GUIDE TO MSATS AND B2B TERMS

DEFINES THE MSATS AND B2B TERMS USED IN THE ELECTRICITY RETAIL MARKET

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IMPORTANT NOTICE

Purpose
This Guide to MSATS and B2B Terms, prepared by the Australian Energy Market Operator (AEMO), provides guidance for MSATS terms under the National NER Rules (Rules).

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Further Information
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INTRODUCTION

Purpose

This guide assists participants of the Retail National Electricity Market (NEM) to understand the terms used in the retail electricity market procedures and the Market Settlement and Transfer Solution (MSATS) participant IT system.

How to use this guide

- Read this guide along with the retail electricity market procedures and other MSATS related guides.
- This document is written in plain language for easy reading. Where there is a discrepancy between the Rules and information or a term in this document, the Rules take precedence.
- This document and the Retail Electricity Market Procedures are subject to the principles of interpretation set out in Schedule 2 of the National Electricity Law.
- Text in this format indicates there is a resource on AEMO’s website.
- Italicised terms are defined in the National Electricity Rules. Any rules terms not in this format still have the same meaning.
- References to time are to Australian Eastern Standard Time (AEST).

For details about other MSATS and B2B related guides, see Guide to Retail Electricity Market Procedures.
Accept
As a general term, this means the Recipient of the Message or Transaction has agreed to process the Message or Transaction further. When used in the context of a Transaction, indicates that the Recipient of the Transaction has accepted the Transaction using a BusinessAcceptance/Rejection with an ase:Status of “Accept”.

Access Requirements
Specific site access requirements associated with the conduct of a Service Order. See B2B Procedures: Customer & Site Details Notification Process and B2B Procedures: Service Orders Process.

Accreditation
The full process to become accredited as a B2B e-Hub Participant from application form to application successful.

Accreditation Checklists
The questions an applicant for MDP, MP, or ENM completes for accreditation.

Accredited Service Provider (ASP)
Electrically qualified personnel accredited to perform certain electrical works by the NSW or ACT Government.

Acknowledgement File

AEST
Australian Eastern Standard Time

API
Application Programming Interface; a set of clearly defined methods of communication between various software components.

API Gateway
Provides B2B communication options using web services or using direct connections from a compatible participant gateway. Accessible over the internet or MarketNet.

API Protocol

Appointment
An agreement between the end-use customer (or their agent), Service Provider and Retailer to perform requested work at a specific time. See B2B Procedures: Service Orders Process.

Approved Schema Version

aseXML
A standard for energy transactions in XML. A set of schemas and usage guidelines that define how data should be exchanged under FRC in the gas and electricity industries in Australia.

aseXML Document
aseXML Guidelines
Guidelines for the development of a Standard for Energy Transactions in XML (aseXML).

aseXML Message Handler

aseXML transaction
See Transaction.

aseXML wrapped CSV transaction

B2B
Business-to-Business. Generic term used to refer to defined business-to-business interactions between participants; excludes interactions between a participant and market systems such as MSATS.

B2B Acknowledgement
A generic term used to refer to an aseXML message or transaction acknowledgement, specifically within the context of a B2B interaction. A B2B acknowledgement is the physical interpretation of a Business Signal. Often referred to as being positive (indicating correctness of the associated file) or negative (indicating an error with the associated file).

B2B Browser
A web interface supporting the creation and management of a defined set of business-to-business transactions and acknowledgements. Optionally used to manage your B2B inbox and outbox. It remains part of the B2B e-Hub services.

B2B Browser Application
An application supplied by AEMO for participants to manage their MSATS B2B Handler inbox and outbox, and support the creation of a specified set of B2B Transactions.

B2B Contacts List
A list of contact details published by participants used for the purpose of contact between participants to support B2B communications according to the B2B Procedures.

B2B e-Hub
An electronic information exchange platform established by AEMO to facilitate B2B Communications.

B2B e-Hub Acknowledgement

B2B e-Hub Handler Inbox
The file directory where participants publish B2B messages and acknowledgements for other participants, see B2B Procedures: Technical Delivery Specification.

B2B e-Hub Handler Outbox
The file directory where participants receive B2B messages and acknowledgements from other participants, see B2B Procedures: Technical Delivery Specification.

B2B e-Hub Handlers
B2B e-Hub Participant
A participant accredited to use the B2B e-Hub, e.g. Local Retailers, Market Customers, and Distribution Network Service Providers.

B2B e-Hub Services
AEMO provides the following pre-production and production environment e-Hub services: 1. The MSATS Browser functionality accessible over MarketNet. 2. The FTP Gateway accessible over MarketNet (to support the B2B hokey-pokey protocol). 3. The e-Hub Portal functionality accessible over MarketNet or the internet. 4. The e-Hub API functionality accessible over internet or MarketNet. Either to push the messages or pull the message from the e-Hub queue using RESTful APIs.

