FRC B2M Process Flows Sequence Diagrams

For the SA and WA Gas Retail Markets.

Version: **3.4**
Last Update : **15 August 2011**

Disclaimer/Preamble:

This document has been modified to comply as closely as possible with the jurisdictional conditions of both the South Australian and Western Australian gas retail markets in place since 1 October 2009. The reader needs to be aware of the following changes.

(a) Several terms have been changed to a general term where possible with a market specific definition; and

(b) in the interests of keeping new terms and acronyms to a minimum, the original word has been italicised where possible to indicate that its definition again depends on its location.

This approach is to promote interchange-ability in these documents for the benefit of stakeholders from both states

The terms and there relevant definitions are as follows:

Term:	**South Australian Market Definition:**	**Western Australian Market Definition:**
Market Operator	AEMO	REMCo
Retail Market Rules (RMR)	Retail Market Procedures	Retail Market Rules

For more information please contact the Market Operator in your state:

	AEMO	REMCo
Website:	http://www.aemo.com.au	http://www.remco.net.au

Version History

Version	Date	Author(s)	Changes and Comments
0.1	30/9/03	D Bone	Create shell
0.2	1/10/03	S. Jovanoski	Updated with Process Maps and Sequence Diagrams
0.3	2/10/03	S. Jovanoski	Updated with feedback from LogicaCMG
1.0	3/10/03	S. Jovanoski	Update with feedback from LogicaCMG and consistency checks
2.0	19/11/03	S Jovanoski, Z Gemmell, M Decker	Updated to incorporate: • Amendments included in 24 October 2003 version of *RMR*; • Amendments included in BS C1.5 and ICD V1.5 • Internal review; • Participant feedback on version 1.0. Added process flows for Balancing, Allocation and Reconciliation (BAR)
2.01	1/12/03	Z Gemmell	Updated to incorporate comments received from Alinta Sales and Alinta Networks in response to v2.0
2.9	19/1/04	Z Gemmell	Updated to incorporate: • Comments received at the Quality Workshop (held 4&5 December 2003); • Participant feedback on version 2.01 • Amendments included in version 3.0 of the *RMR*; and • Internal review.
3.0	7/5/04	Z Gemmell	Updated to incorporate: • Amendments included in version 4.0C of the *RMR*; and • Amendments included in version 3.0 of the Interface Control Document
3.1	1/6/05	REMCo	Updated to reflect amendments incorporated in *RMR* V5.0.
3.2	15/11/05	REMCo	Updated to reflect amendments incorporated in *RMR* V5.2: - update of number of business days for processing permanent removal requests (R6); and - new flow chart for BAR calculation suspension process.
3.3	17/11/05	REMCo	Addition of RF(B2M)- BAR 14 Recalculation of Gas Day Results
3.4	15/08/2011	Z Gemmell	Generic documentation changes, including the addition of a preamble for the document to be applicable in the SA and WA gas retail markets.

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2. Introduction

The Business-to-Market (B2M) process flow charts contained in this document have been developed and updated as a working aid to assist the implementation of the South Australia and Western Australia Gas Retail Markets (SA/WA markets). They use the 'swimming lane' style and show the business process flow(s) between market participants, including links to and from B2B process flows.

When reading and using this document, please note the following:

1. The process flow charts are designed to complement, but not replace, the following source documents:

    - *Retail Market Rules (RMR)* ;
    - Market Operator Business Specification;
    - Interface Control Document (ICD).

    The latest approved versions of these documents are published on the Market Operator website (see the preamble at the beginning of this document for the relevant Market Operator address).

2. While a reasonable effort has been made to ensure that these process flow charts are consistent with the *RMR* and the ICD, there may be differences between the process flow charts and the source reference documents. If there is a difference, the *RMR* and the ICD take precedence.

3. The process flow charts are not designed to aid the development of the B2B requirements for the SA/WA markets. The B2B process flows are provided separately in the Market Operator Information Pack and cross reference the B2M process flows.

4. The process flow charts are designed to, where possible, aid the identification of the necessary transactions between market participants. The following information is provided, where known:

    - Victorian Gas Market physical transaction name;
    - ICD logical transaction name;
    - Medium type eg aseXML, manual notice;
    - *RMR* rule reference(s).

5. The process steps within individual businesses are indicative only and do not necessarily identify all required process steps nor do they mandate the use of a particular process.

6. The drawing conventions used for these diagrams are as follows:

    a. Multiple flow arrows exiting from a process step indicate two or more independent process flows that occur following the step. If a flow is conditional that condition will be noted on the flow arrow.
    b. Alternative flows are indicated by a decision box containing a question.

7. The process flow charts are supported by sequence diagrams in Appendix A; where applicable.

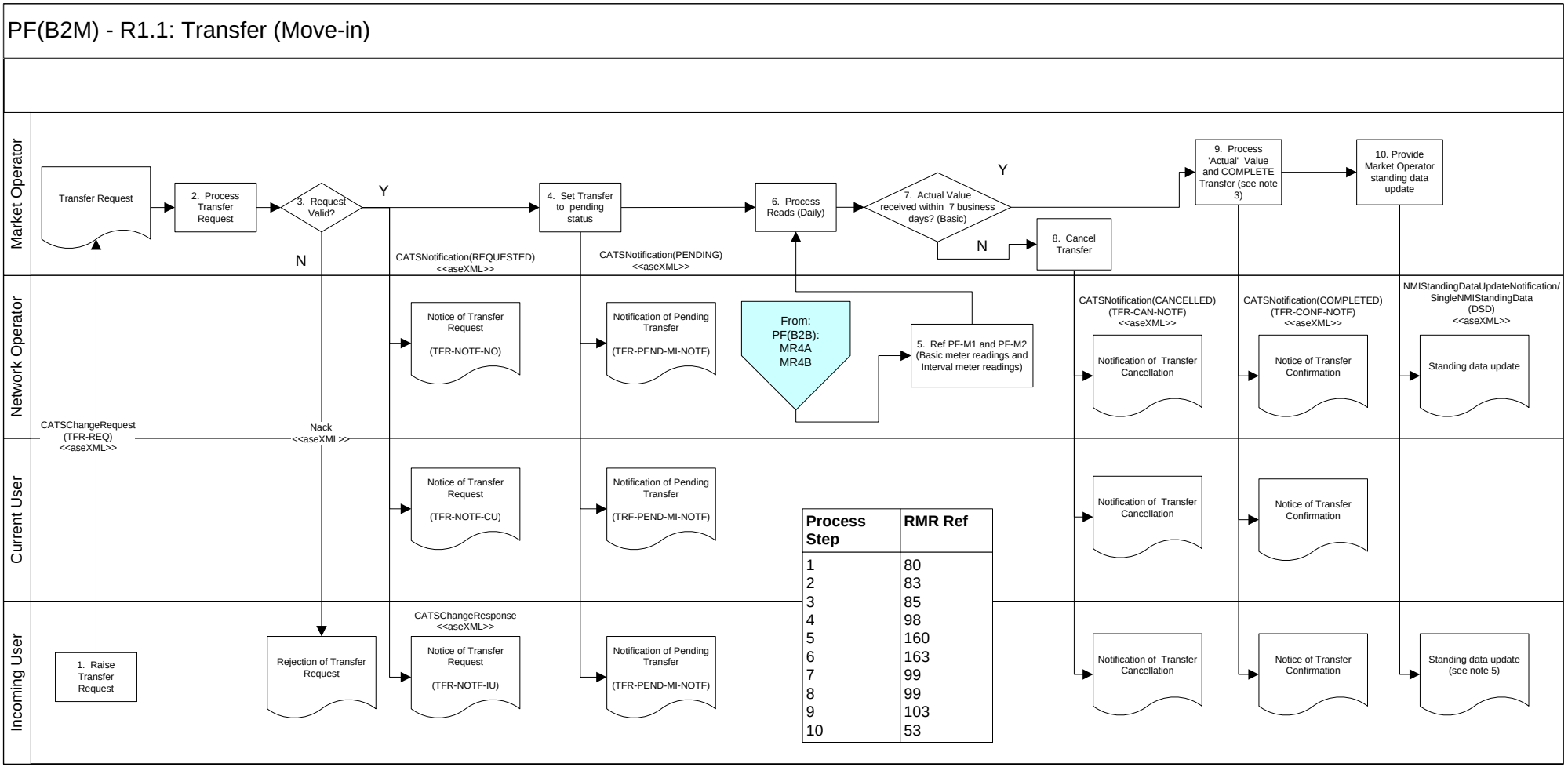
8. The document has been divided into logical components reflecting the *RMR* and ICD structures:

    - The Market Operator Registry
    - Balancing and Reconciliation (BAR)
    - Databases
    - Metering
    - Appendix A – Sequence Diagrams.

9. Related Documents are listed in the table below (the latest versions are available on the Market Operator website):

Ref	Artefact Name	Responsible Party or Authors
1	*Retail Market Rules*	Market Operator
3	Market Operator Business Specification	Market Operator
3	Market Operator Interface Control Document	Market Operator

3. Market Operator Registry

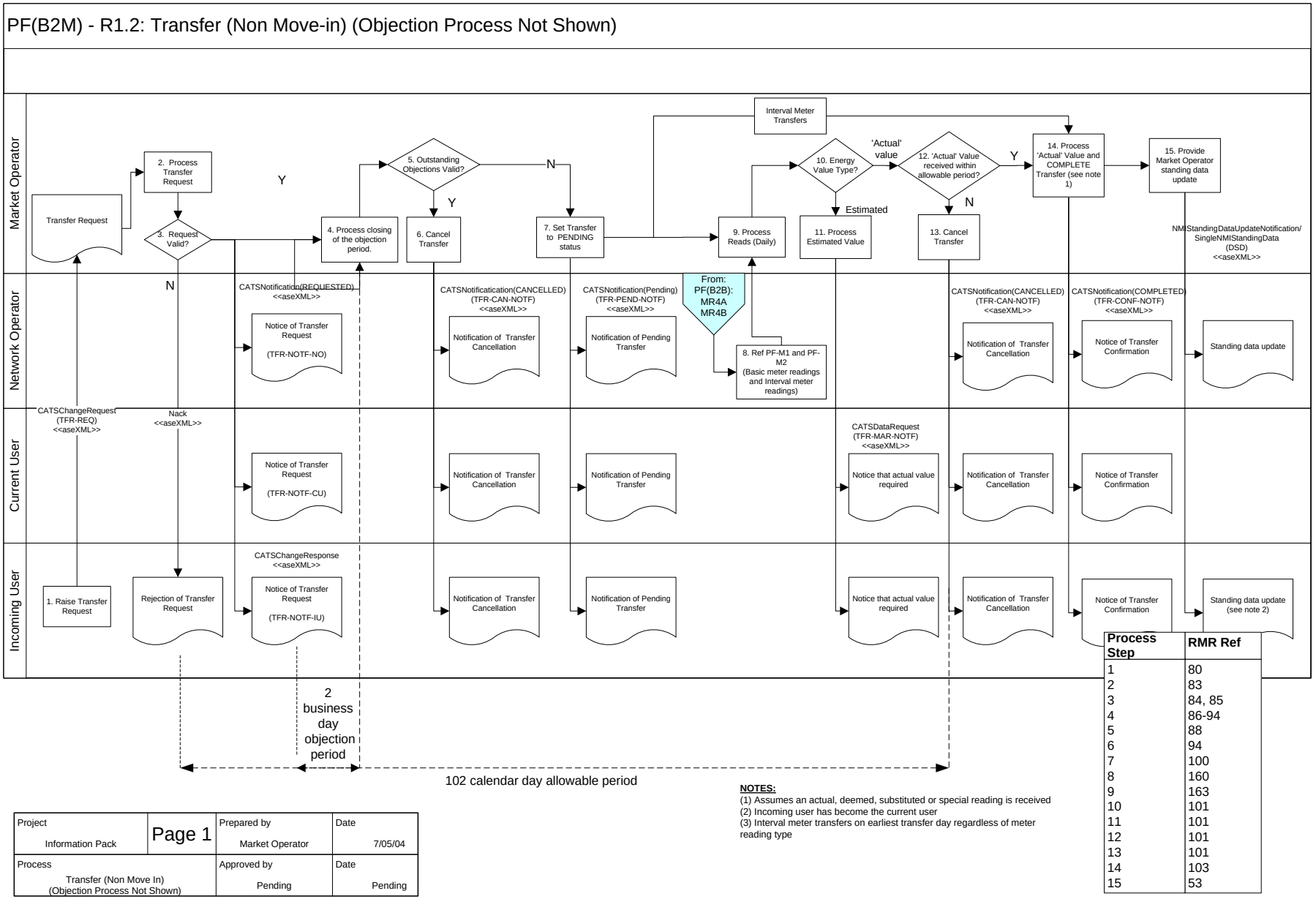


Process Step	RMR Ref
1	80
2	83
3	85
4	98
5	160
6	163
7	99
8	99
9	103
10	53

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Transfer (Move In)		Pending	Pending

NOTES:
(1) Assumes no transfer withdrawal.
(2) Assumes meter reading received is valid (i.e. does not show meter read validation process)
(3) Assumes an actual, deemed, substituted or special reading is received
(4) Assumes Network Operator does not send a NACK on CATSNotification
(5) Incoming user has become the current user

PF(B2M) - R1.2: Transfer (Non Move-in) (Objection Process Not Shown)

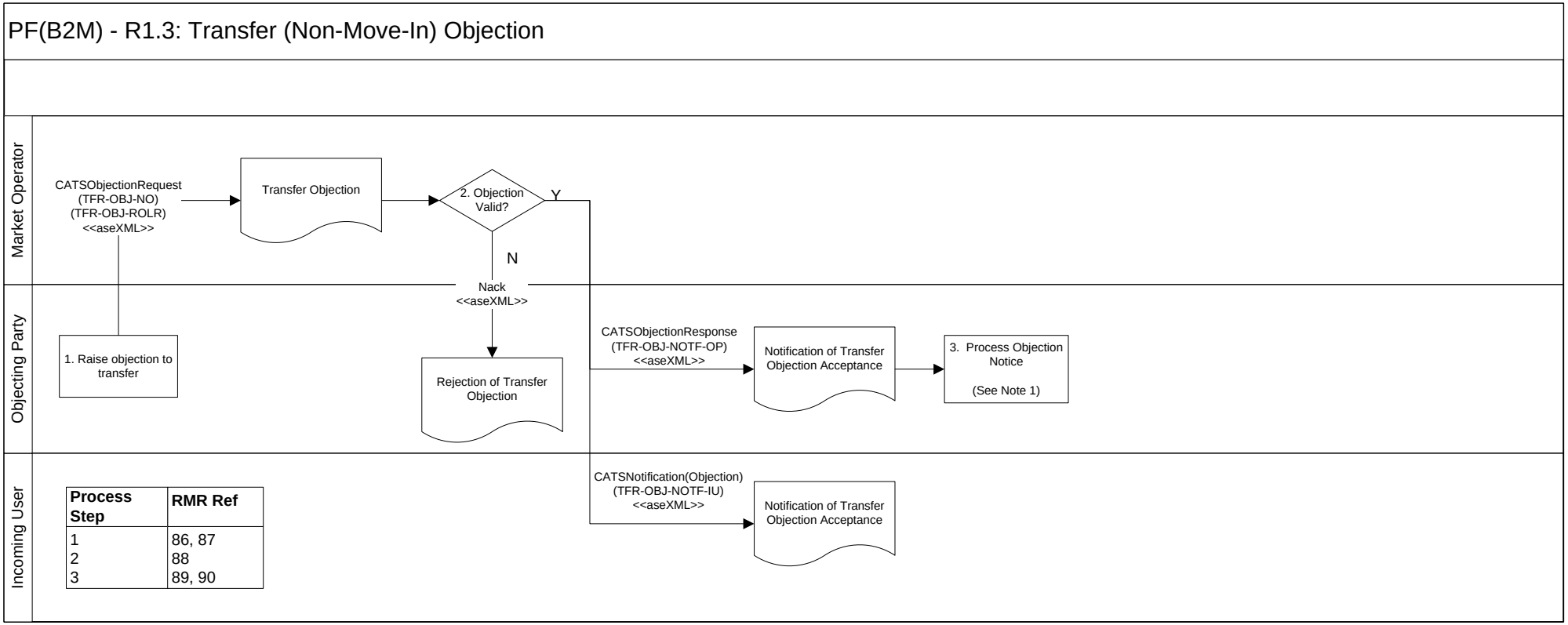


Process Step	RMR Ref
1	80
2	83
3	84, 85
4	86-94
5	88
6	94
7	100
8	160
9	163
10	101
11	101
12	101
13	101
14	103
15	53

NOTES:
(1) Assumes an actual, deemed, substituted or special reading is received
(2) Incoming user has become the current user
(3) Interval meter transfers on earliest transfer day regardless of meter reading type

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Transfer (Non Move In) (Objection Process Not Shown)		Pending	Pending

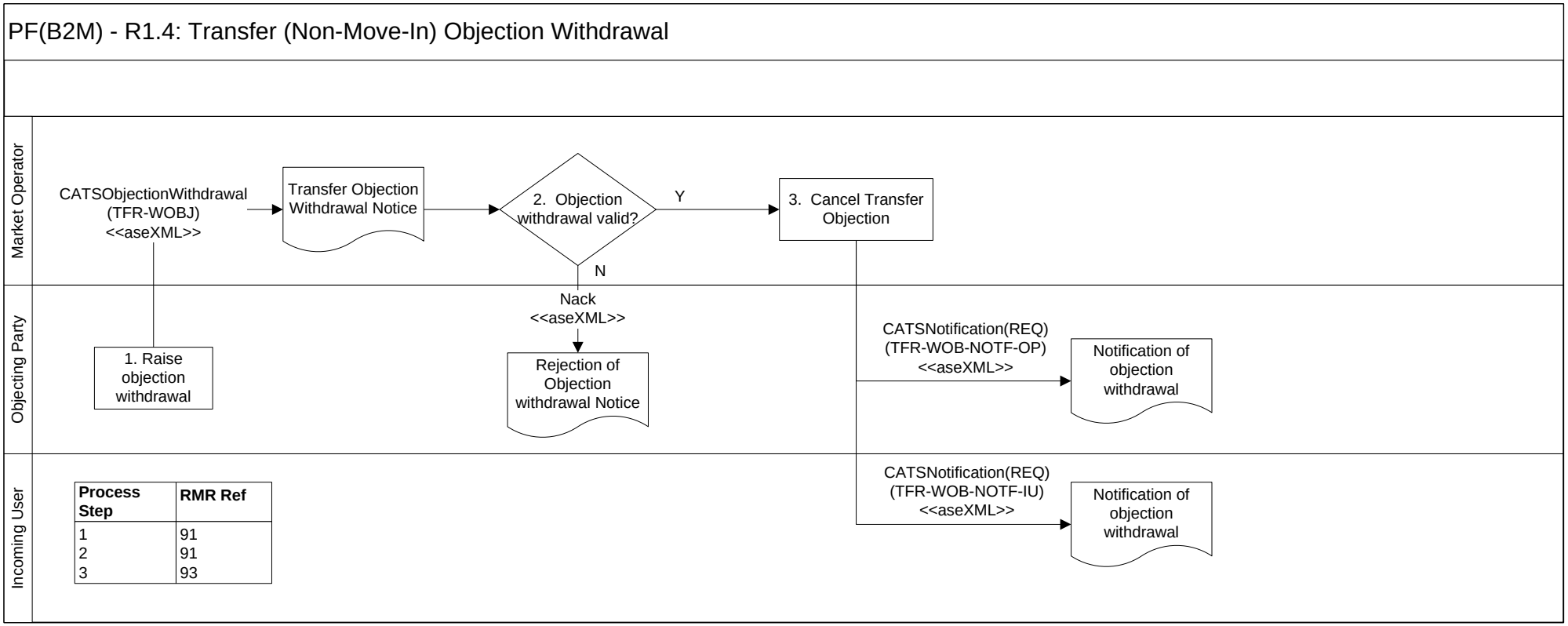
PF(B2M) - R1.3: Transfer (Non-Move-In) Objection



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Transfer (Non-Move-In) Objection		Pending	Pending

NOTES:
(1) "Process Objection Notice" leads into the "Transfer Objection Withdrawal" process.

