicable to the file.</td>
<td>Each individual RoLR as the New FRMP</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_005</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by RoLR as the New FRMP of NMIs where the Failed Retailer is the FRMP. The Failed Retailer receives the count of NMIs for each RoLR (i.e. the NMIs for which the RoLR(s) can expect to become the Current FRMP).</td>
<td>CSV file</td>
<td>ROLR_005_&lt;SR&gt; where &lt;SR&gt; is the Participant ID of the Failed Retailer.</td>
<td>The Failed Retailer (SR)</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_006</td>
<td>6.1(a)</td>
<td>RoLR/FRMP</td>
<td>A summary report by MDP of all Second Tier NMIs where the Failed Retailer is the FRMP.</td>
<td>CSV file</td>
<td>ROLR_006_&lt;MDP&gt; where &lt;MDP&gt; is the Participant ID of the MDP applicable to the file.</td>
<td>Each individual MDP</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_007</td>
<td>6.1(b)</td>
<td>RoLR/LR</td>
<td>A summary report by Jurisdiction of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR. Each Regulator receives the count of NMIs from its Jurisdiction.</td>
<td>CSV file</td>
<td>ROLR_007_&lt;JURISDICTION&gt; where &lt;JURISDICTION&gt; is the name of the Regulator applicable to the file.</td>
<td>Each individual Regulator</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_008</td>
<td>6.1(b)</td>
<td>RoLR/LR</td>
<td>A summary report by MDP of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR. Each MDP receives the count of NMIs for which it is the Current MDP.</td>
<td>CSV file</td>
<td>ROLR_008_&lt;MDP&gt; where &lt;MDP&gt; is the Participant ID of the MDP applicable to the file.</td>
<td>Each individual MDP</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>---------------</td>
<td>----------</td>
<td>-----------</td>
<td>--------</td>
</tr>
<tr>
<td>ROLR_009</td>
<td>6.1(b)</td>
<td>RoLR/LR Summary Report Type C</td>
<td>A summary report by LNSP/ENM of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR. Each LNSP/ENM receives the count of NMIs for which it is the Current LNSP/ENM.</td>
<td>CSV file</td>
<td>ROLR_009_&lt;LNSP&gt; where &lt;LNSP&gt; is the Participant ID of the LNSP applicable to the file.</td>
<td>Each individual LNSP or ENM</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_010</td>
<td>6.1(b)</td>
<td>RoLR/LR Summary Report Type D</td>
<td>A summary report by New LR (RoLR as the New LR) of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR. Each replacement LR nominated by the Regulator receives the count of NMIs for which it can expect to become the Current LR.</td>
<td>CSV file</td>
<td>ROLR_010_&lt;Replacement LR&gt; where &lt;Replacement LR&gt; is the Participant ID of the Replacement LR applicable to the file.</td>
<td>Each individual RoLR (either as the New FRMP, as the New LR or both)</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_011</td>
<td>6.1(b)</td>
<td>RoLR/LR Summary Report Type D</td>
<td>A summary report by New LR (RoLR as the New LR) of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR. The Current LR (which is the Failed Retailer) receives the count of NMIs each replacement LR nominated by the Regulator that can expect to become the Current LR.</td>
<td>CSV file</td>
<td>ROLR_011_&lt;SR&gt; where &lt;SR&gt; is the Participant ID of the Failed Retailer.</td>
<td>The Failed Retailer (SR)</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_012</td>
<td>6.1(b)</td>
<td>RoLR/LR Summary Report Type E</td>
<td>A summary report by MPB of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the LR.</td>
<td>CSV file</td>
<td>ROLR_012_&lt;MPB&gt; where &lt;MPB&gt; is the Participant ID of the MPB applicable to the file.</td>
<td>Each individual MPB</td>
<td>Delivered within 2 business days of RoLR Event occurring</td>
</tr>
<tr>
<td>ROLR_013</td>
<td>7.1(a)</td>
<td>RoLR/FRMP NMI List - SR is 2nd Tier FRMP</td>
<td>NMI list by MSATS Participant of all Second Tier NMIs where the Failed Retailer is the Current FRMP</td>
<td>CSV file</td>
<td>ROLR_013_&lt;Role&gt;_&lt;Participant ID&gt; where: &lt;Role&gt; is the Role of the Participant applicable to the file, and &lt;Participant ID&gt; is the Participant ID applicable to the file.</td>