B2B File
See B2B message

B2B Infrastructure

B2B Initiator
The participant who initiates a B2B interaction.

B2B interaction

B2B Mapping to aseXML
A document detailing the specific aseXML interfaces to be used in the implementation of B2B transactions.

B2B Message

B2B Procedures
The documents that comprise the B2B Procedures prescribing the content of, the processes for, and the information to be provided to support B2B communication.

B2B Process
A defined business process of which a B2B interaction is a key component. Examples of B2B processes are: Service Orders, Customer & Site Details, Meter Data Request, and One Way Notification.

B2B Protocol
Either the FTP or API delivery method

B2B Recipient
The receiving participant of a B2B transaction or acknowledgement (sent by a B2B initiator). As a convention, the initiator of a B2B interaction is the participant who sends the business document.

B2B Responder
Using the Responder, participants with appropriate access rights can specify the standard transactions they would like to receive. Participants can also search and track the flow of messages between the Responder and themselves.

B2B Standard

B2B Standards Framework
Describes the components of a B2B standard.
B2B Transaction
See Transaction

B2B Transaction Types

Business Acceptance
A specific instance of a business acceptance/rejection business signal indicating acceptance.

Business Acceptance/Rejection
A business signal indicating whether a business document is accepted or rejected based on the application of business rules. See each B2B procedure for further details regarding the use of this transaction.

Business Document
Notifications, Requests, or Responses between participants and contain important relevant business information.

Business Item
Any component of a business document or business signal.

Business Receipt
A business signal indicating a business document has been received and its contents indicates if it is readable by the recipient.

Business Rejection
Specific instance of a Business Acceptance/Rejection business signal indicating a rejection.

Business Signal
An acknowledgement generated by a B2B recipient on processing a business document to indicate whether the business document is received and is readable (this business signal is called a business receipt) or it does or does not pass business rule validation (this business signal is called a business acceptance/rejection).

CDR
Customer Details Request

Close of Business
5.00 PM at the location of the site on a business day.

Connection Date
The date the connection point is connected to the electricity network, see B2B Procedure: Service Order Process.

CSDN
Customer and Site Details Notification

CSV
Comma Separated Values; a file format for data using commas as delimiters.

CUST
Customer and Site Details Notification Transaction Group

Customer and Site Details
Customer and Site Details Changes
Includes new, amended, additional, or removal of one or more elements of data identified in any of the notification transactions detailed in the B2B Procedures: Customer and Site Details Notification Process. See B2B Procedures: Customer and Site Details Notification Process.

Customer Details

Customer Details Changes
Includes new, amended, additional, or removal of one or more elements of data identified in any of the customer details notification transactions detailed in the B2B Procedures: Customer and Site Details Notification Process. See B2B Procedures: Customer and Site Details Notification Process.

Customer Details Notification
The Customer Details Notification is sent by the Retailer to the DNSP when the details are amended in the Retailer's system. When a retailer receives a Customer Details Request from an MP/MC, or DNSP they provide a Customer Details Notification in response.

Customer Details Reconciliation
The Customer Details Reconciliation allows participants to request a snapshot of all NMI where the Retailer is financially responsible and the customer is flagged with Life Support by the reconciling party during the reconciliation process.

Customer Details Request
The Customer Details Request (CDR) can be initiated either by a DNSP or by an MP/MC. The request is always directed to a Retailer who retains the source of truth master copy of this information as they are the principal contact point with the End-use Customer.

DB
Distributor - this is always the current DNSP in MSATS.

De-energised Site
A connection point that is not electrically connected to the network. See B2B Procedures: Service Order Process.

Delivery Method
API or FTP protocols

Disconnecting officer

Distributor
The term DNSP is used in favour of Distributor in the B2B Procedures.

e-Hub Interface
AEMO provides the following pre-production and production environment e-Hub interfaces: 1. The MSATS Browser functionality accessible over MarketNet. 2. The FTP Gateway accessible over MarketNet (to support the B2B hokey-pokey protocol). 3. The e-Hub Portal functionality accessible over MarketNet or the internet. 4. The e-Hub API functionality accessible over internet or MarketNet. Either to push the messages or pull the message from the e-Hub queue using RESTful APIs.
ebXML
Electronic Business XML. An internationally developed set of protocols for using XML. ebXML is a wide ranging standard that covers all layers of messaging. The VicGas FRC project has adopted only the transport, routing and packaging (TRP) recommendations of ebXML, and is using aseXML to define standards for message content.