PF(B2M) - R1.4: Transfer (Non-Move-In) Objection Withdrawal



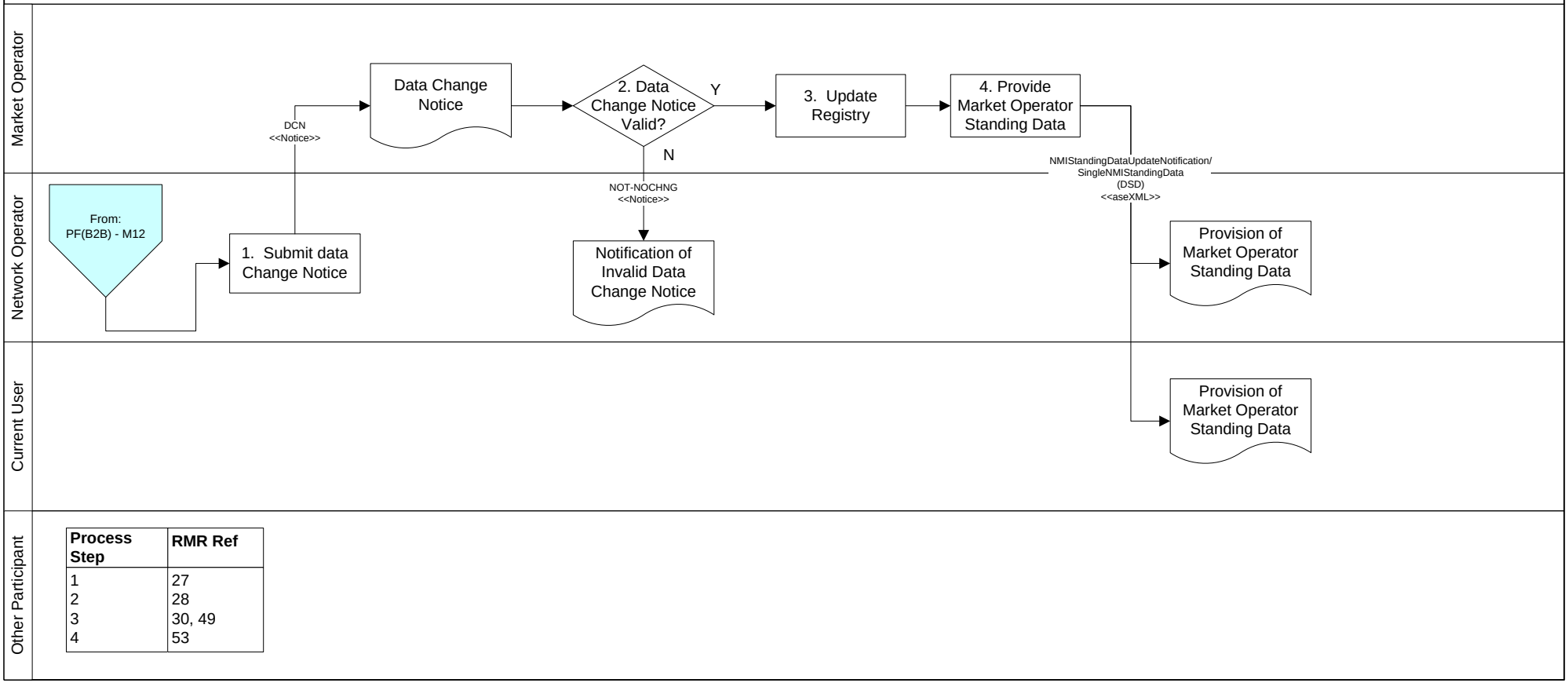
Process Step	RMR Ref
1	91
2	91
3	93

Project: Information Pack	Page 1	Prepared by: Market Operator	Date: 7/05/04
Process: Transfer (Non-Move-In) Objection Withdrawal		Approved by: Pending	Date: Pending

NOTES:
(1) In the event of multiple objections, the physical transaction at Step 3 may be CATSNotification(OBJ) or CATSNotification(PEN)

PF(B2M) - R2: Change of Standing Data

Network Operator is the source of the data, therefore no objection period applies.

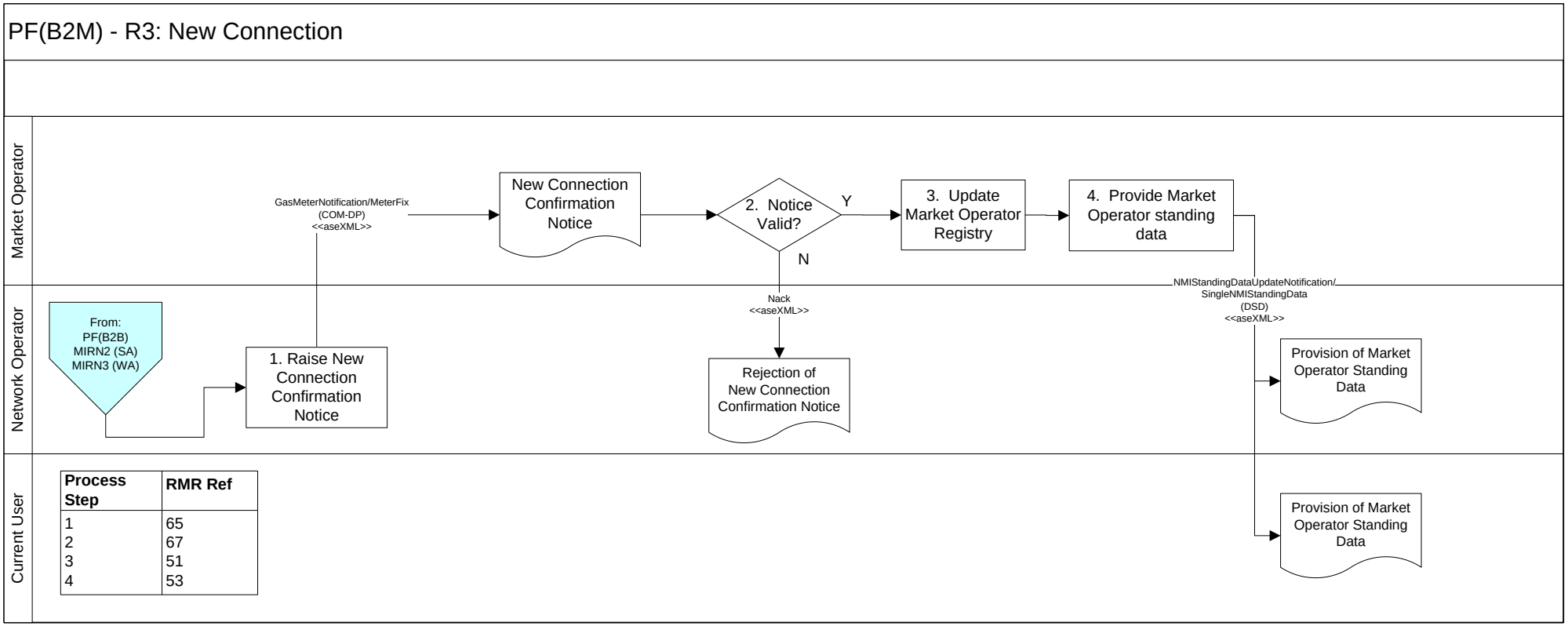


Process Step	RMR Ref
1	27
2	28
3	30, 49
4	53

Project: Information Pack	Page 1	Prepared by: Market Operator	Date: 7/05/04
Process: Change of Standing Data (Initiated by Network Operator)		Approved by: Pending	Date: Pending

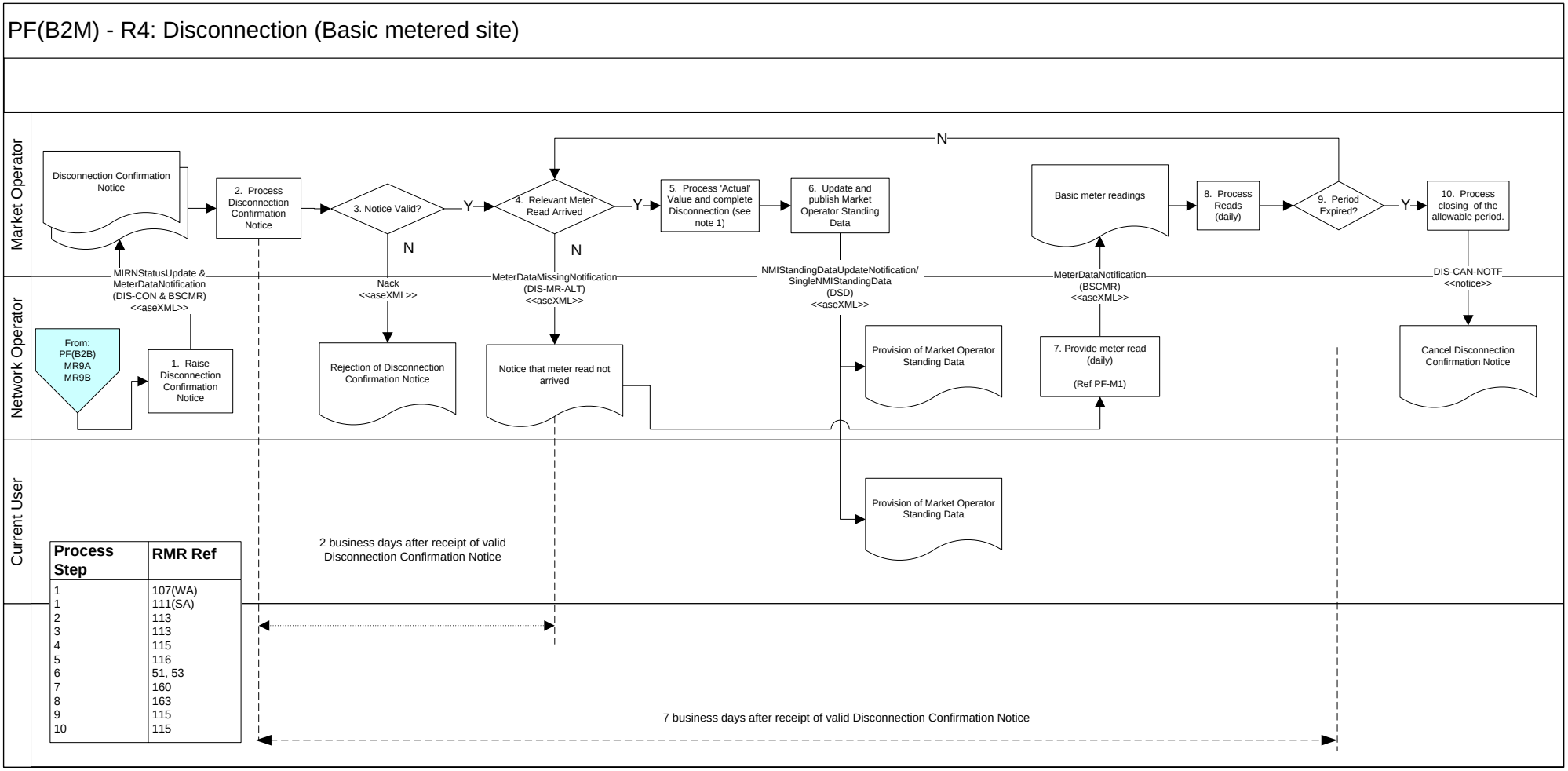
NOTES:
(1) Process flow does not show the process for multiple data change transactions.

PF(B2M) - R3: New Connection



Process Step	RMR Ref
1	65
2	67
3	51
4	53

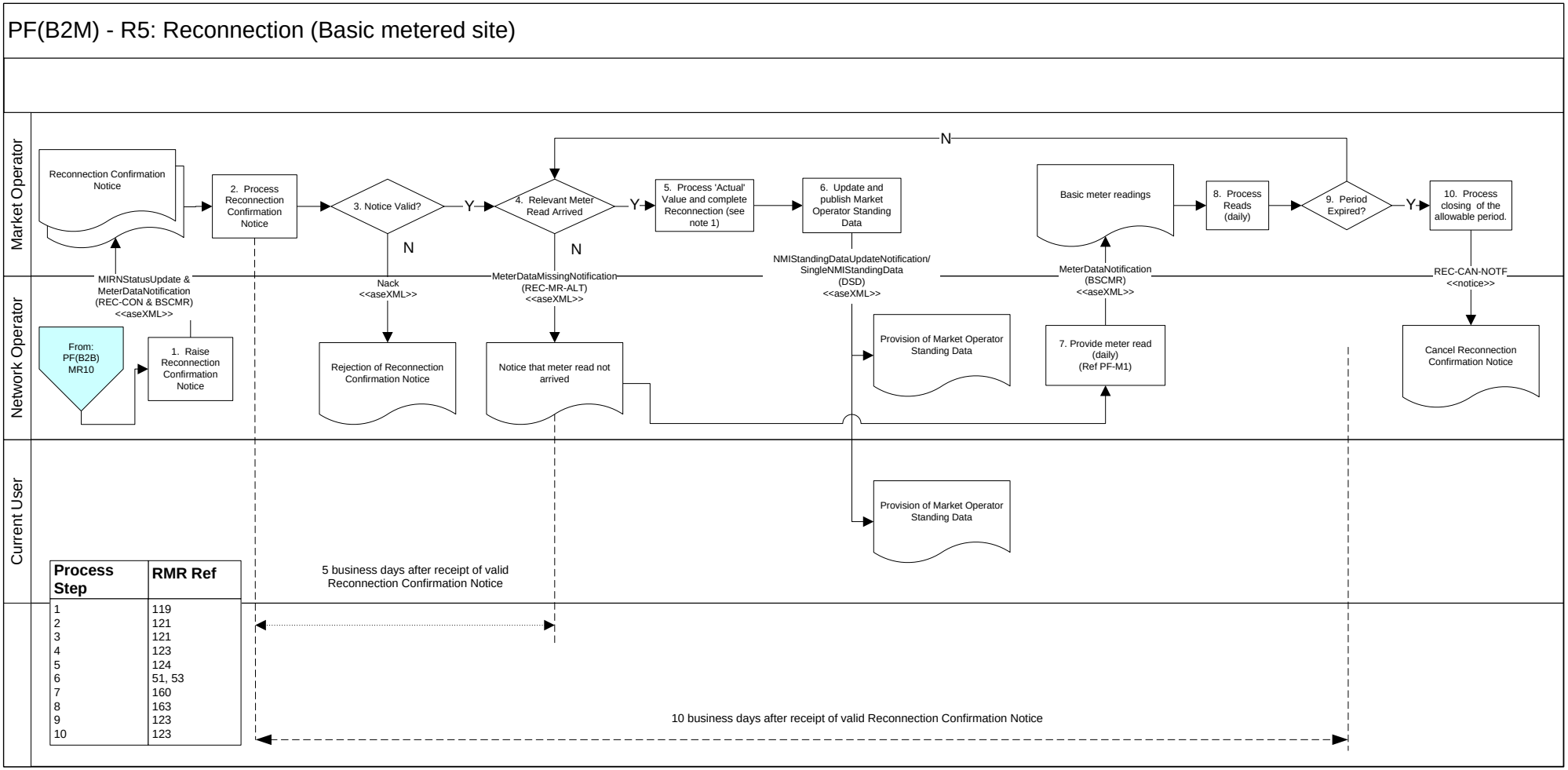
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
New Connection		Pending	Pending



Process Step	RMR Ref
1	107(WA)
1	111(SA)
2	113
3	113
4	115
5	116
6	51, 53
7	160
8	163
9	115
10	115

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Disconnection (Basic Metered Site)		Pending	Pending

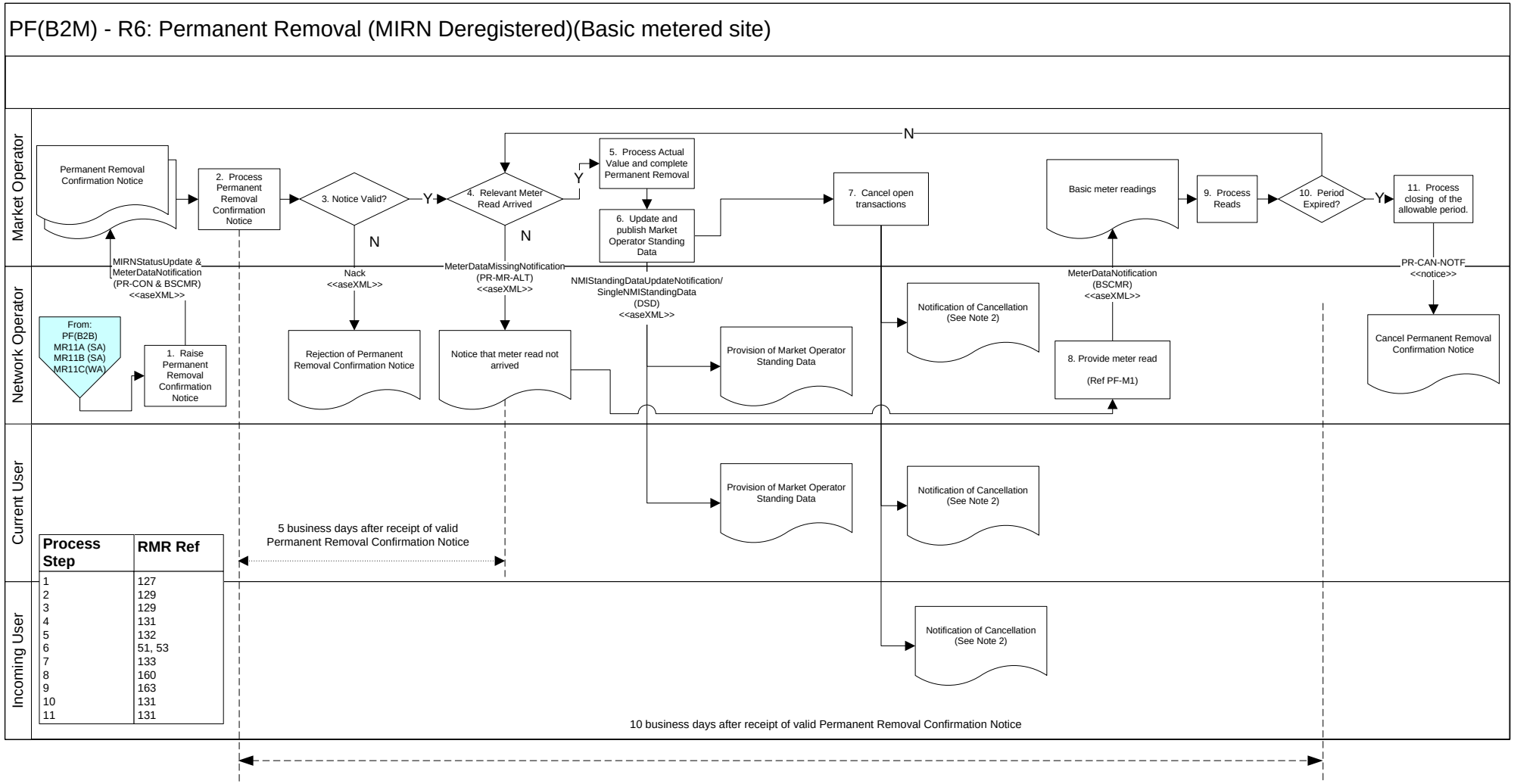
NOTES:
(1) Assumes an actual, estimated, or subtituted meter reading is received.
(2) Same process applies for interval meters, where the only change is the type of meter reading provided at step 7.
(3) Assumes no other transactions (e.g. reconnection) are in progress



Process Step	RMR Ref
1	119
2	121
3	121
4	123
5	124
6	51, 53
7	160
8	163
9	123
10	123

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Reconnection (Basic Metered Site)		Pending	Pending

NOTES:
(1) Assumes an actual, estimated, or subtituted meter reading is received.
(2) Same process applies for interval meters, where the only change is the type of meter reading provided at step 7.
(3) Assumes no other transactions (e.g. disconnection) are in progress.



Process Step	RMR Ref
1	127
2	129
3	129
4	131
5	132
6	51, 53
7	133
8	160
9	163
10	131
11	131

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	14/09/2005
Process		Approved by	Date
Permanent Removal (Basic Metered Site)		Pending	Pending

NOTES:

(1) Does not include meter read validation process.