<td>All relevant Market Customers and Market Participants</td>
<td>Commence within 2 hours of completing reports specified in section 6.1 (b), and complete by the end of the following business day:</td>
</tr>
<tr>
<td>ROLR_014</td>
<td>7.1(b)</td>
<td>RoLR/LR NMI List - SR is LR</td>
<td>NMI list by MSATS Participant of all First Tier NMIs and Second Tier NMIs where the Failed Retailer is the Current LR.</td>
<td>CSV file</td>
<td>ROLR_014_&lt;Role&gt;_&lt;Participant ID&gt; where: &lt;Role&gt; is the Role of the Participant applicable to the file, and &lt;Participant ID&gt; is the Participant ID applicable to the file.</td>
<td>All relevant Registered Participants.</td>
<td>Commence within 2 hours of completing reports specified in section 6.1 (b), and complete by the end of the following business day:</td>
</tr>
<tr>
<td>ROLR_015</td>
<td>8.1(a)</td>
<td>CRs Pending where SR is to become FRMP</td>
<td>A list of all In Progress Change Requests entered into MSATS where the Failed Retailer is nominated as the New FRMP and the date for which the change is proposed is great than or equal to the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_015_AEMO</td>
<td>AEMO</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>---------------</td>
<td>----------</td>
<td>-----------</td>
<td>--------</td>
</tr>
<tr>
<td>ROLR_016</td>
<td>8.1 (f)</td>
<td>Proposed Cancelled CRs - CRs Pending where SR is to become FRMP</td>
<td>A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is greater than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.</td>
<td>CSV file</td>
<td>ROLR_016_&lt;Participant ID&gt; where &lt;Participant ID&gt; is the Participant ID applicable to the file.</td>
<td>LNSP/ENM</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_017</td>
<td>8.1 (g)</td>
<td>Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP</td>
<td>A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is greater than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.</td>
<td>CSV file</td>
<td>ROLR_017_&lt;Participant ID&gt; where &lt;Participant ID&gt; is the Participant ID applicable to the file.</td>
<td>Current FRMP</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_018</td>
<td>9.1 (a)</td>
<td>CRs Pending submitted by SR to change any Role (AEMO)</td>
<td>A list of all Change Requests that have been submitted by the Failed Retailer to change any Role, other than FRMP and are still In Progress.</td>
<td>CSV file</td>
<td>ROLR_018_AEMO</td>
<td>AEMO</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_019</td>
<td>9.1 (d)</td>
<td>CRs Pending submitted by SR to change any Role (by RoLR)</td>
<td>A list of Change Requests for each RoLR as the New FRMP that are In Progress to change any Role, other than the FRMP, that have been submitted by the Failed Retailer.</td>
<td>CSV file</td>
<td>ROLR_019_&lt;RoLR&gt; where &lt;RoLR&gt; is the Participant ID of the RoLR applicable to the file.</td>
<td>Each individual RoLR as the New FRMP</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_020</td>
<td>10.1 (b)</td>
<td>CRs to be Accelerated (AEMO)</td>
<td>A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different retailer is the nominated New FRMP on the Change Requests.</td>
<td>CSV file</td>
<td>ROLR_020_AEMO</td>
<td>AEMO</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_021</td>
<td>10.1 (d)</td>
<td>CRs to be Accelerated (SR)</td>
<td>A list of all In Progress Change Requests in MSATS to transfer the FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and a different retailer is the nominated New FRMP on the Change Request.</td>
<td>CSV file</td>
<td>ROLR_021_&lt;SR&gt; where &lt;SR&gt; is the Participant ID of the Failed Retailer.</td>
<td>The Failed Retailer</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_022</td>
<td>10.1 (e)</td>
<td>CRs to be Accelerated (by LNSP/ENM)</td>
<td>A list of all In Progress Change Requests in MSATS to transfer the FRMP where, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date, for each individual LNSP/ENM.</td>
<td>CSV file</td>
<td>ROLR_022_&lt;LNSP&gt; where &lt;LNSP&gt; is the Participant ID of the Failed Retailer.</td>