EMMS
Wholesale Electricity Market Management System; software, hardware, network and related processes to implement the wholesale energy market.

Energised Site
A connection point that is electrically connected to the network, see B2B Procedures: Service Order Process.

ENM
Embedded Network Manager

Event Code
A specific code used to refer to a business event defined in a B2B Procedure, see B2B Procedures: Technical Delivery Specification.

File Limit
Refers to the number of files in an inbox or outbox at which point the B2B Handler generates a flow control file, see B2B Procedures: Technical Delivery Specification.

File Transfer and Acknowledgement Protocol

FTP
File transfer protocol; a standard network protocol used for the transfer of computer files between a client and server on a computer network.

FTP Gateway
AEMO systems to participant systems interaction using batch processing, suitable for Participant systems using database technology and submission or receipt of high volumes of data. o Management of security and data distribution. AEMO recommends this method to replicate large amounts of data

FTP Protocol

Fully Tagged aseXML Transactions
An aseXML transaction not containing a CSV payload, see B2B Procedures: Technical Delivery Specification.

Hazard
A health and/or safety risk at a site, see B2B Procedures: Customer and Site Details Notification Process and B2B Procedures: Service Orders Process.

HTTPS
Hypertext Transfer Protocol Secure, adds the security capabilities of SSL to standard HTTP communications.

Initiating Message
MarketNet
AEMO’s private network available to participants having a participant ID

Markets Portal
Web portal for access to AEMO's wholesale web-based applications.

MC
Meter Coordinator

MDN
Meter Data Notification

MDP
Metering data provider; The party responsible for the delivery of metering data to AEMO for metering installations defined in the Rules.

Message acknowledgement
An aseXML realisation of a Business Receipt.

Meter Exchange Notification
This transaction is provided by the party actioning a meter exchange program and provides early advice of planned meter exchanges. Participants can use this transaction at their discretion.

Meter Fault and Issue Notification
This transaction supports the obligation under the Rules for the MP/MC/DNSP to inform the Retailer about meter installation malfunctions. The MP can also use it to advise the Retailer when they can schedule work so the Retailer can meet their obligations of advising customers if a planned outage is required. This transaction uses an XML payload.

MP
Meter Provider

MSATS
Retail Market Settlement and Transfer Solution

MSATS web portal
MSATS web-based interactive interface

MTRD
Meter Data Transaction Group

MW
Megawatt

MXN
Meter Exchange Notification

National B2B Infrastructure
Infrastructure (software and hardware) that physically enables B2B communication between participants. This includes, but is not necessarily limited to: MSATS B2B Handler (software and hardware), MSATS B2B gateways, communications between participants and MSATS, B2B gateways, and participant gateways.

NEL
National Electricity Law
NER
National Electricity Rules

Network Tariff Notification
This transaction is for a DNSP to notify a Retailer of an intention to change the Network tariff associated with one or more connection points.

Next Scheduled Read Date
The date of the next scheduled meter read to be undertaken by the current MDP or MPC, see MSATS Procedures: CATS Procedures.

NGR
National Gas Rules

Non-technical B2B Procedures

Notice of Metering Works
This transaction facilitates the effective exchange of information after a meter installation changes. This transaction uses an XML payload.

Notification
A transaction that does not have a corresponding reply transaction, see Notification Business Transaction Pattern.

Notification Business Transaction Pattern
A B2B interaction characterised by one participant sending a notification transaction (e.g. CustomerDetailsNotification) to another participant without a corresponding reply transaction.

Notified Parties
The Notified Party is a party with an interest in the site who is advised when an Initiator sends a Service Order Request to a Recipient for action. The intent of a notification is to give related parties visibility of activities undertaken by a Recipient. (b) Notified parties who receive a notification are not being requested by the Initiator to take any action. A Notified Party may, however, choose to use a notification as a trigger for any internal business process they choose. (c) It is the responsibility of the party receiving the B2B Communication as a Notified Party to process the notifications as they see fit. (d) Notified parties should only reject a notification if it relates to a NMI that they are not responsible for. All other data provided in the message to the Notified party is for information purposes only, and the Notified party must not reject the notification on the basis of that content. If the Notified Party has concerns about the content they received in the message, they can contact the Initiator to discuss and resolve the concern.

Notified Party Notification
This transaction is used to submit advice about service order progression to notified parties.

PNPX
Notified Party Notification Customer and Site Details Notification

NTN
Network Tariff Notification

One Way Notification
A transaction enabling participants to send information or messages to other participants in a single transaction for one or more NMIs via CSV or XML. The One Way Notification are: • Notice of Metering Works • Planned Interruption Notification • Meter Exchange Notification • Meter Fault and Issue Notification • Network Tariff Notification • Notified Party Notification
OWN
One Way Notification

OWNP
One Way Notification Transaction Group

PA
participant administrator

Participant Directories

Participant Gateways
Hardware and software used by a participant to send and receive B2B files, see B2B Procedures: Technical Delivery Specification.