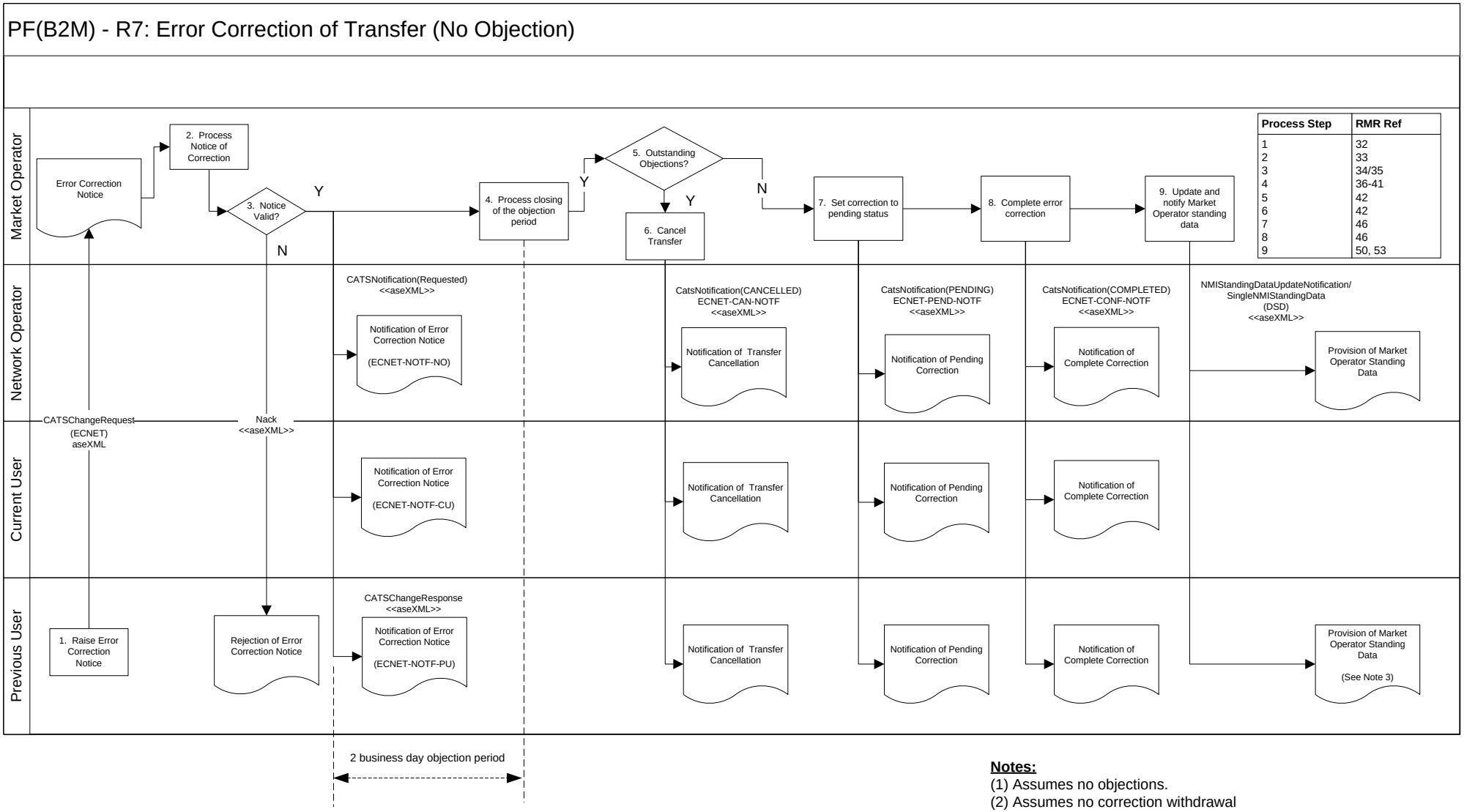
(2) Four cancellation types:

(i) CATSNotification(CANCELLED); TFR-CAN-NOTF; aseXML;

(ii) CATSNotification(CANCELLED); ECNET-CAN-NOTF; aseXML;

(iii) DIS-CAN-NOTF; Notice;

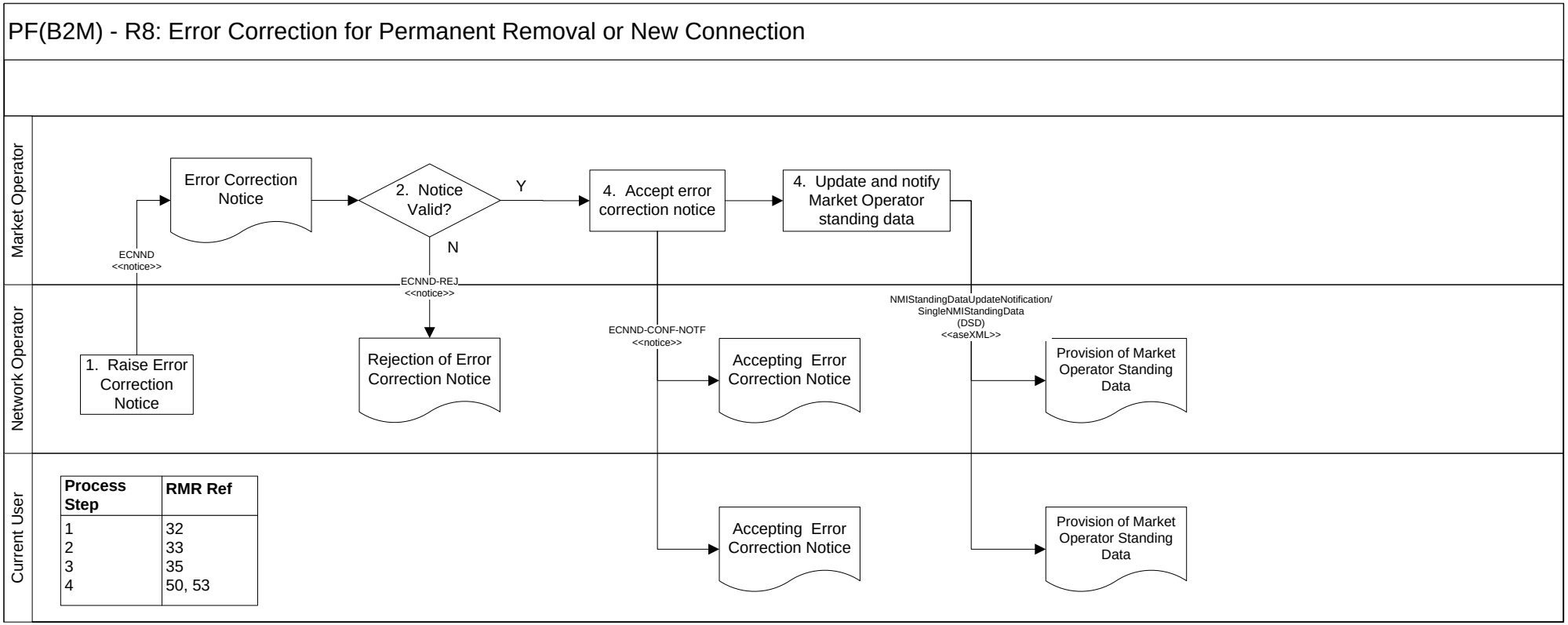
(iv) REC-CAN-NOTF; Notice.



Notes:
(1) Assumes no objections.
(2) Assumes no correction withdrawal
(3) Previous user receives standing data update, since they have now become the 'current user'

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Error Correction for Transfer (No Objection)		Pending	Pending

PF(B2M) - R8: Error Correction for Permanent Removal or New Connection



Process Step	RMR Ref
1	32
2	33
3	35
4	50, 53

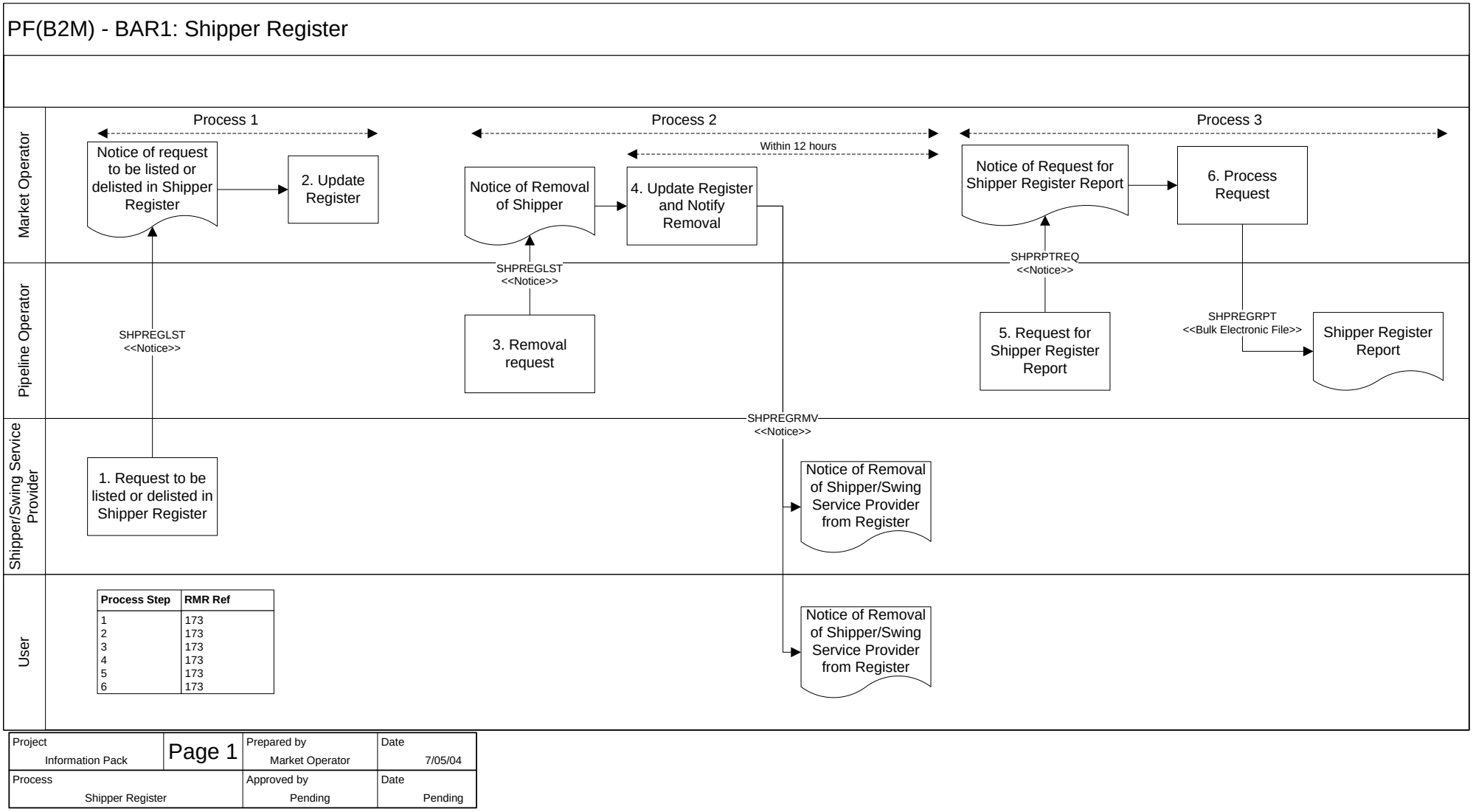
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process: Error Correction for Permanent Removal or New Connection		Approved by: Pending	Date: Pending

NOTES:
(1) Initiated by Network Operator via GRMS Operations Staff.
(2) Correction withdrawal process not shown.

4. Balancing And Reconciliation (BAR)

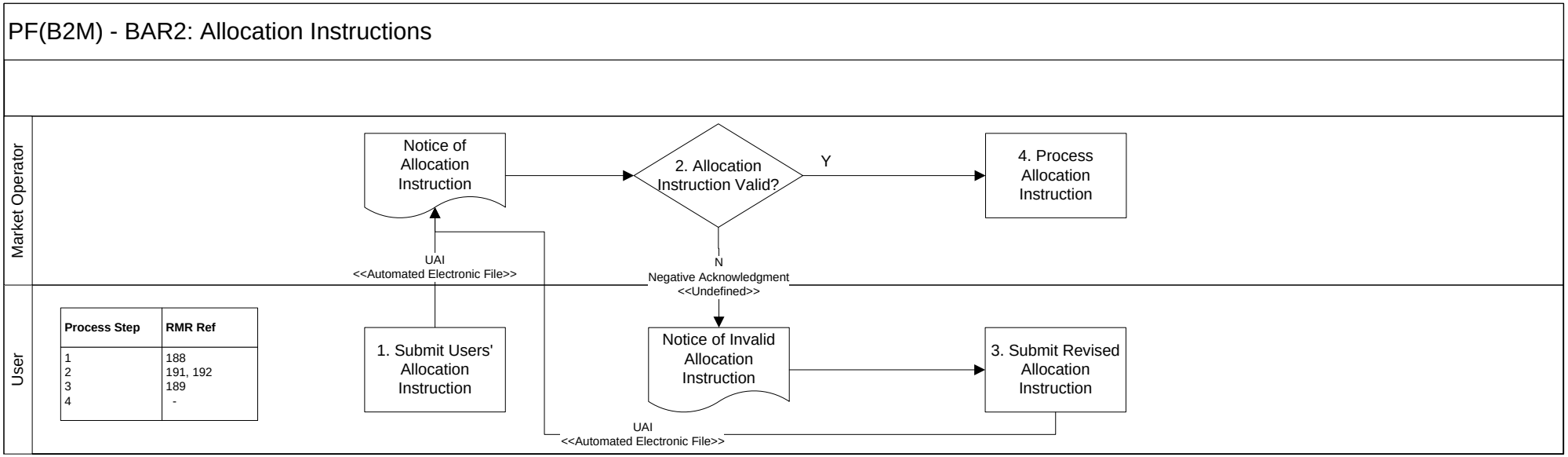
Balancing And Reconciliation

PF(B2M) - BAR1: Shipper Register



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Shipper Register		Pending	Pending

PF(B2M) – BAR2: Allocation Instructions



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Allocation Instructions		Pending	Pending

Notes:

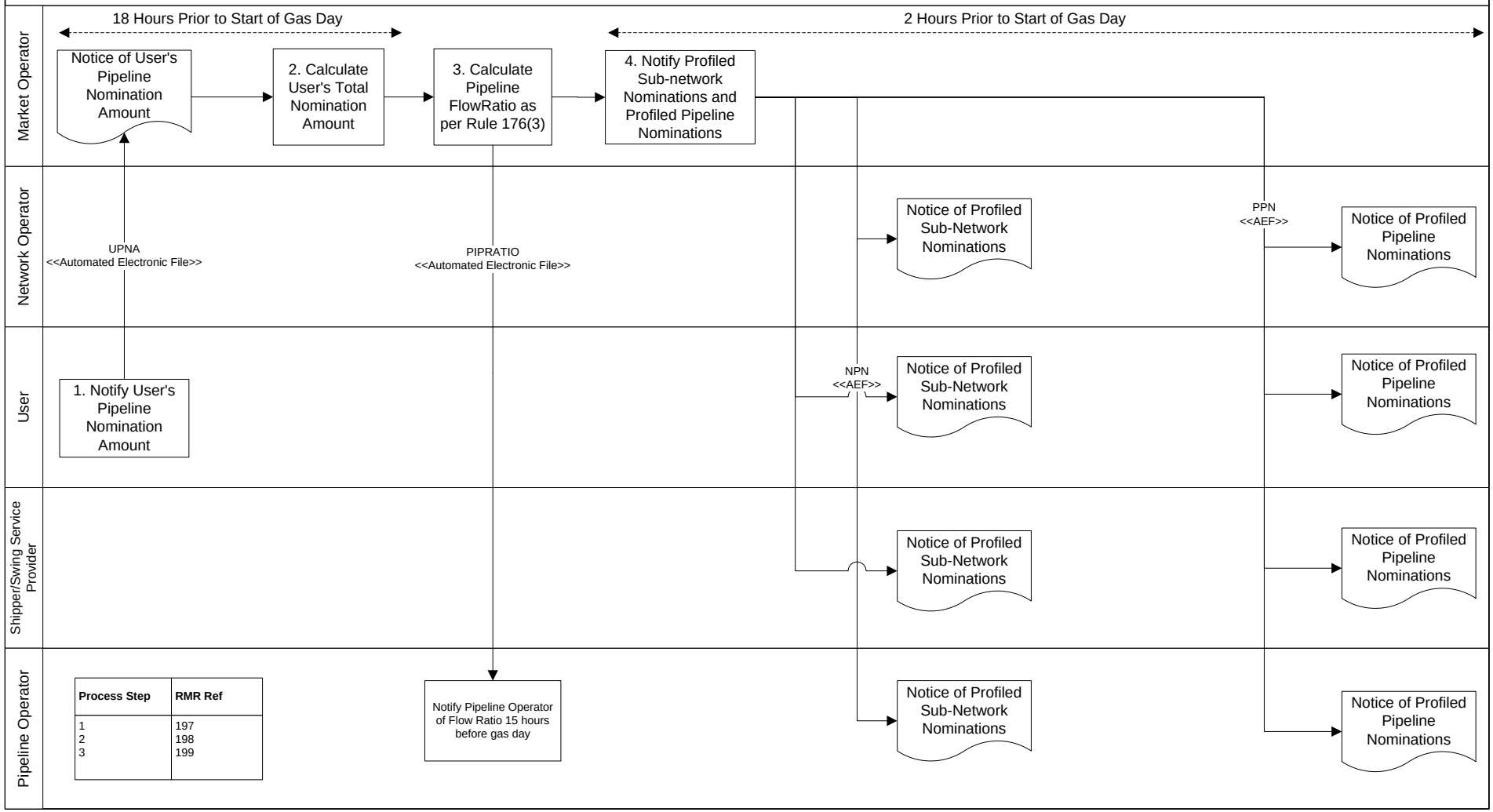
(1) Users may submit revised Allocation Instructions up to 9 hours after the start of the gas day.

(2) If no valid Allocation Instruction received, REMCo to determine User's Allocation Instruction and advise of this value (as per Rule 192). The relevant transactions are UA-SHP, UAI-SUBS and NOT-UAI-USR.

(3) If REMCo determines a user's allocation instruction in accordance with Rule 192 (note (2) above), a user may still submit a revised allocation instruction subject to (note (1)) Rule189(2).

PF(B2M) – BAR3: Before The Start Of The Gas Day (Western Australia)

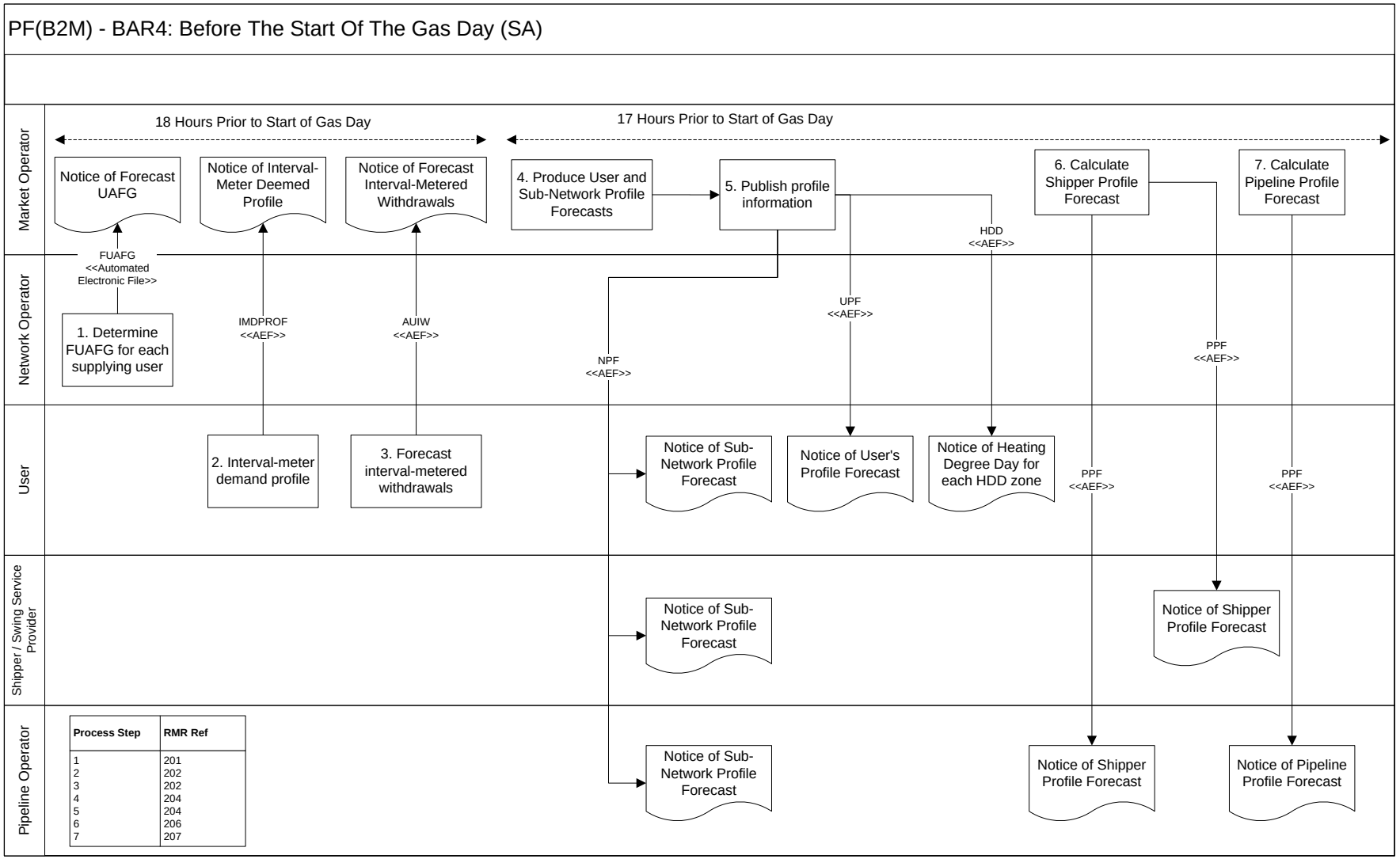
PF(B2M) - BAR3: Before The Start Of The Gas Day (WA)



Process Step	RMR Ref
1	197
2	198
3	199

Project: Information Pack	Page 1	Prepared by: Market Operator	Date: 7/05/04
Process: Before The Start Of The Gas Day (W.A).		Approved by: Pending	Date: Pending

PF(B2M) – BAR4: Before The Start Of The Gas Day (South Australia)

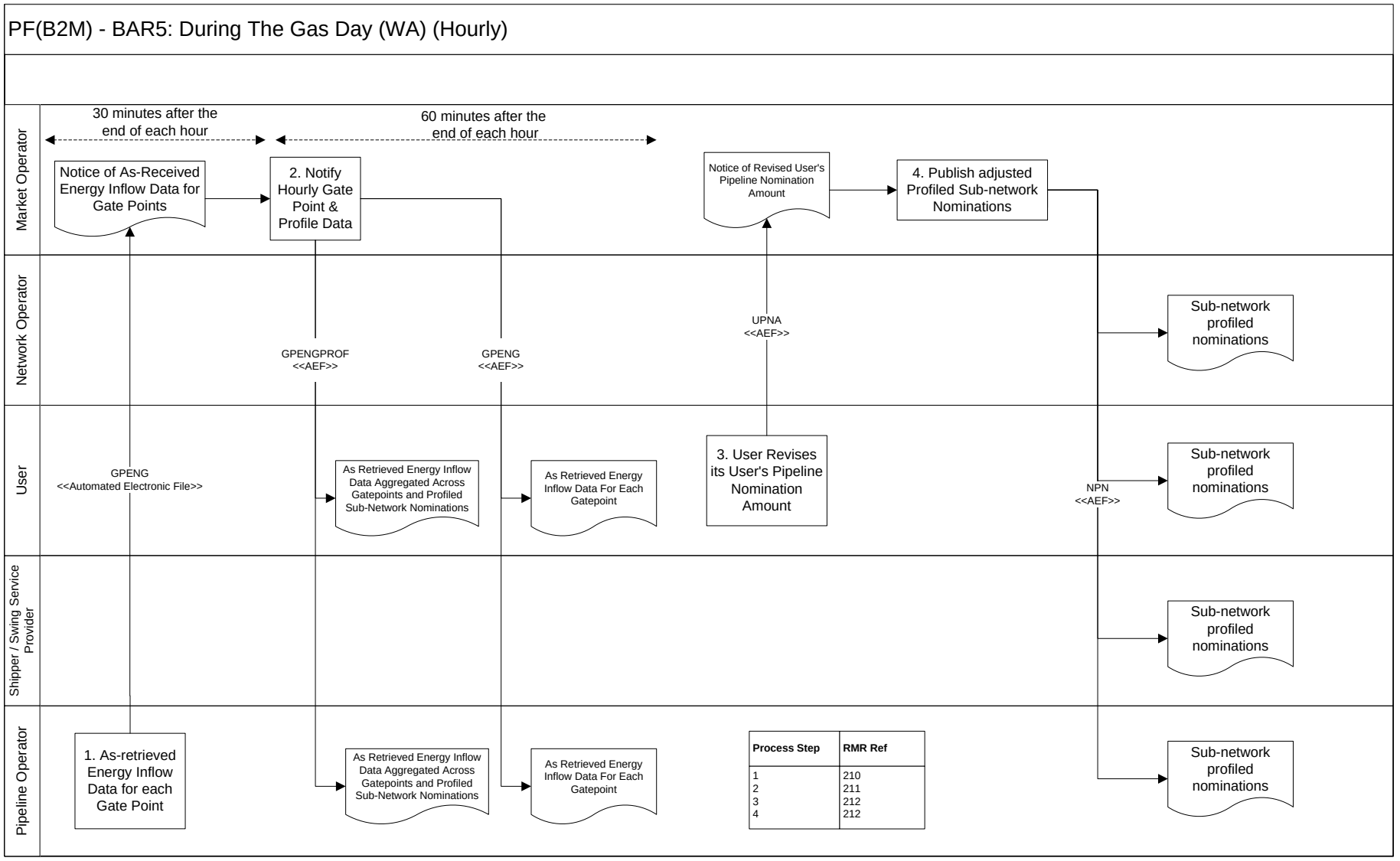


Process Step	RMR Ref
1	201
2	202
3	202
4	204
5	204
6	206
7	207

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Before The Start Of The Gas Day (S.A).		Pending	Pending