<td>Each Individual LNSP or ENM</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_023</td>
<td>10.1 (f)</td>
<td>CRs to be Accelerated (by New FRMP)</td>
<td>A list of In Progress Change Requests to transfer the FRMP, for each nominated New FRMP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is the nominated New FRMP on the Change Request.</td>
<td>CSV file</td>
<td>ROLR_023_&lt;New FRMP&gt; where &lt;New FRMP&gt; is the Participant ID of the New FRMP applicable to the file.</td>
<td>Each New FRMP</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------</td>
<td>-------------</td>
<td>--------------------</td>
<td>---------------</td>
<td>----------</td>
<td>-----------</td>
<td>--------</td>
</tr>
<tr>
<td>ROLR_024</td>
<td>10.1 (g)</td>
<td>CRs to be Accelerated (by MDP)</td>
<td>A list of In Progress Change Requests to transfer the FRMP, for each existing or New MDP where, in MSATS, the Failed Retailer is the Current FRMP for the RoLR Effective Transfer Date and the recipient of the report is or will become the Current MDP on the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_024_&lt;MDP&gt; where &lt;MDP&gt; is the Participant ID of the MDP applicable to the file.</td>
<td>Each MDP post Change Request</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
<tr>
<td>ROLR_025</td>
<td>11.2 (g)</td>
<td>Check for Second Tier NMIs with a FRMP relationship to the SR</td>
<td>A list of any Second Tier NMIs where the FRMP is the Failed Retailer, in MSATS, for any period on or after the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_025_AEMO</td>
<td>AEMO</td>
<td>To commence after the processes in sections 11.2 (d) and 11.2 (f) have finished, which is no earlier than two days after the RoLR Event has occurred, and to finish ASAP and no later than 15 business days after starting the 11.2 processes.</td>
</tr>
<tr>
<td>ROLR_026</td>
<td>13.3 (f)</td>
<td>Check for NMIs still where SR is LR, FRMP.</td>
<td>A list of any NMIs where the FRMP and/or LR is the Failed Retailer, in MSATS, for any period on or after the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_026_AEMO</td>
<td>AEMO</td>
<td>To commence after the processes in sections 13.3 (d) and 13.3 (f) have finished, which is no earlier than two days after the RoLR Event has occurred, and to finish ASAP and no later than 15 business days after starting the 11.2 processes.</td>
</tr>
<tr>
<td>ROLR_027</td>
<td>14.1 (a)</td>
<td>CRs to change FRMP still in progress for NMIs that have changed due to RoLR Event (by Jurisdiction)</td>
<td>A list of any NMIs, by Jurisdiction, where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_027_&lt;JURISDICTION&gt; where &lt;JURISDICTION&gt; is the name of the Regulator applicable to the file.</td>
<td>Each Regulator</td>
<td>Within two business days after completing all transfers required by sections 11, 12 and 13.</td>
</tr>
</tbody>
</table>
### NEM ROLR PROCESSES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ROLR_028</td>
<td>14.1 (a)</td>
<td>CRs to change FRMP still in progress for NMIs that have changed due to RoLR Event (by ROLR as the New FRMP)</td>
<td>A list of any NMIs by RoLR where their FRMP is due to be changed due to the RoLR Event, and the transfer end date is not before the RoLR Effective Transfer Date.</td>
<td>CSV file</td>
<td>ROLR_028_&lt;ROLR&gt; where &lt;ROLR&gt; is the Participant ID of the RoLR as the New FRMP applicable to the file.</td>
<td>Each RoLR as the New FRMP</td>
<td>Within two business days after completing all transfers required by sections 11, 12 and 13.</td>
</tr>
<tr>
<td>ROLR_031</td>
<td>8.1 (h)</td>
<td>Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP</td>
<td>A list of all In Progress Change Requests where the Failed Retailer is nominated as the New FRMP and the Proposed Change Date is greater than or equal to the RoLR Effective Transfer Date. - Note these CR will all be cancelled.</td>
<td>CSV file</td>
<td>ROLR_031_&lt;Participant ID&gt; Where &lt;Participant ID&gt; is the Participant ID of the RoLR as the New MDP applicable to the file.</td>
<td>Current MDP</td>
<td>On day of RoLR Event or by COB the day after the RoLR Event at the latest</td>
</tr>
</tbody>
</table>