Participant ID
Registered participant identifier; A company can have more than one Participant ID.

Participant Relationship
Where a participant has a role recorded in MSATS with respect to a connection point.

Participant User
An end-user, using AEMO's participant energy market systems to view and retrieve information on behalf of a participant ID. The participant users access rights are created and maintained by the participant ID's Participant Administrator.

Physical Inventory
A physical count of Unmetered Devices.

Planned Interruption Notification
This transaction provides a communication tool allowing participants to meet their obligations under the NERR to inform parties of a planned outage. This transaction uses a XML payload.

Pre-production
AEMO's test system available to participants

Previous Retailer
Refer to old retailer.

Production
AEMO's live system

Prospective Retailer
Retailer who may initiate a defined B2B process on the basis that they are in the process of applying for responsibility of a given site (using the Customer Transfer process in MSATS).

Provide Meter Data Process
The provision by an MDP of metering data specifically requested by a participant, see B2B Procedures: Meter Data Process.

Put Process
The FTP Put command used to copy files between participant inboxes and outboxes, see B2B Procedures: Technical Delivery Specification.
RB
Retailer

Reconciliation Process
The provision of the customer details held by the FRMP for all of their current customers in the DNSP's area at the time of the data extract, see B2B Procedures: Customer and Site Details.

Regulated Time Frame
The timing requirement imposed on a service provider by the relevant jurisdictional instrument for the conduct of the regulated service.

Reject
When used in the context of a transaction, indicates that the recipient of the transaction has rejected the transaction using a business acceptance/rejection with an ase: Status of “Reject”, see all B2B Procedures.

Request and Response Transactions
See request/response business transaction pattern.

Request/Response Business Transaction Pattern
A B2B interaction characterised by one participant sending a request transaction (e.g. ServiceOrderRequest) to another participant and the other participant responding with a corresponding response transaction (e.g. ServiceOrderResponse). In some cases, a notification is sent in response to a request transaction (e.g. a MeterDataNotification providing the metering data requested in a ProvideMeterDataRequest).

Required Time Frame
The time allowed for the completion of the requested work. This period represents the regulated timeframe for the performance of the work requested (where a regulated timeframe exists) or an agreed period specified in the relevant B2B Procedures. See B2B Procedures: Service Order Process.

Rules
National Electricity (NER)

Self-accreditation
Stage 1 and stage 2 self-accreditation testing

Service Order
A request to perform specified work, see B2B Procedures: Service Order Process.

Service Order Process
The process of requesting the performance of specified work and receiving notification of the outcome of the request, see B2B Procedures: Service Order Process.

Service Order Request
A request made by a retailer to a service provider for a defined service to be performed at a connection point, see B2B Procedures: Service Order Process.

Service Provider
When used in a B2B Procedure, refers to the DNSP, MDP, or MPB.

Site Access Notification
A Site Access Notification is provided by one party when they receive a Site Access Request from another party.
Site Access Request
The Site Access Request enables greater sharing of hazard and access information between participants.

SORD
Service Order Request Transaction Group

SSL
Secure Socket Layer, a protocol for encrypting information over the internet.

Technical Delivery Specification

Technical Guidelines

Timing Period
Period between two timing points.

Timing Point
Point in time when an activity occurs.

Timing Requirement
The timing points when an activity must be initiated or an activity completed.

Transaction
An aseXML realisation of a business document.

Transaction Acknowledgement
An aseXML realisation of a business acceptance/rejection.

Transaction Group
The transaction group field in an aseXML Message, see B2B Procedures: Technical Delivery Specification.

Transaction Model
The physical exchange of B2B messages to complete a B2B interaction.

Transaction Priority
An element in an aseXML message allowing the sender to indicate their preference in terms of timeliness of processing for the message contents. The three allowable values are “High”, “Medium” and “Low”. As used in terms such as Medium Priority or Low Priority.

URM
User Rights Management; see the Guide to URM on AEMO's website

Verify Meter Data
This transaction allows Retailers, DNSPs, and MDPs to request an MDP to investigate the reason why meter data is not being received as expected.

Zip
Compressed file containing at least one file
RELATED RESOURCES

aseXML Standards, a web page with links to guidelines, schemas, change process, sample files and white papers.

Guide to Retail Electricity Market Procedures, provides a list of procedures and supporting documents to assist Market Participants in understanding the overall MSATS framework.