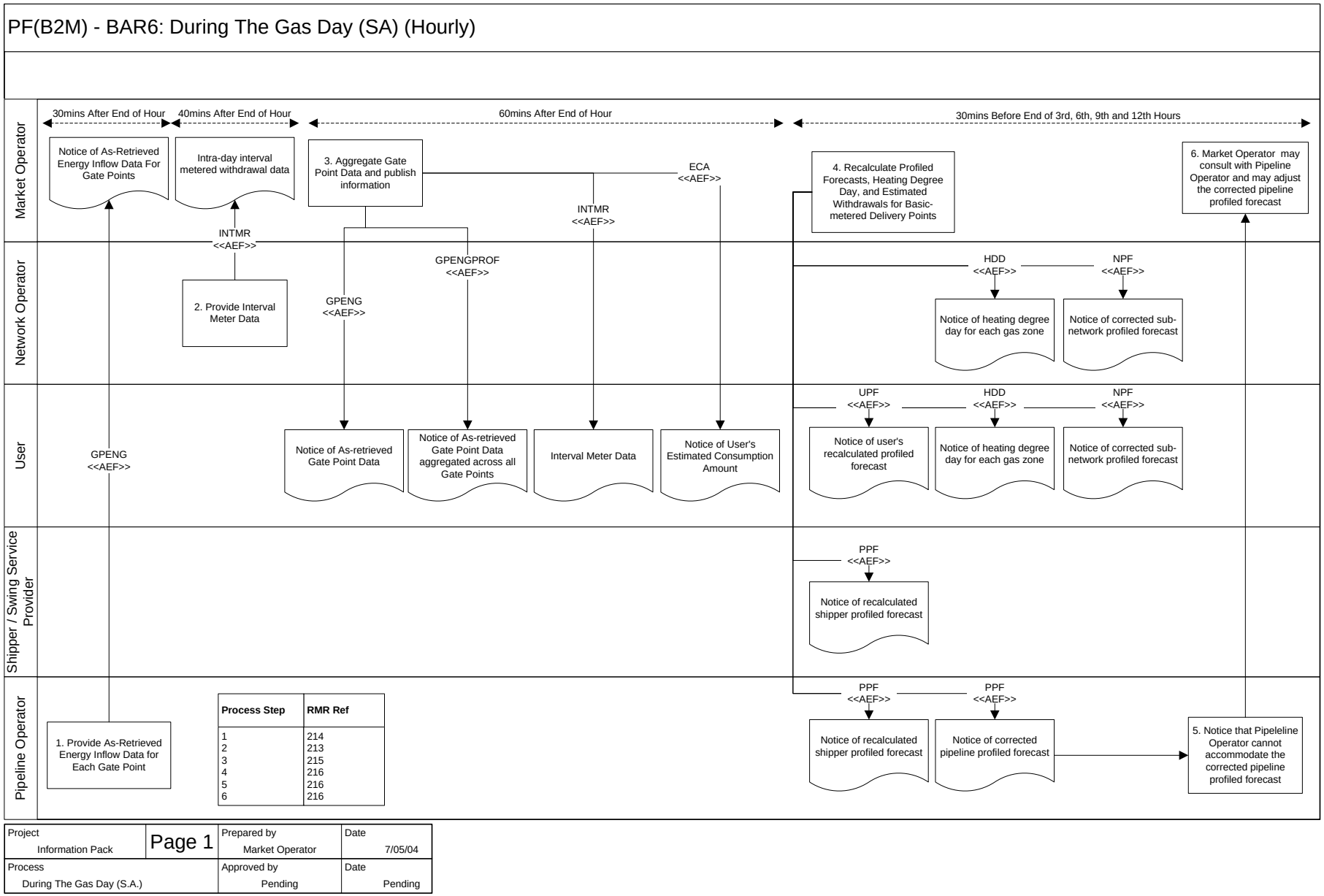
NOTES:
(1) Assumes no revision of interval-metered withdrawals under r.185.
(2) Does not show at least annual provision of DPI baseload and heating rate data from Network Operator to DEE (BLHL - Bulk Electronic File) under r.203.

PF(B2M) – BAR5: During The Gas Day (Western Australia) (Hourly)



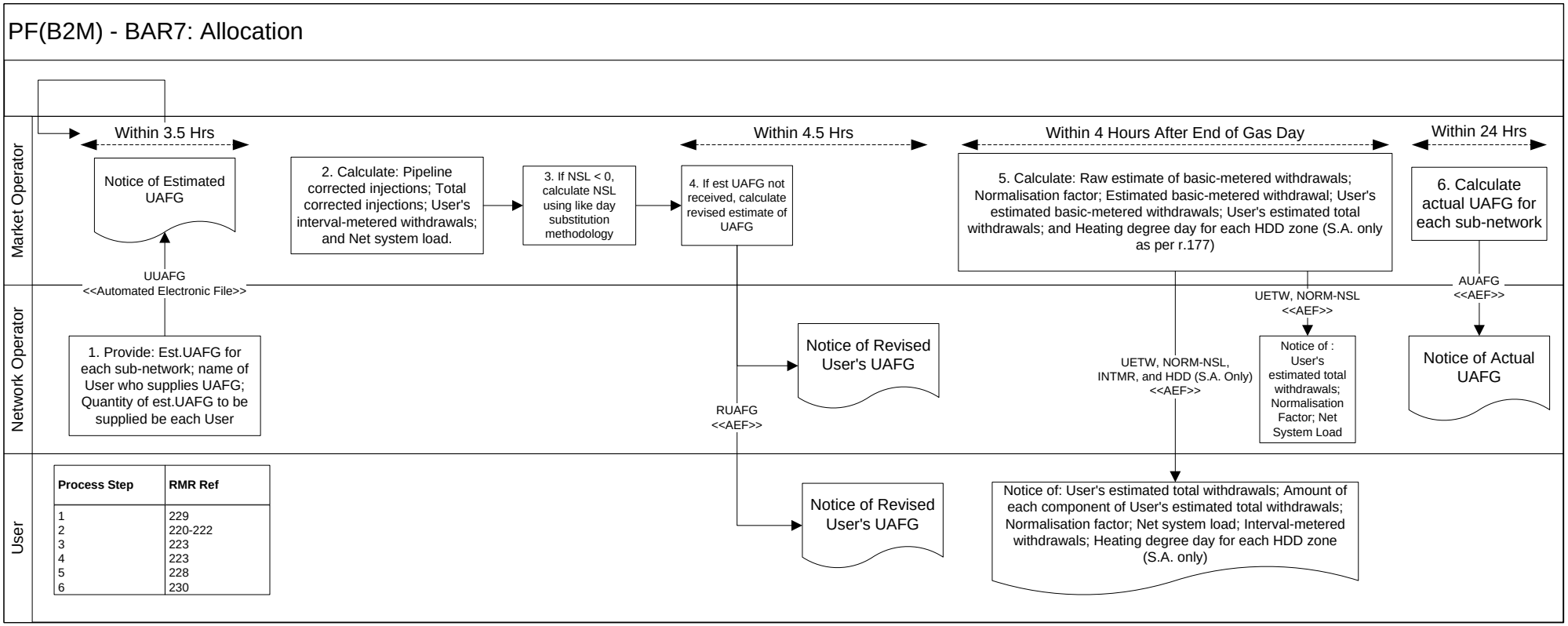
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
During The Gas Day (WA).		Pending	Pending

PF(B2M) – BAR6: During The Gas Day (South Australia) (Hourly)

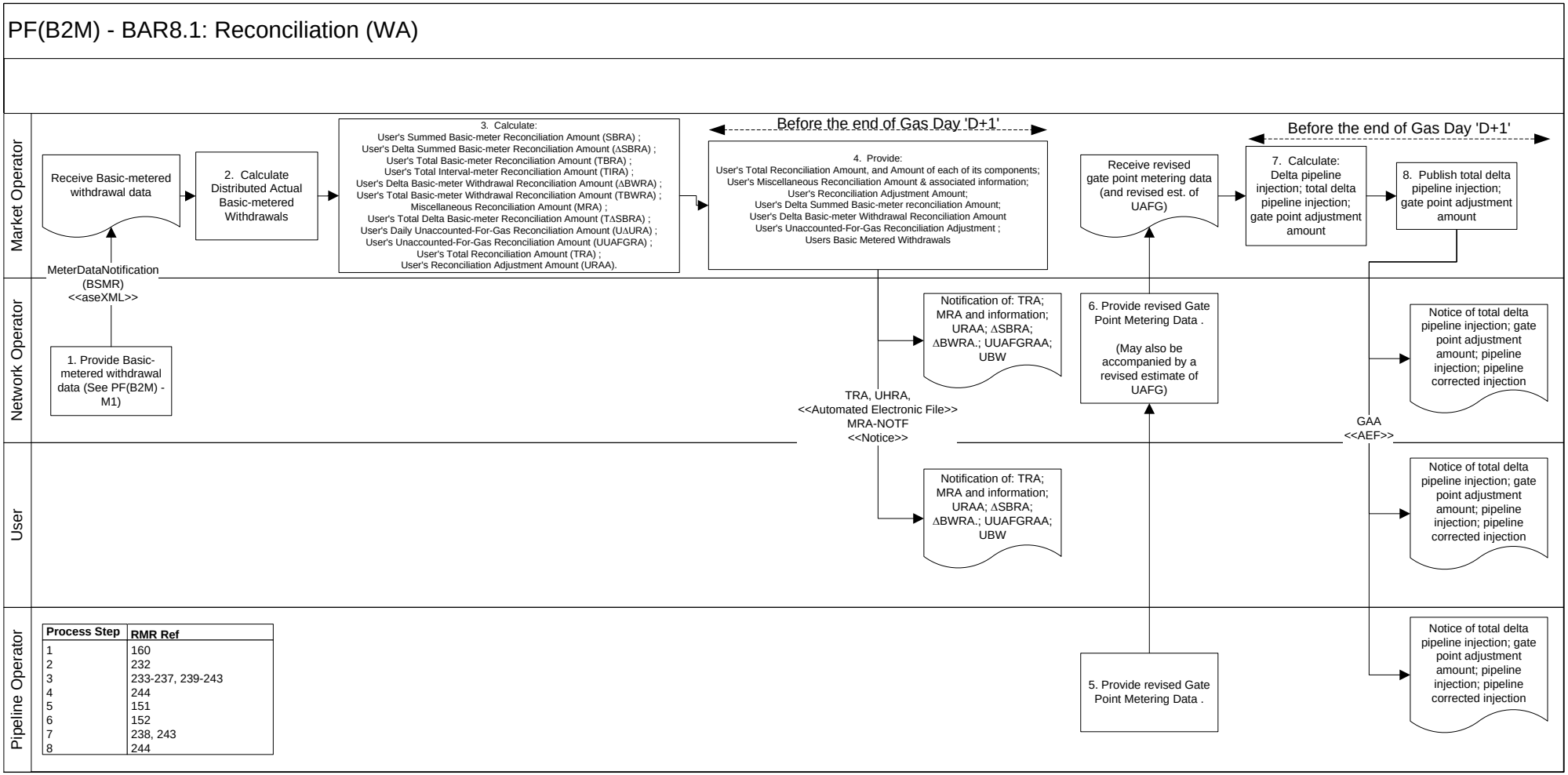


Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
During The Gas Day (S.A.)		Pending	Pending

PF(B2M) – BAR7: Allocation Allocation



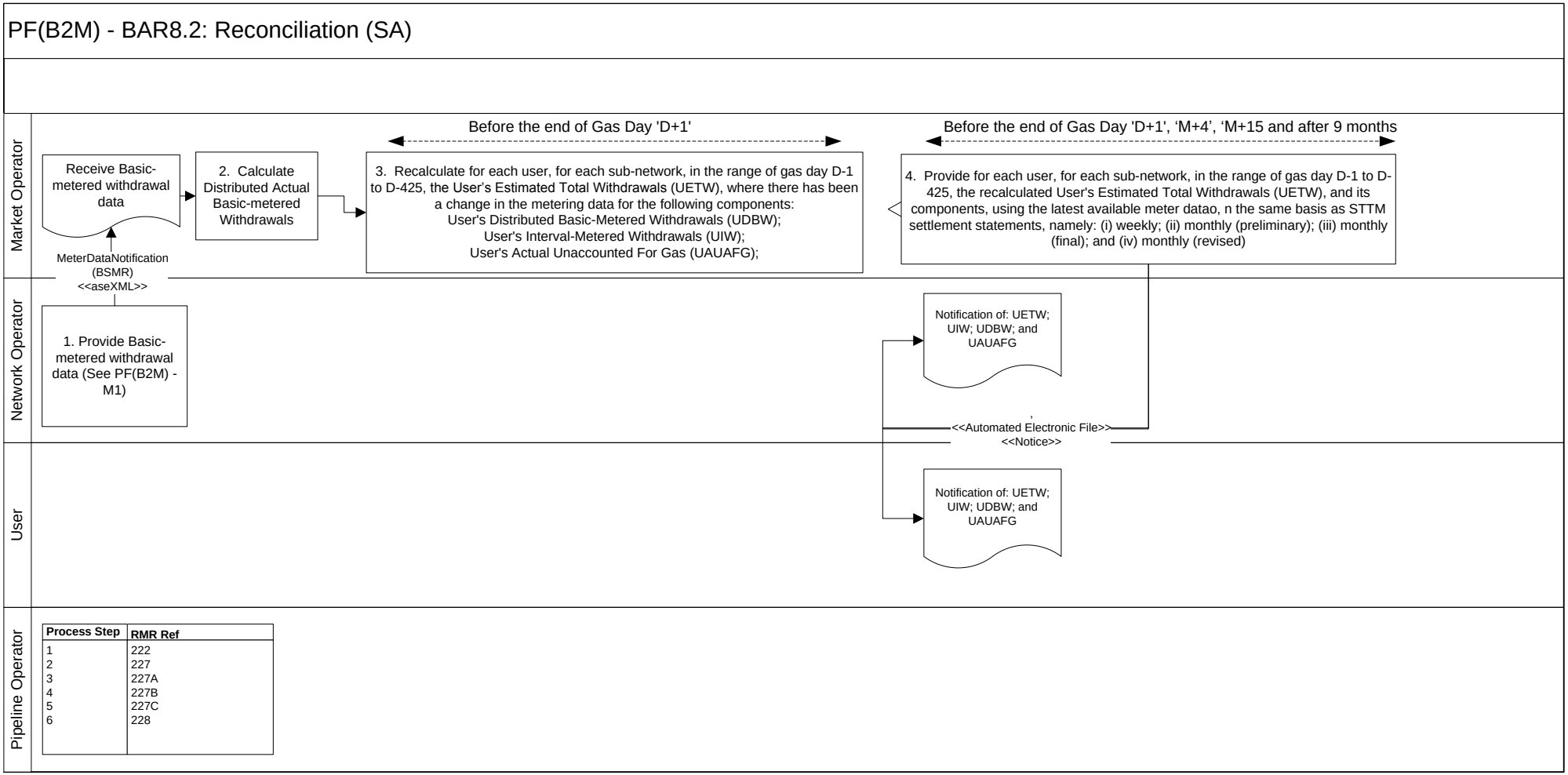
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Allocation		Pending	Pending



Process Step	RMR Ref
1	160
2	232
3	233-237, 239-243
4	244
5	151
6	152
7	238, 243
8	244

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Reconciliation		Pending	Pending

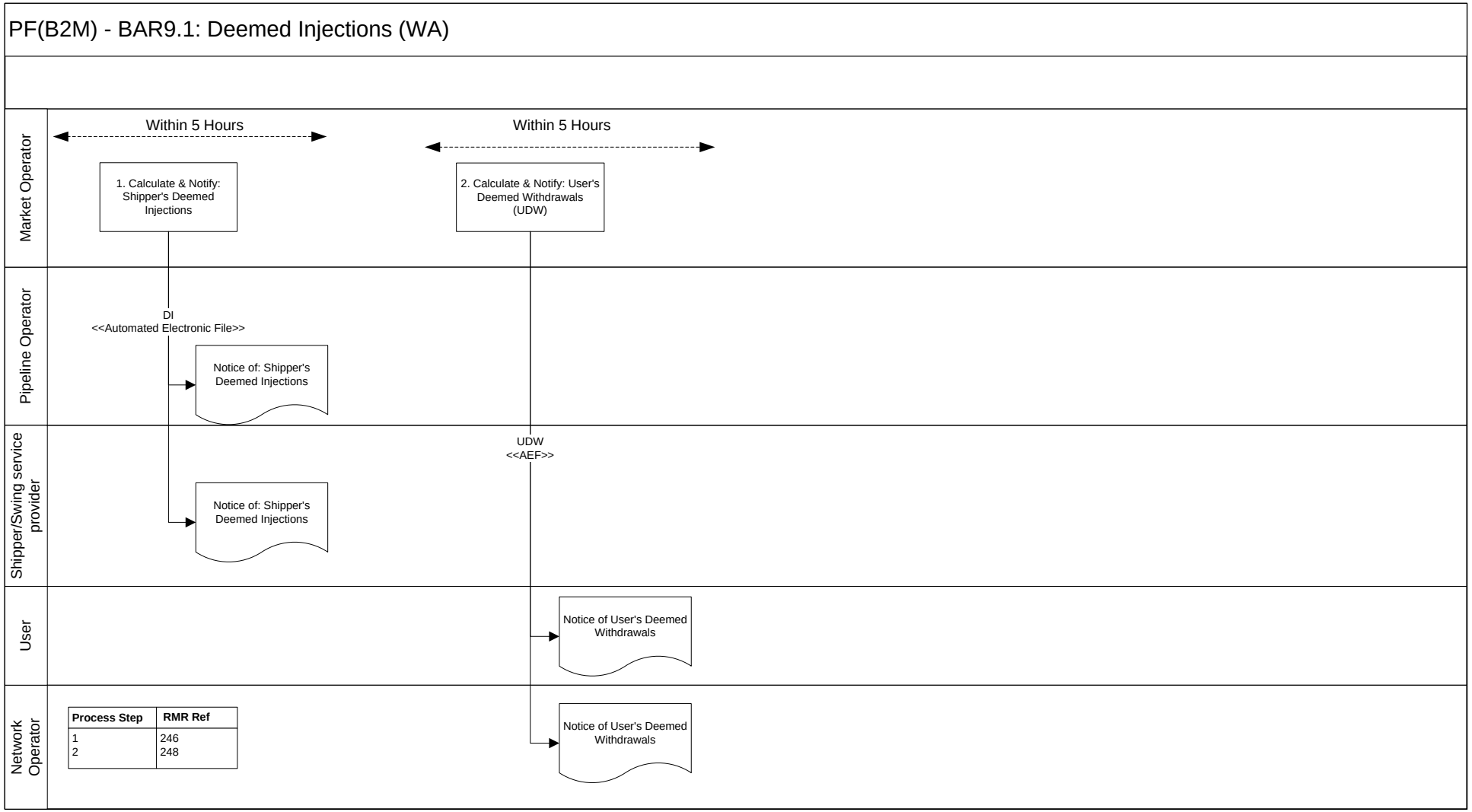
PF(B2M) – BAR8.2: Reconciliation (SA)



Process Step	RMR Ref
1	222
2	227
3	227A
4	227B
5	227C
6	228

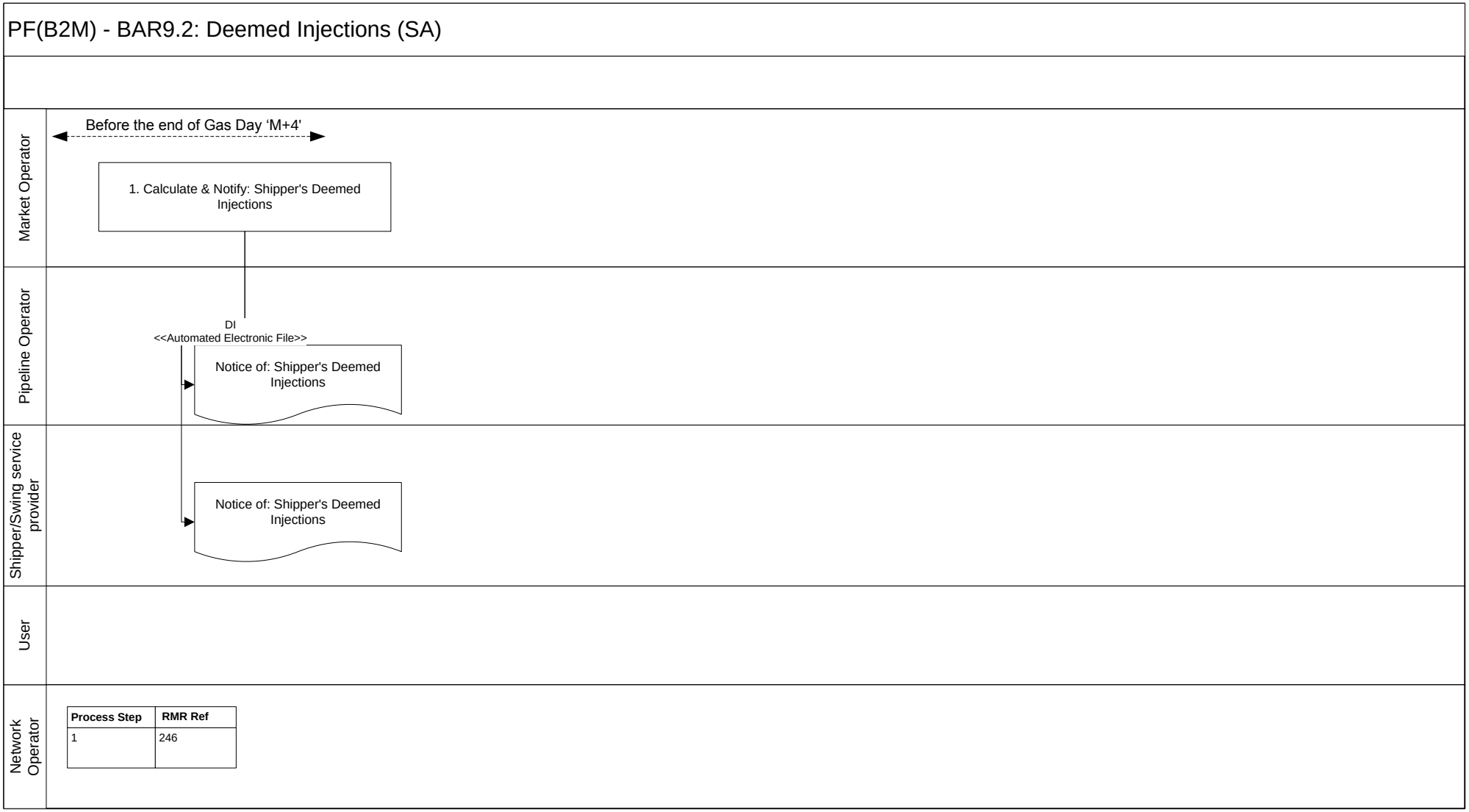
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Reconciliation		Pending	Pending

PF(B2M) – BAR9.1: Deemed Injections (WA)

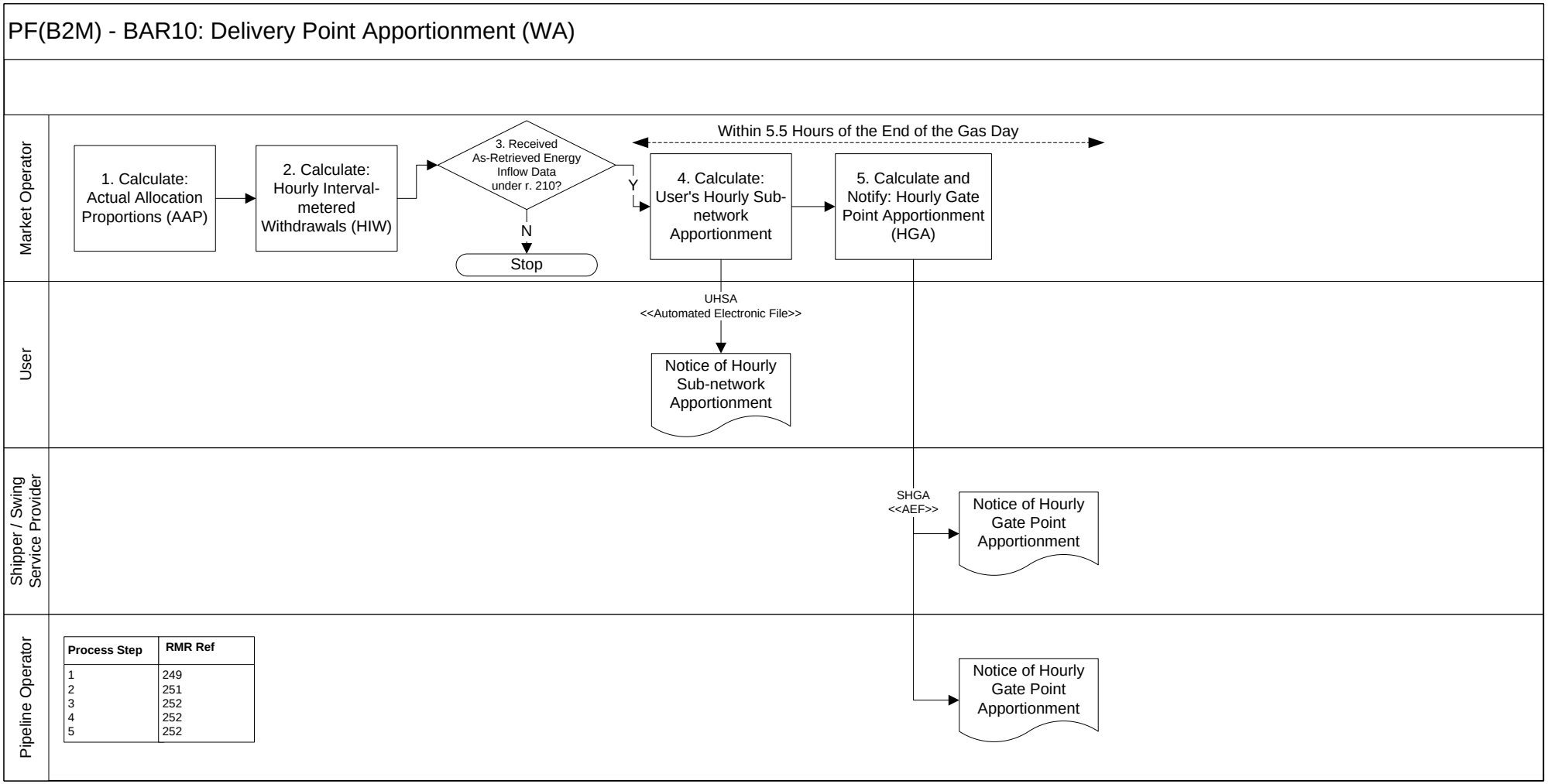


Project		Prepared by	Date
Information Pack	Page 1	Market Operator	7/05/04
Process		Approved by	Date
Deemed Injections		Pending	Pending

PF(B2M) – BAR9.2: Deemed Injections (SA)



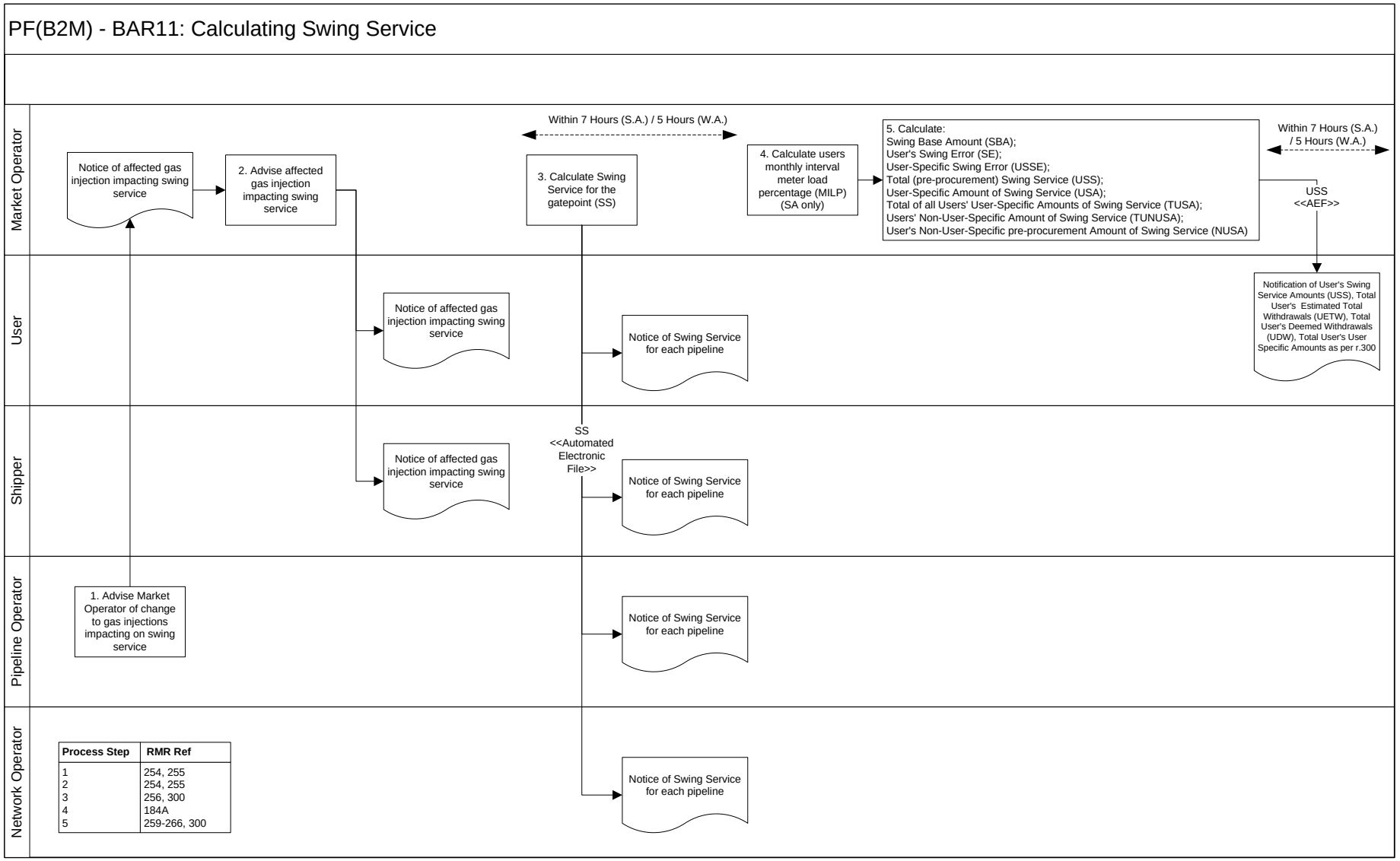
PF(B2M) - BAR10: Delivery Point Apportionment (WA)



Process Step	RMR Ref
1	249
2	251
3	252
4	252
5	252

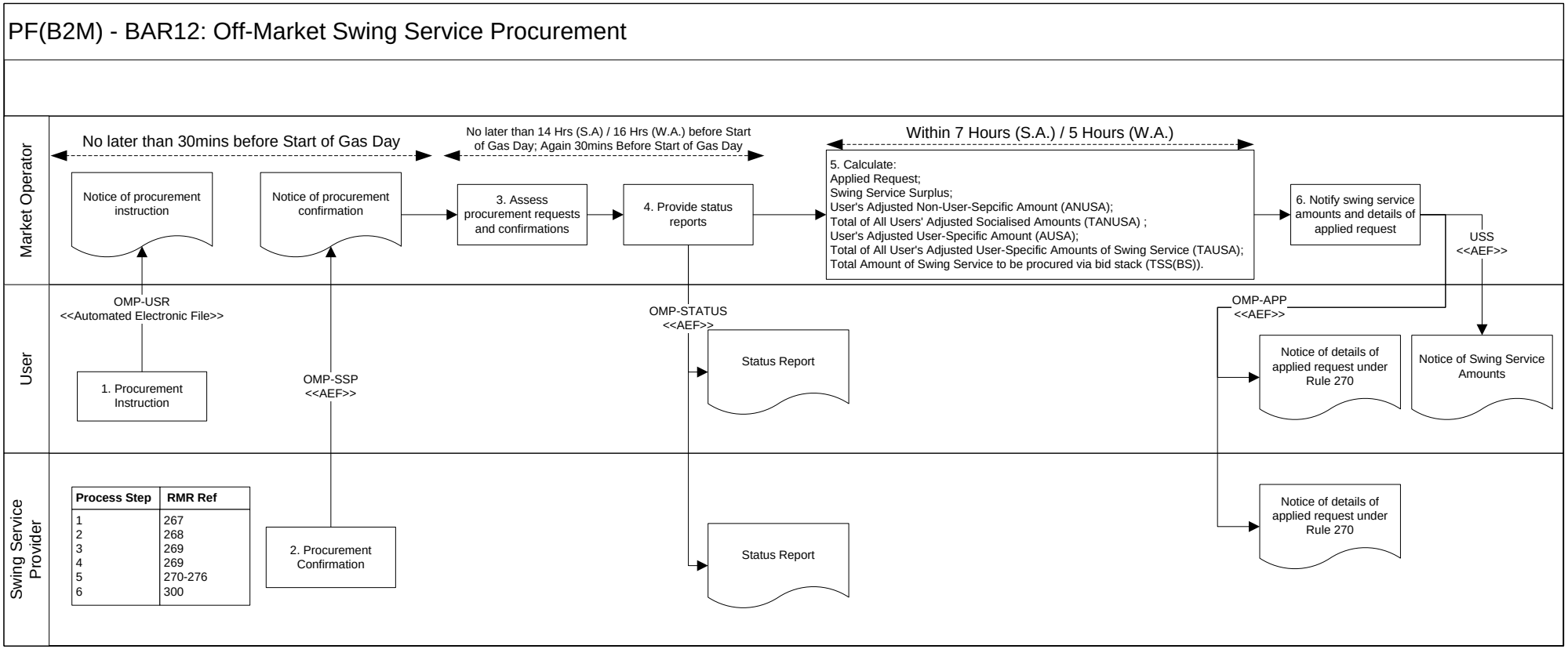
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Delivery Point Apportionment (WA)		Pending	Pending

PF(B2M) - BAR11: Calculating Swing Service (WA)



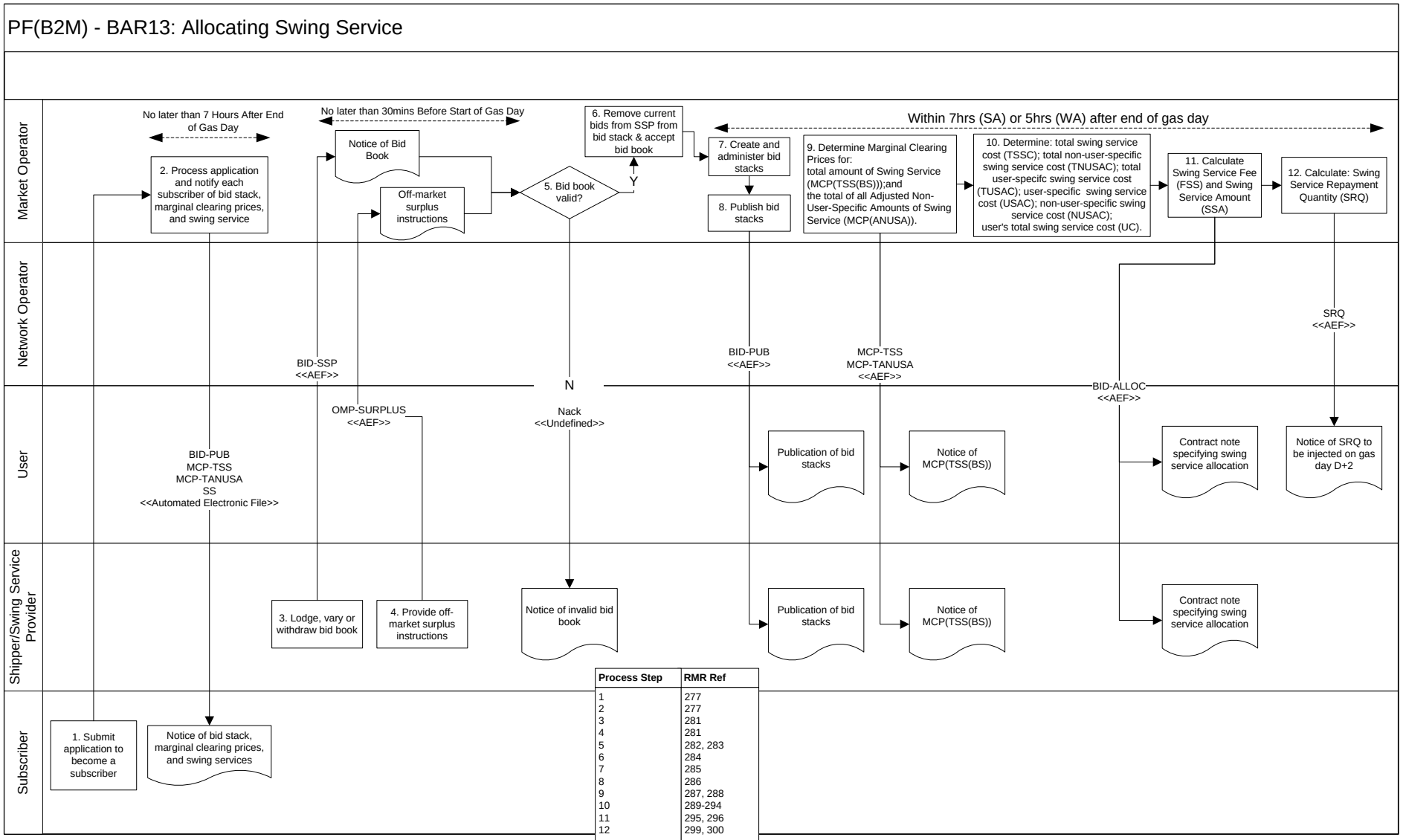
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Calculating Swing Service		Pending	Pending

PF(B2M) - BAR12: Off-Market Swing Service Procurement (WA)



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Off-Market Swing Service Procurement		Pending	Pending

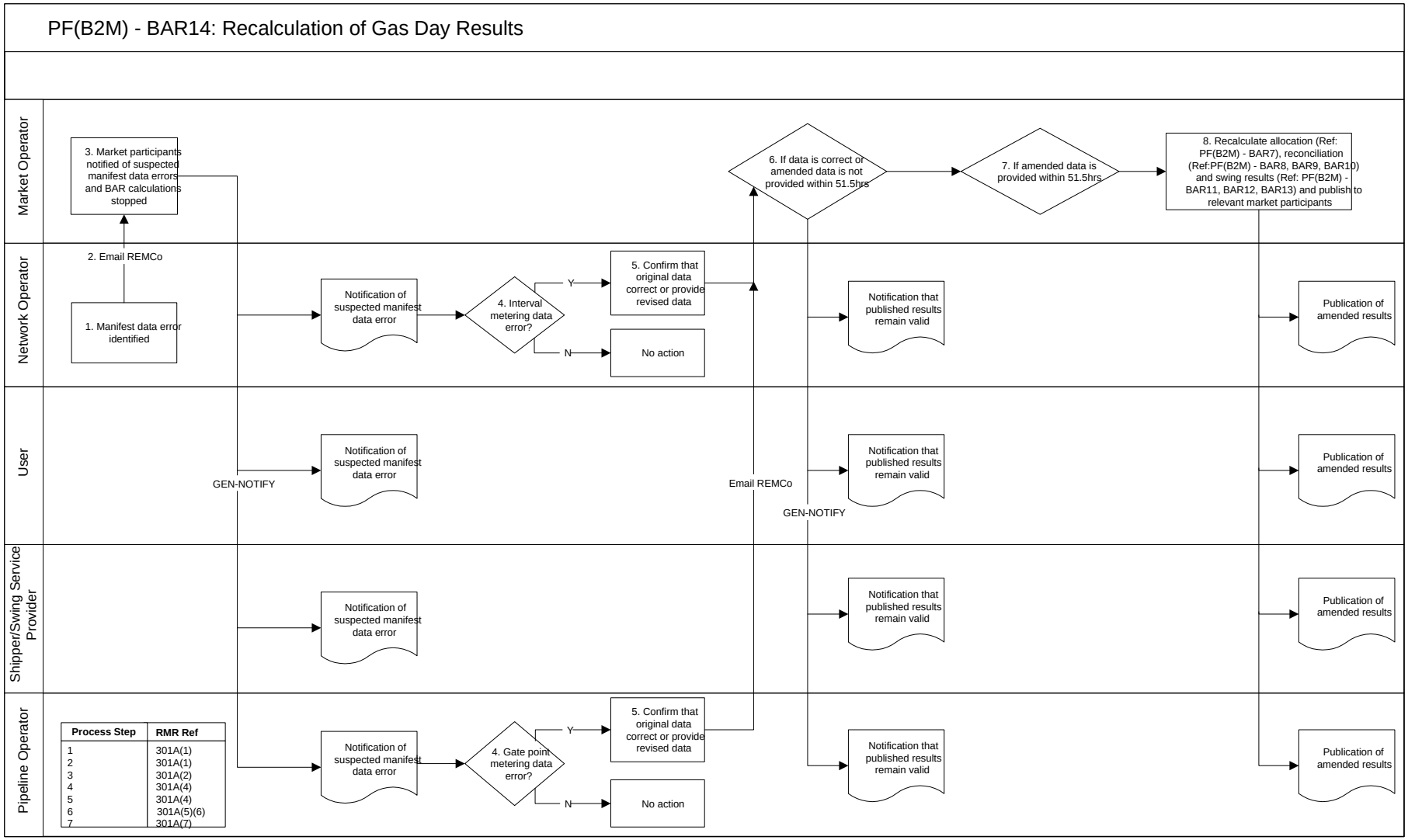
PF(B2M) - BAR13: Allocating Swing Service (WA)



Process Step	RMR Ref
1	277
2	277
3	281
4	281
5	282, 283
6	284
7	285
8	286
9	287, 288
10	289-294
11	295, 296
12	299, 300

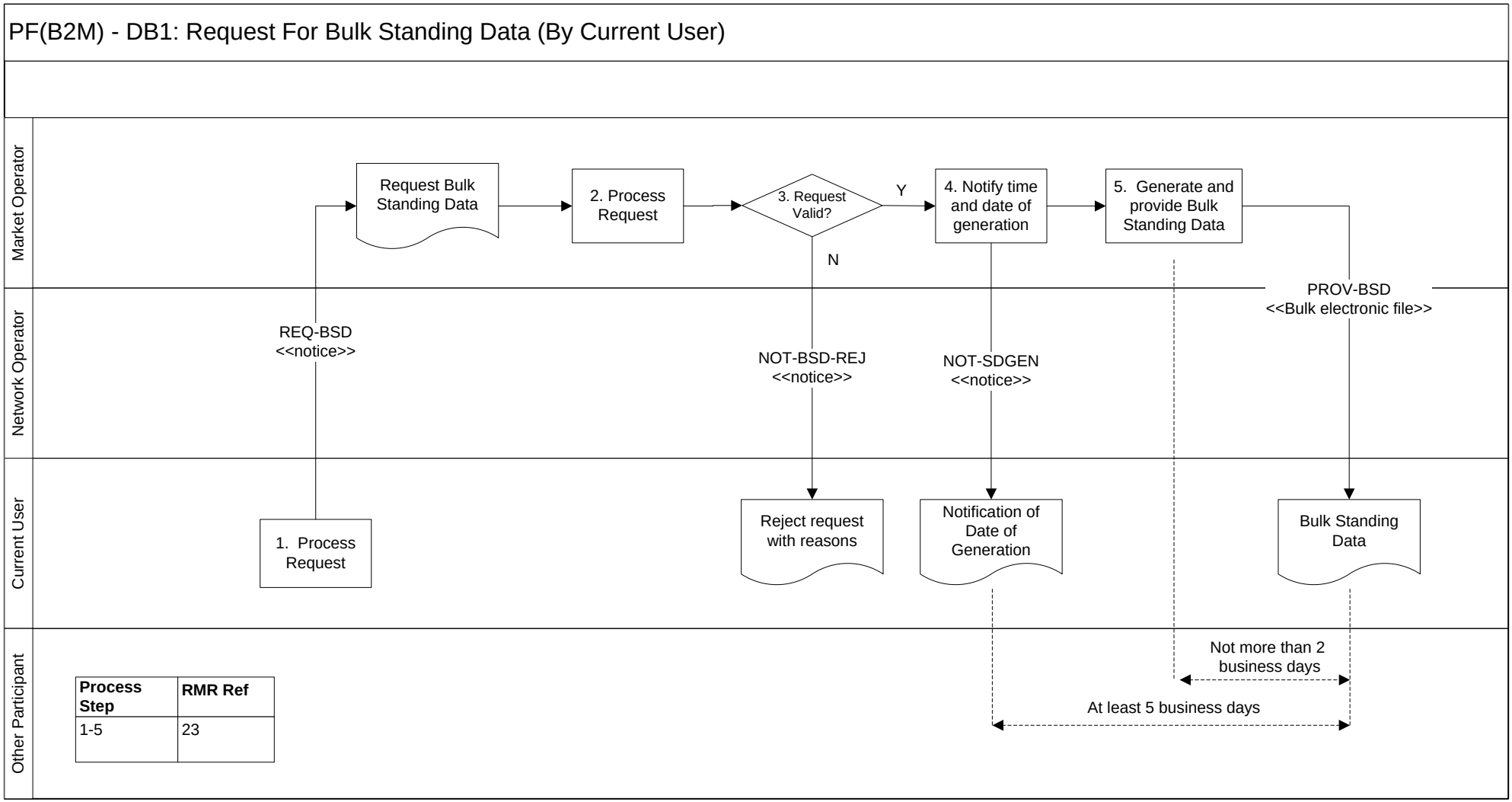
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Allocating Swing Service		Pending	Pending

PF(B2M) - BAR14: BAR (Suspension and) Recalculation of Gas Day Results (WA)



Project	Page1	Prepared by	Date
Information Pack		Market Operator	3/11/05
Process		Approved by	Date
Recalculation of Gas Day Results		Pending	Pending

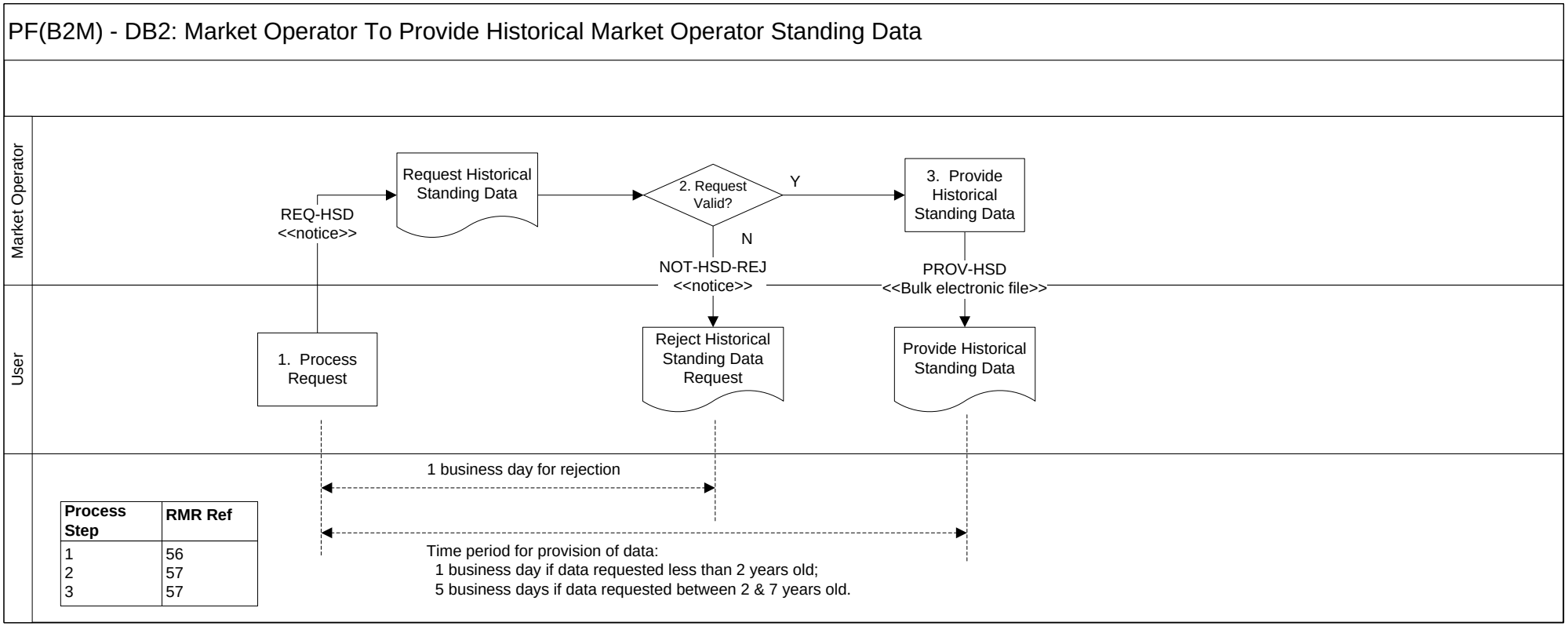
5. Databases



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Request for Bulk Standing Data		Pending	Pending

Notes:
(1) This process applies for any participant (i.e. network operator, user) who requests standing data

PF(B2M) - DB2: Market Operator To Provide Historical Standing Data

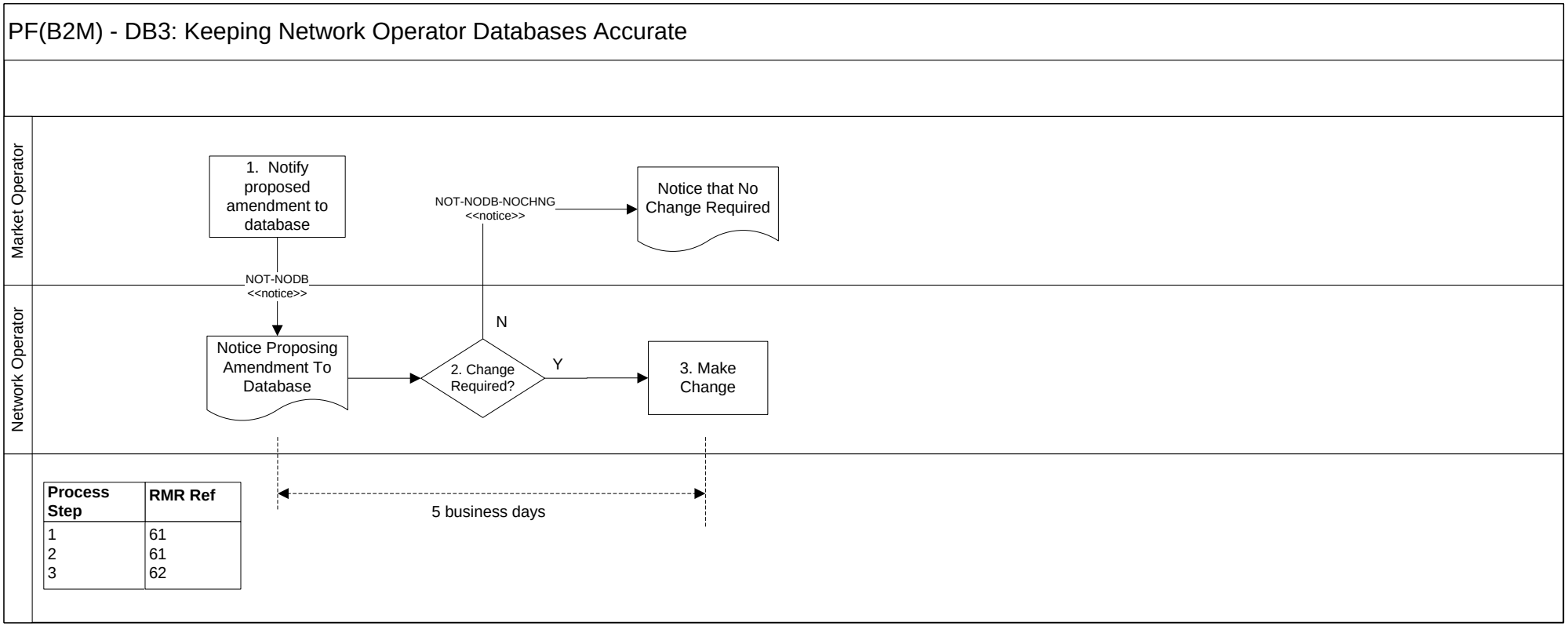


Process Step	RMR Ref
1	56
2	57
3	57

Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process: Market Operator To Provide Historical Market Operator Standing Data		Approved by: Pending	Date: Pending

Notes:
(1) This process applies for any participant (i.e. network operator, user) who requests standing data

PF(B2M) - DB3: Keeping Network Operator Databases Accurate



Process Step	RMR Ref
1	61
2	61
3	62

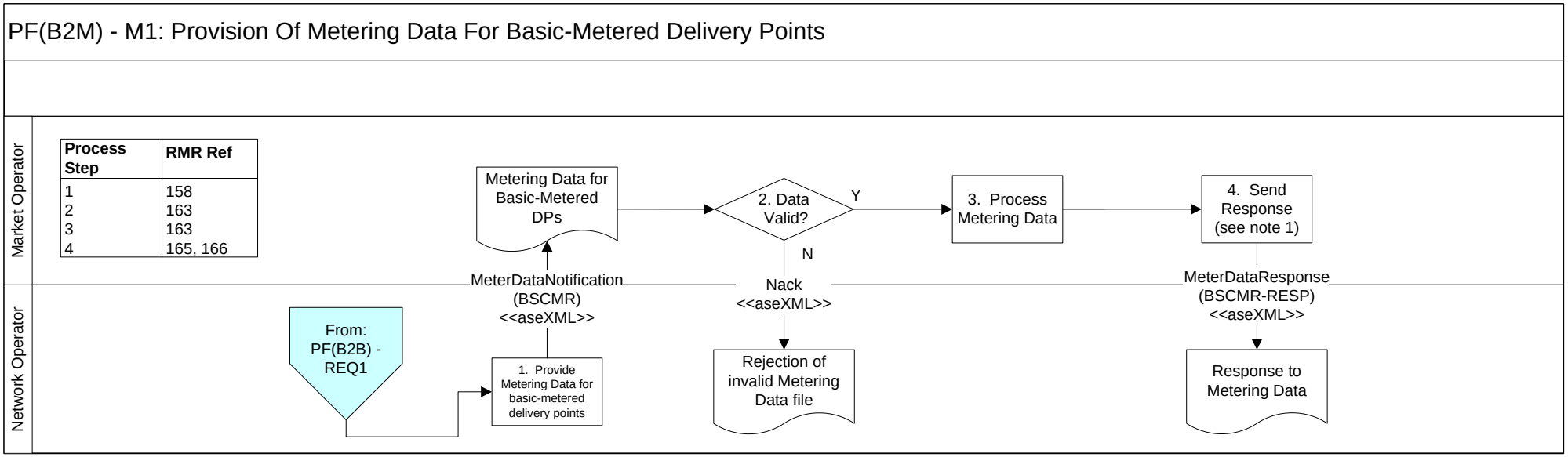
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process: Keeping Network Operator Databases Accurate		Approved by: Pending	Date: Pending

Notes:
(1) Refer to PF(B2B) - DB1

6. Metering

Metering

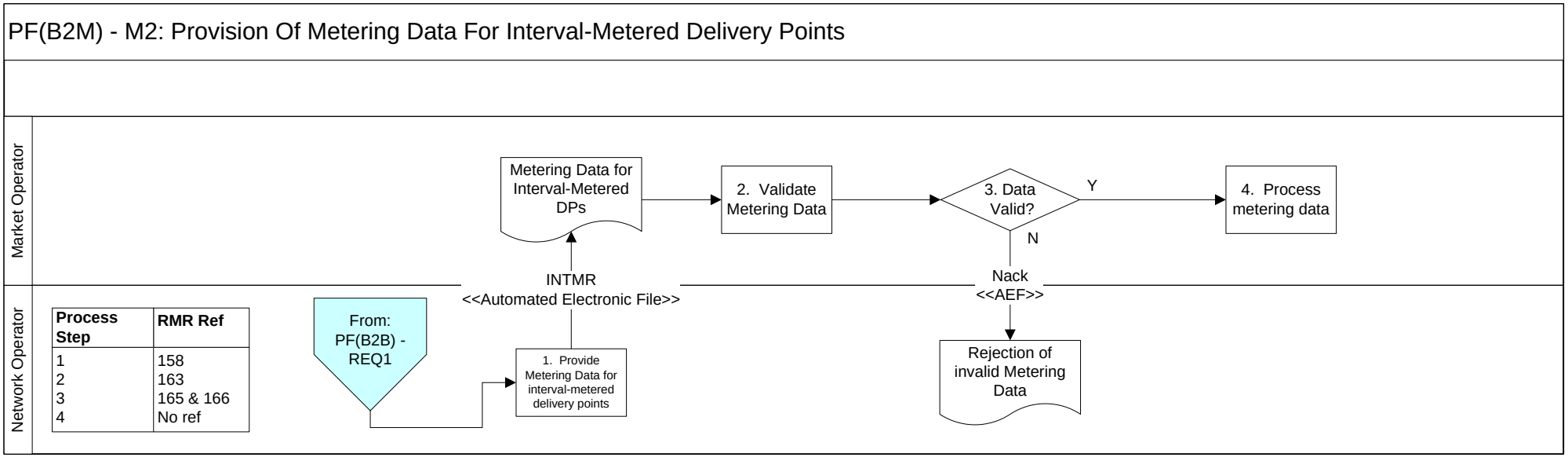
PF(B2M) - M1: Provision of Metering Data for Basic-Metered Delivery Points



Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Provision of Metering Data for Basic-Metered Delivery Points		Pending	Pending

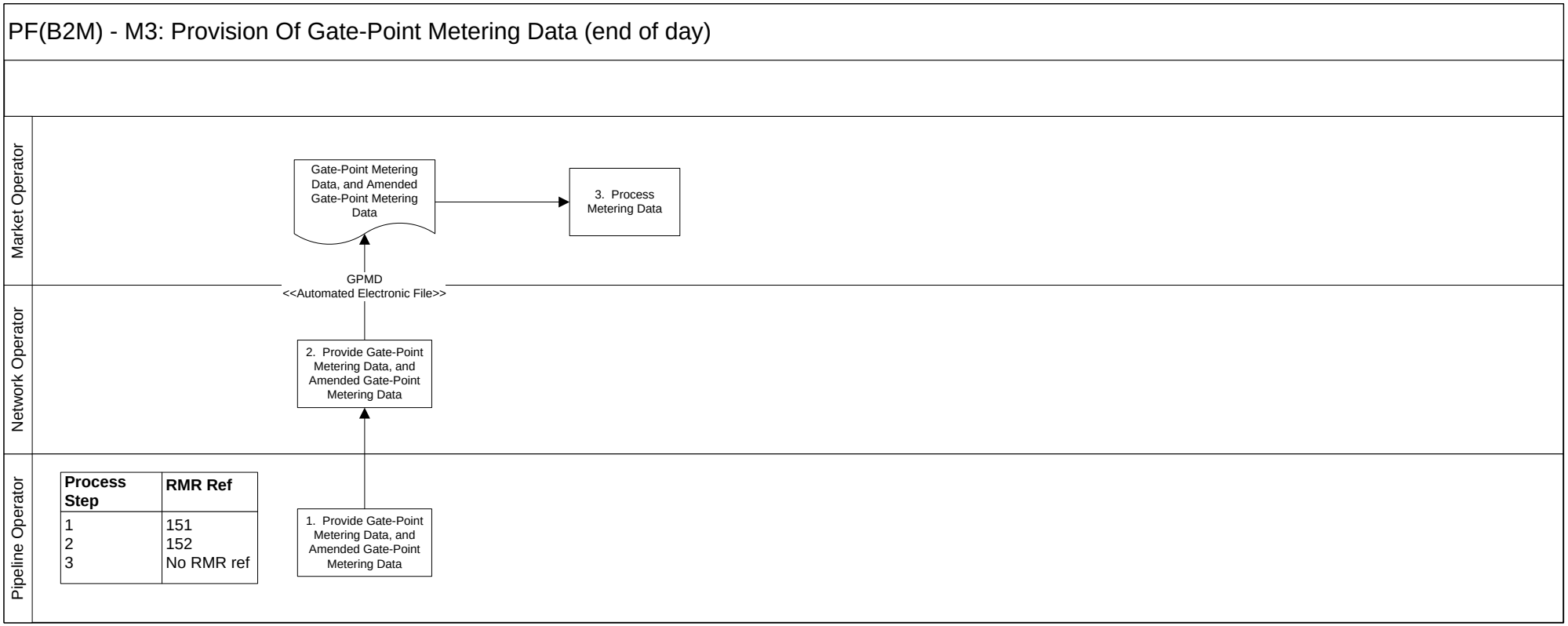
NOTES:
(1) MeterDataResponse may include entries for invalid meter readings.

PF(B2M) - M2: Provision of Metering Data for Interval-Metered Delivery Points



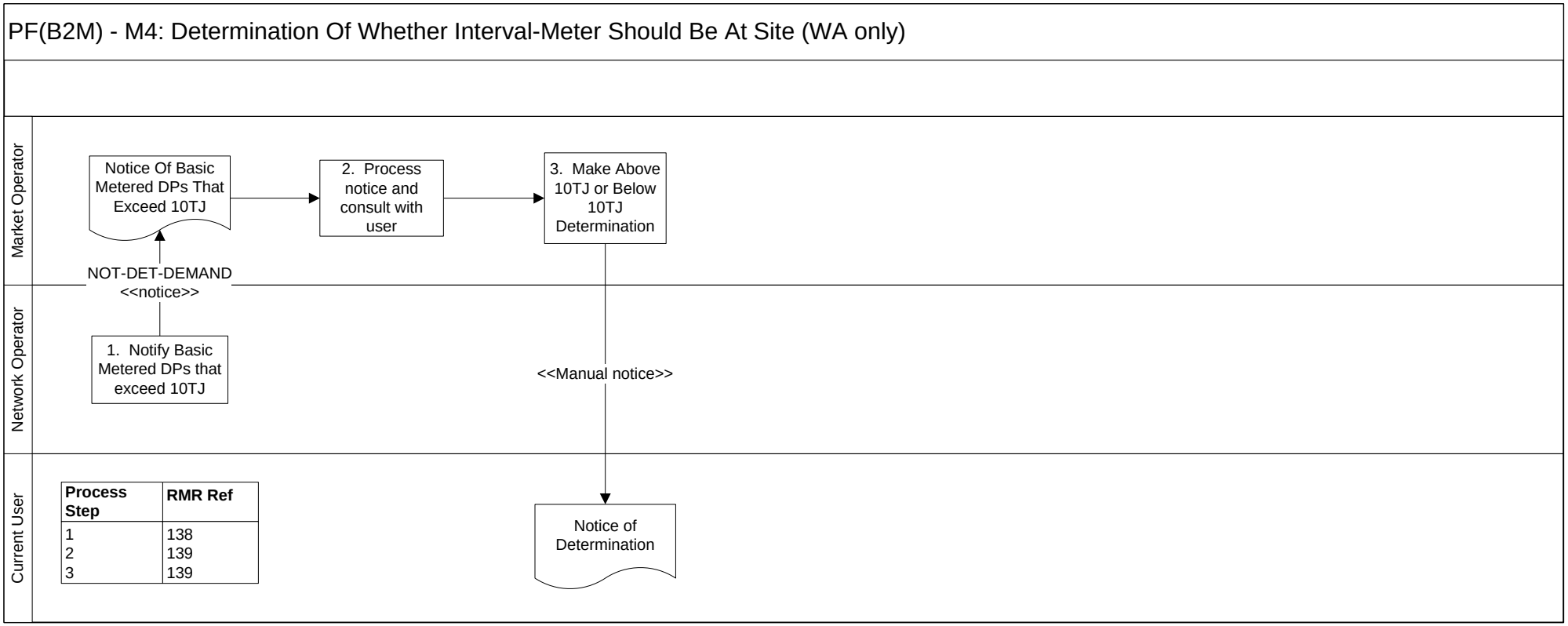
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Provision of Metering Data for Interval-Metered Delivery Points		Pending	Pending

PF(B2M) - M3: Provision Of Gate-Point Metering Data



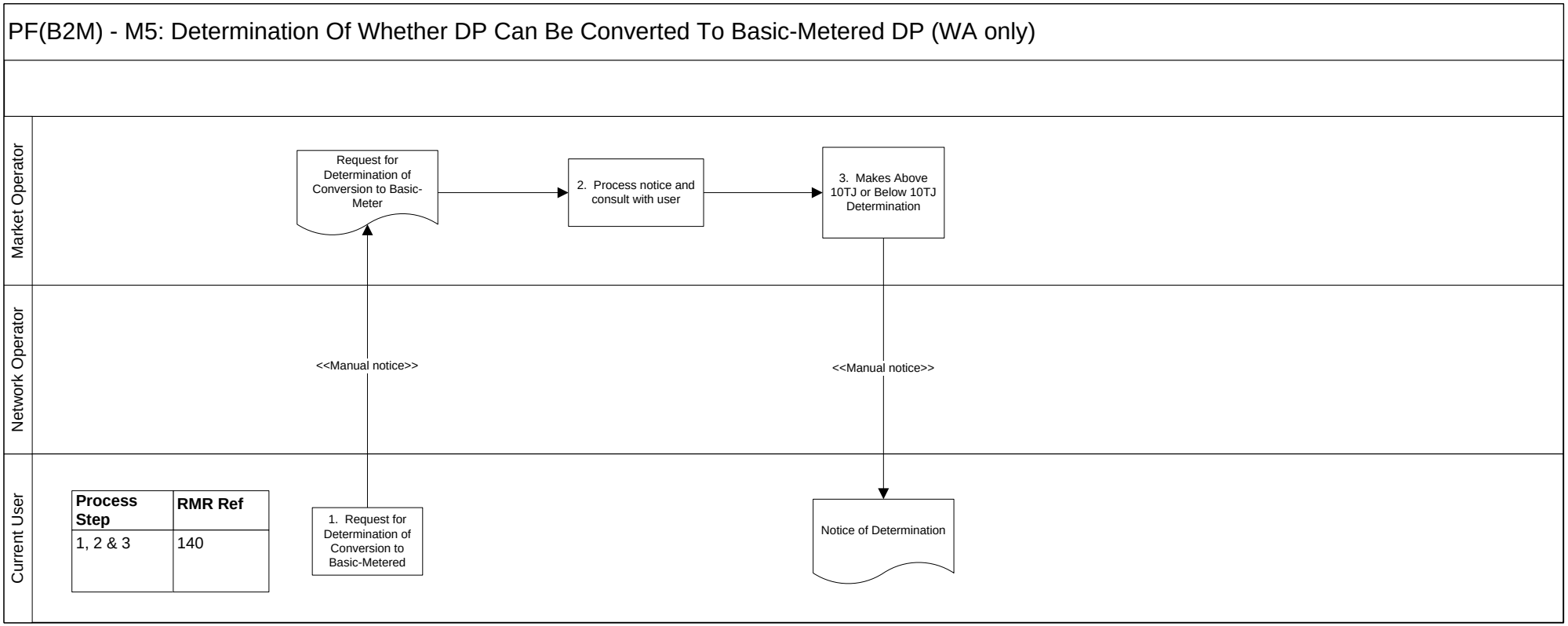
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Provision of Gate-Point Metering Data		Pending	Pending

PF(B2M) - M4: Determination of Whether Interval-Meter Should be at Site



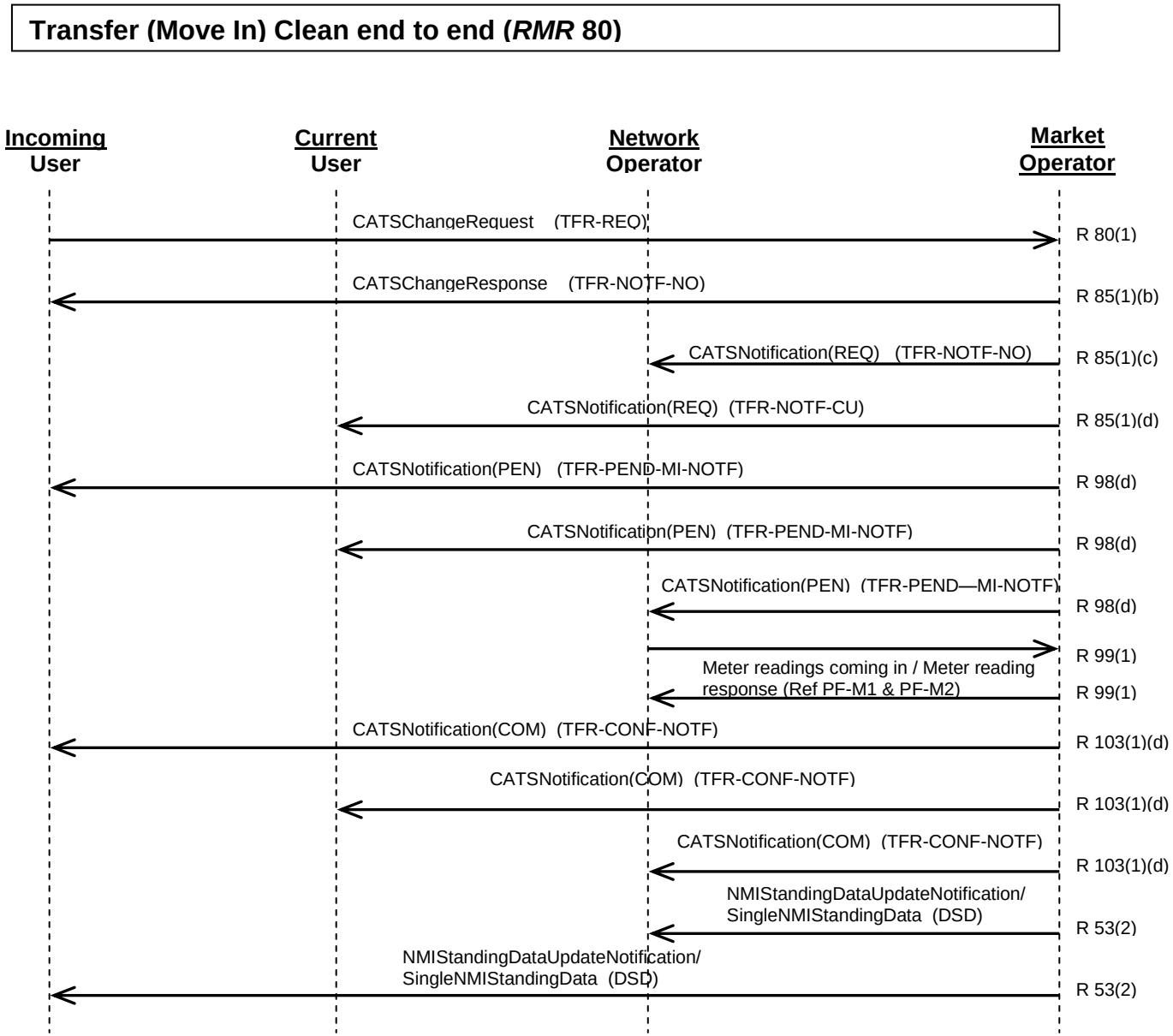
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process: Determination of whether interval-meter should be at site		Approved by: Pending	Date: Pending

PF(B2M) - M5: Determination of Whether Delivery Point can be Converted to Basic-Metered Delivery Point



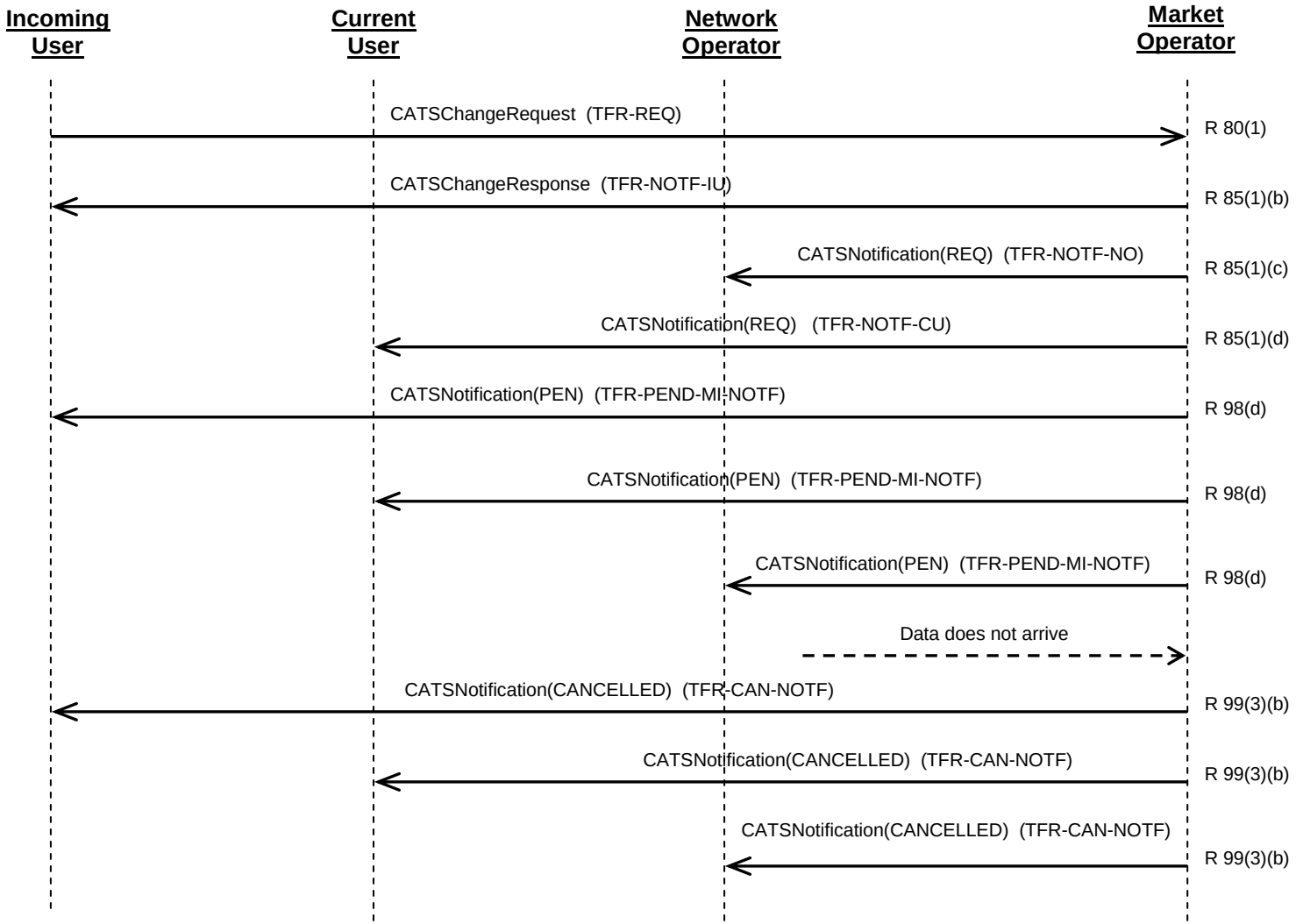
Project	Page 1	Prepared by	Date
Information Pack		Market Operator	7/05/04
Process		Approved by	Date
Determination of whether delivery point can be converted to basic-metered delivery point		Pending	Pending

7. Appendix A Sequence Diagrams


Transfer (Move In) Clean end to end (*RMR* 80)
Incoming User
Current User
Network Operator
Market Operator
CATSChangeRequest (TFR-REQ)
R 80(1)
CATSChangeResponse (TFR-NOTF-NO)
R 85(1)(b)
CATSNotification(REQ) (TFR-NOTF-NO)
R 85(1)(c)
CATSNotification(REQ) (TFR-NOTF-CU)
R 85(1)(d)
CATSNotification(PEN) (TFR-PEND-MI-NOTF)
R 98(d)
CATSNotification(PEN) (TFR-PEND-MI-NOTF)
R 98(d)
CATSNotification(PEN) (TFR-PEND—MI-NOTF)
R 98(d)
R 99(1)
Meter readings coming in / Meter reading response (Ref PF-M1 & PF-M2)
R 99(1)
CATSNotification(COM) (TFR-CONF-NOTF)
R 103(1)(d)
CATSNotification(COM) (TFR-CONF-NOTF)
R 103(1)(d)
CATSNotification(COM) (TFR-CONF-NOTF)
R 103(1)(d)
NMIStandingDataUpdateNotification/ SingleNMIStandingData (DSD)
R 53(2)
NMIStandingDataUpdateNotification/ SingleNMIStandingData (DSD)
R 53(2)

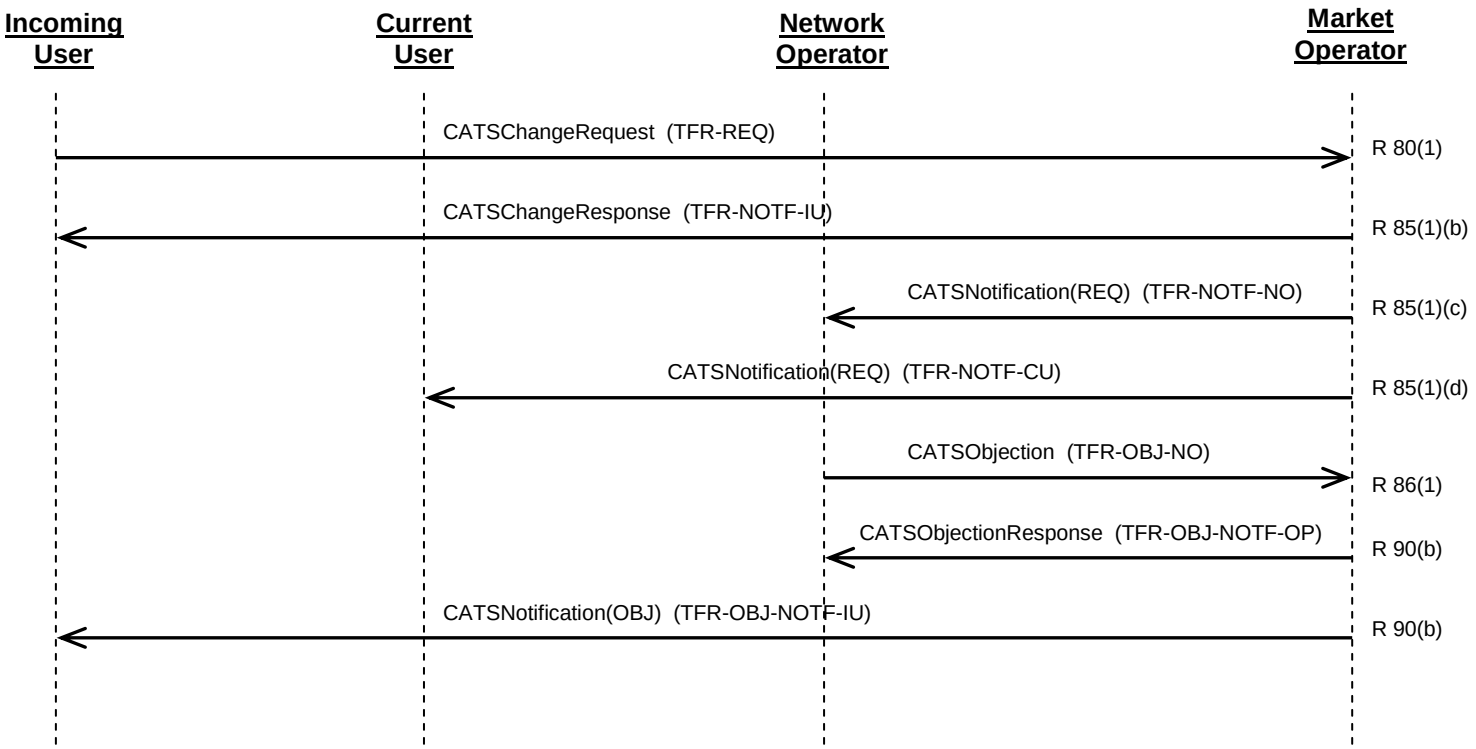
SD(B2M) - R2: Transfer Cancel (No Read / Timeout)

Transfer Cancel (No read/Timeout) (*RMR* 80, 99(3)(b))



SD(B2M) - R3: Transfer (Non-Move-In) Objection

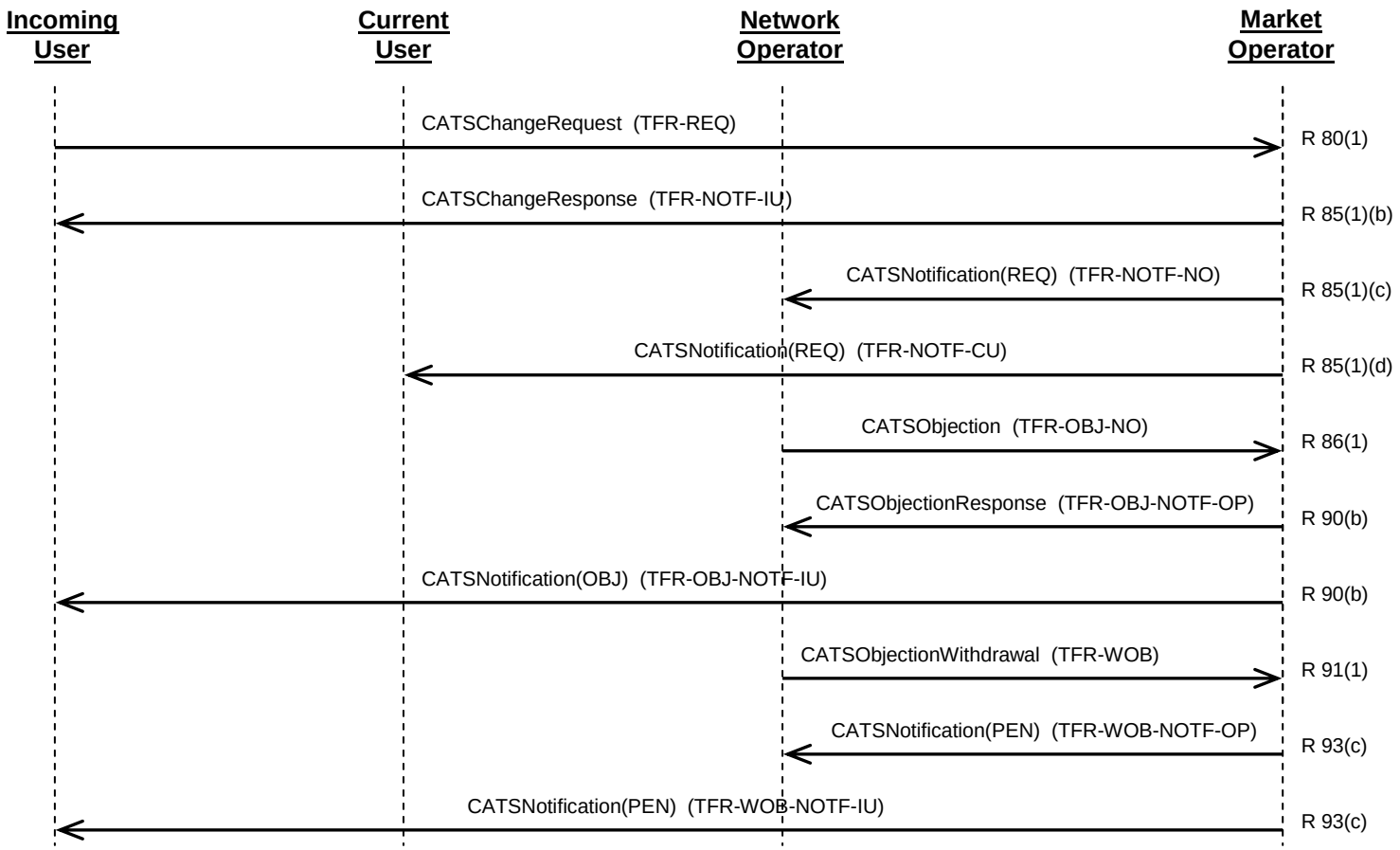
Transfer (Non Move In) Objection (*RMR* 80, 86)



NOTE: TFR-OBJ-NOTF-IU will also contain objection data

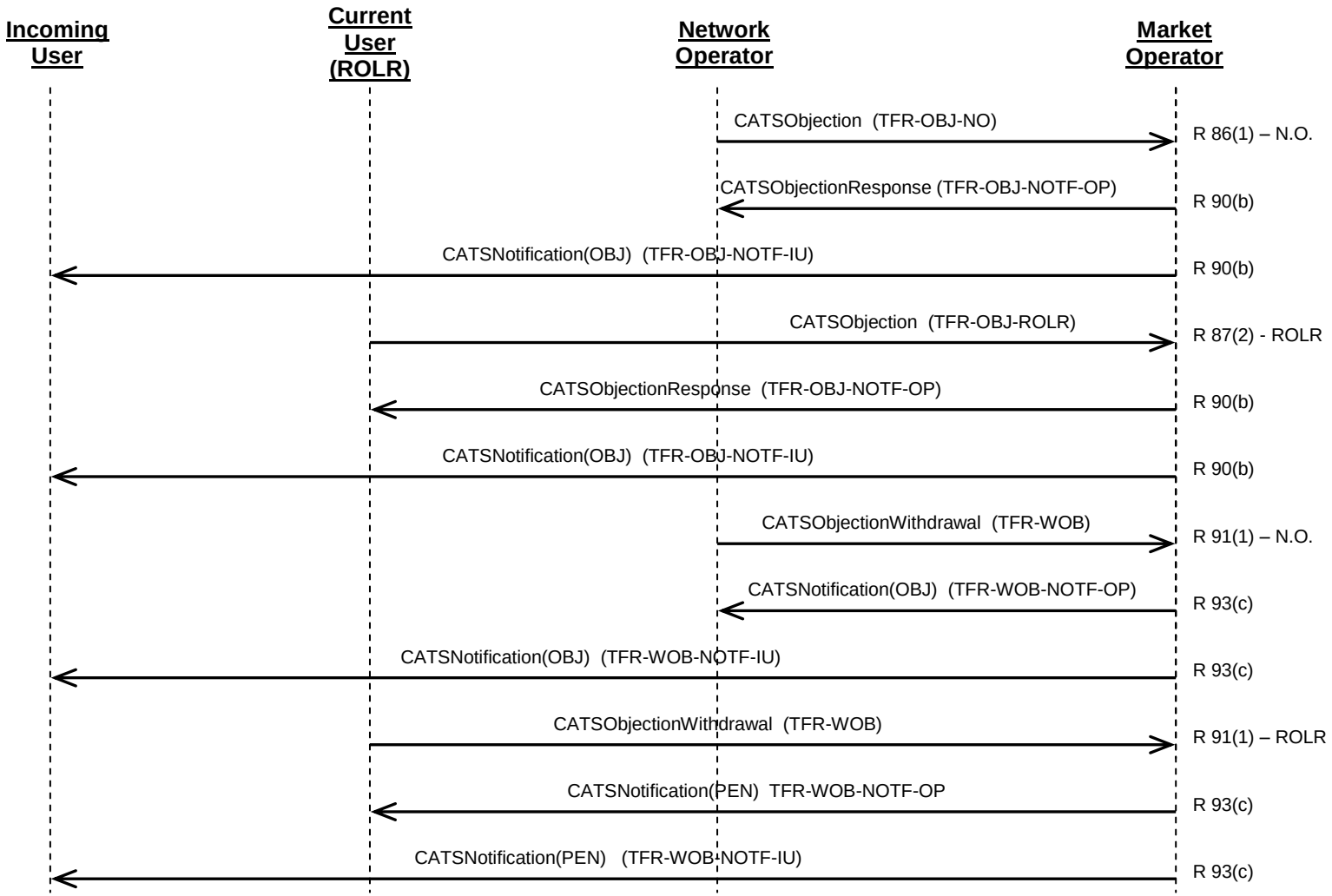
SD(B2M) - R4: Transfer (Non-Move-In) Objection Withdrawal

Transfer (Non Move In) Objection Withdrawal (*RMR* 80, 86, 91)



NOTE: TFR-OBJ-NOTF-IU will also contain objection data

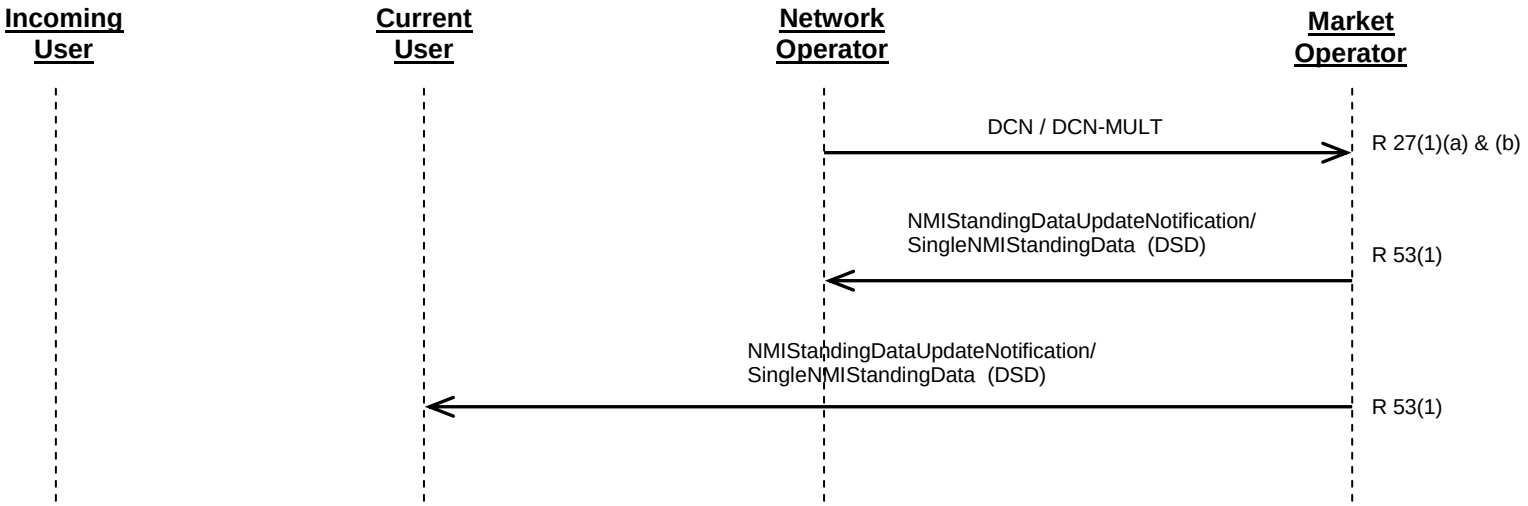
Transfer (Non Move In) Objection Multiple Withdrawals (*RMR* 86, 87 (ROLR), 91)



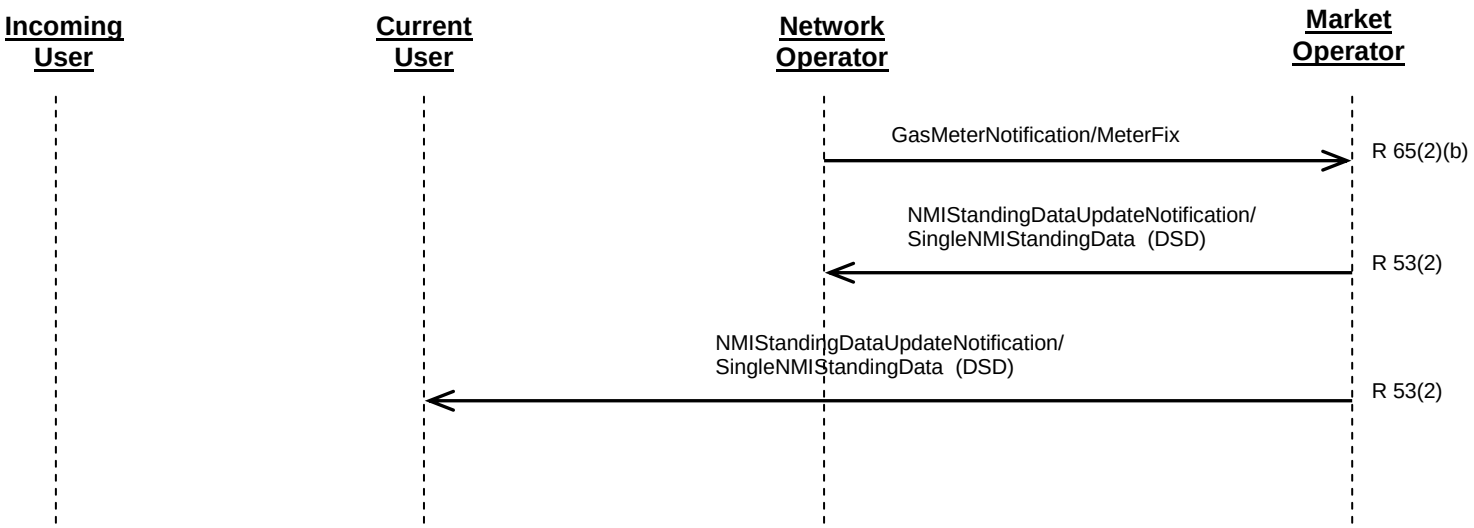
NOTE: TFR-OBJ-NOTF-IU will also contain objection data

SD(B2M) - R6: Change of Standing Data (Single/Bulk)

Change of Standing Data (Single/Bulk) (*RMR* 27)

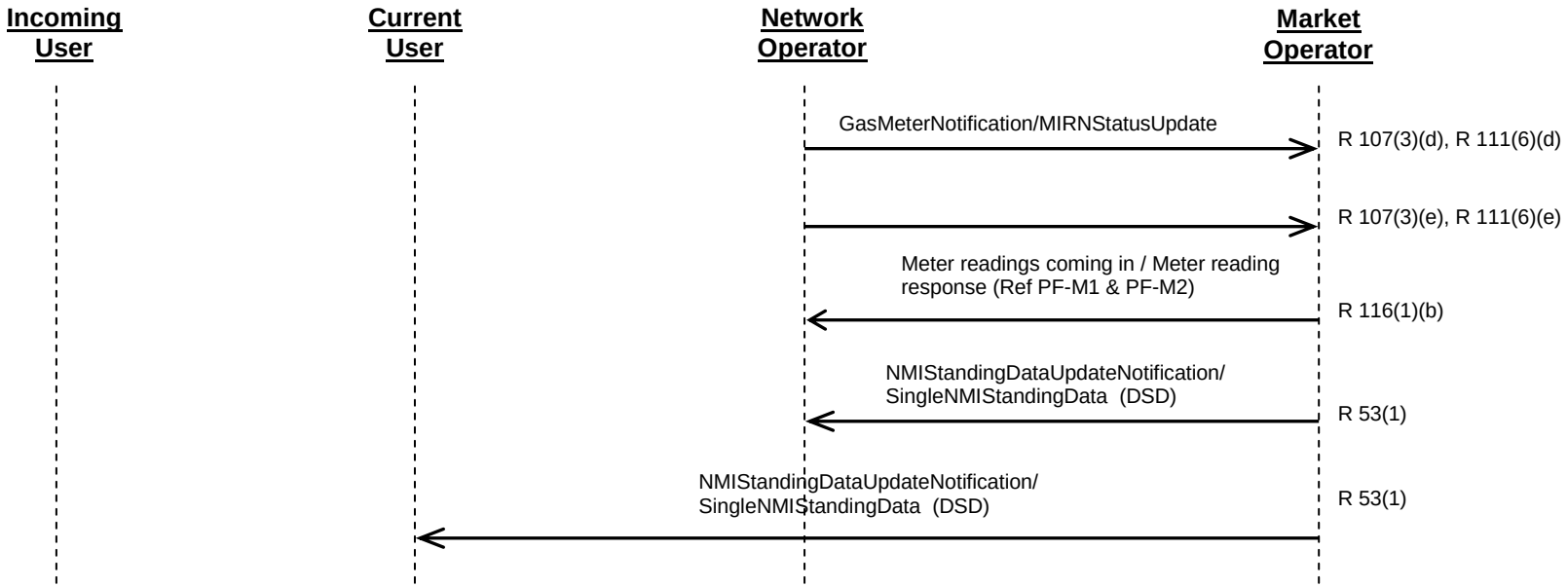


New Connection (*RMR* 65(2)(b))



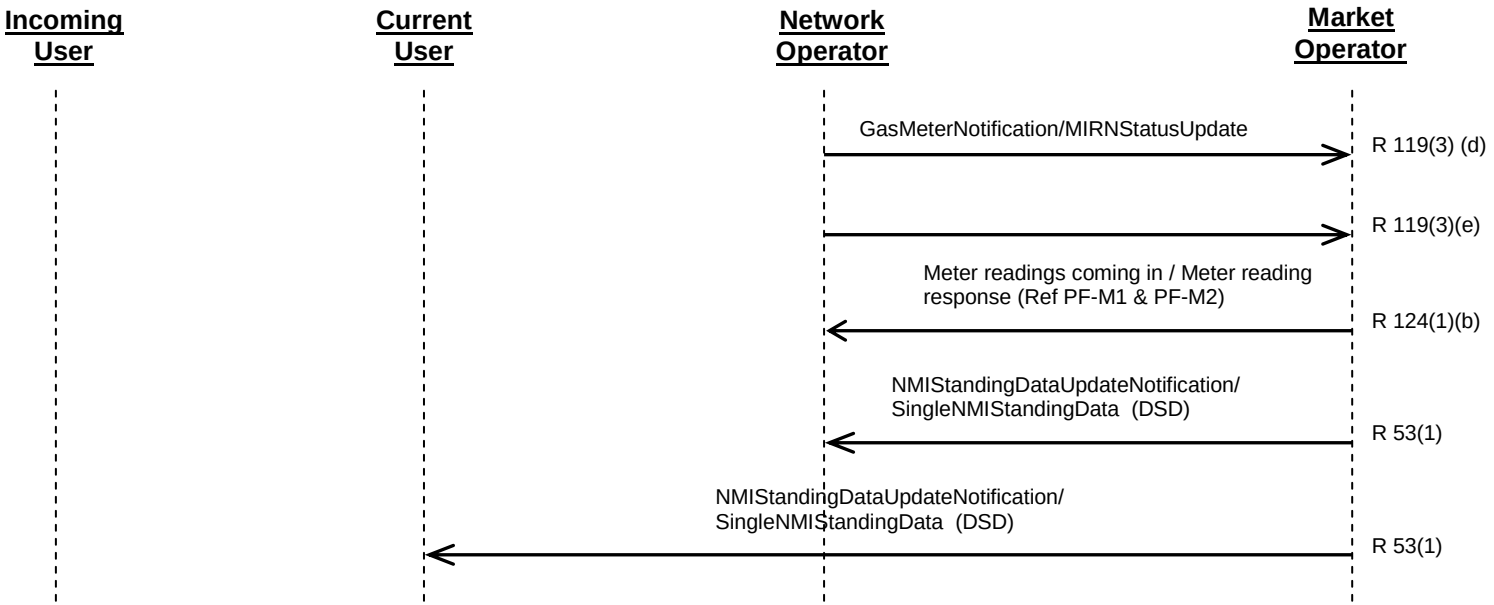
SD(B2M) - R8: Disconnection (Clean)

Disconnection (Clean) (*RMR* 107(3)(d), *RMR* 111(6)(d))

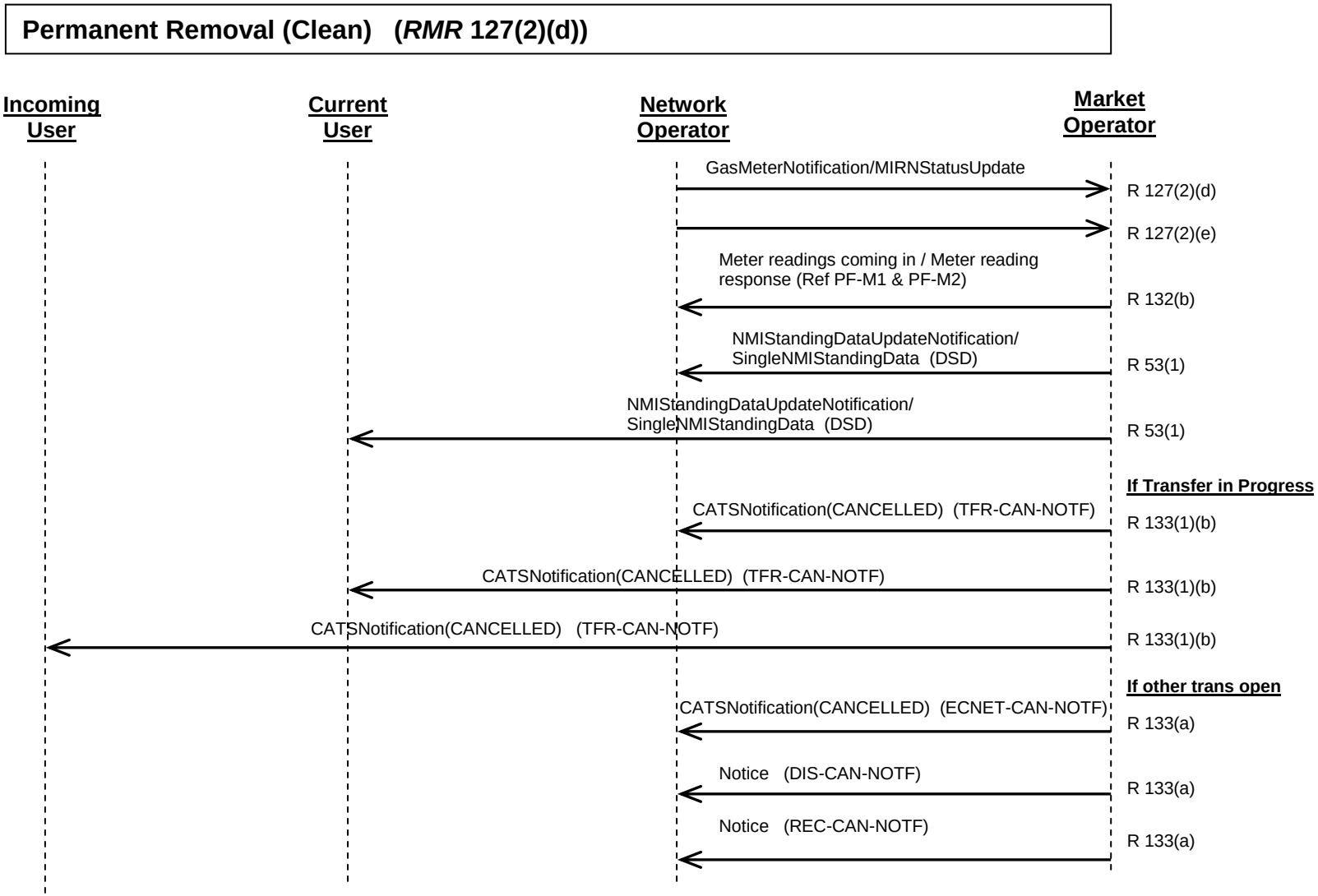


SD(B2M) - R9: Reconnection (Clean)

Reconnection (Clean) (*RMR* 119(3)(c))

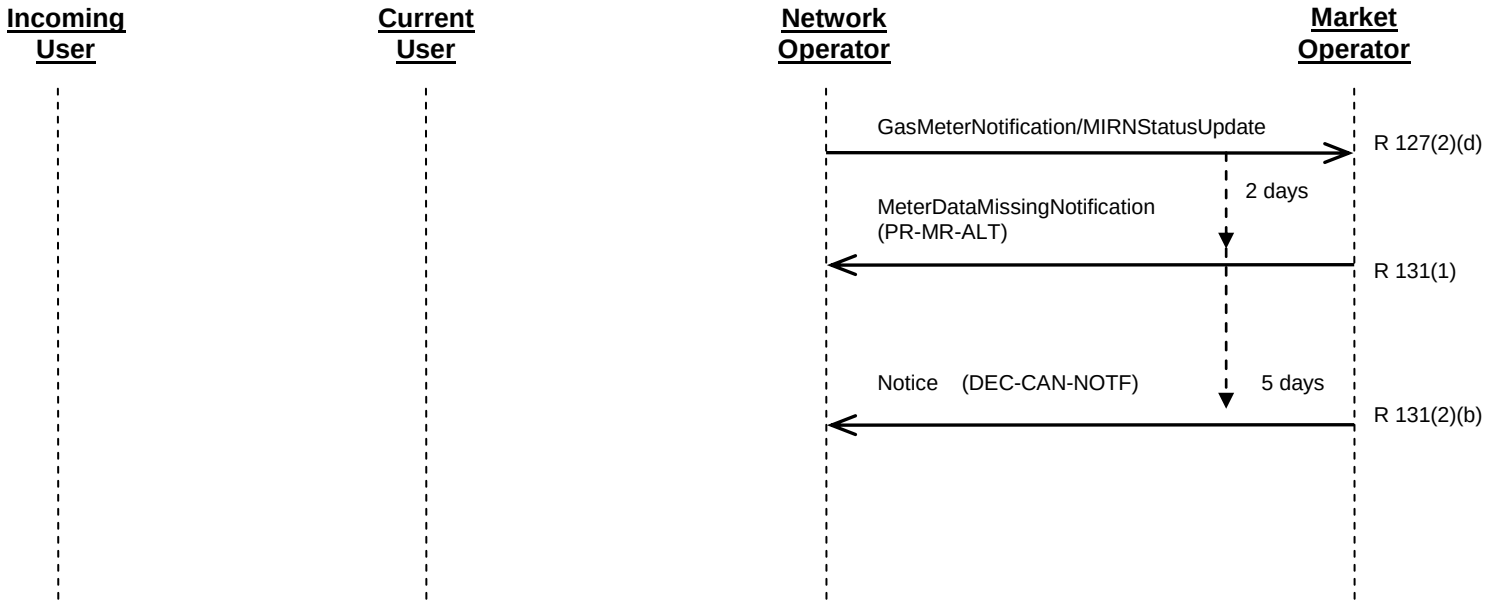


SD(B2M) - R10: Permanent Removal (Clean)



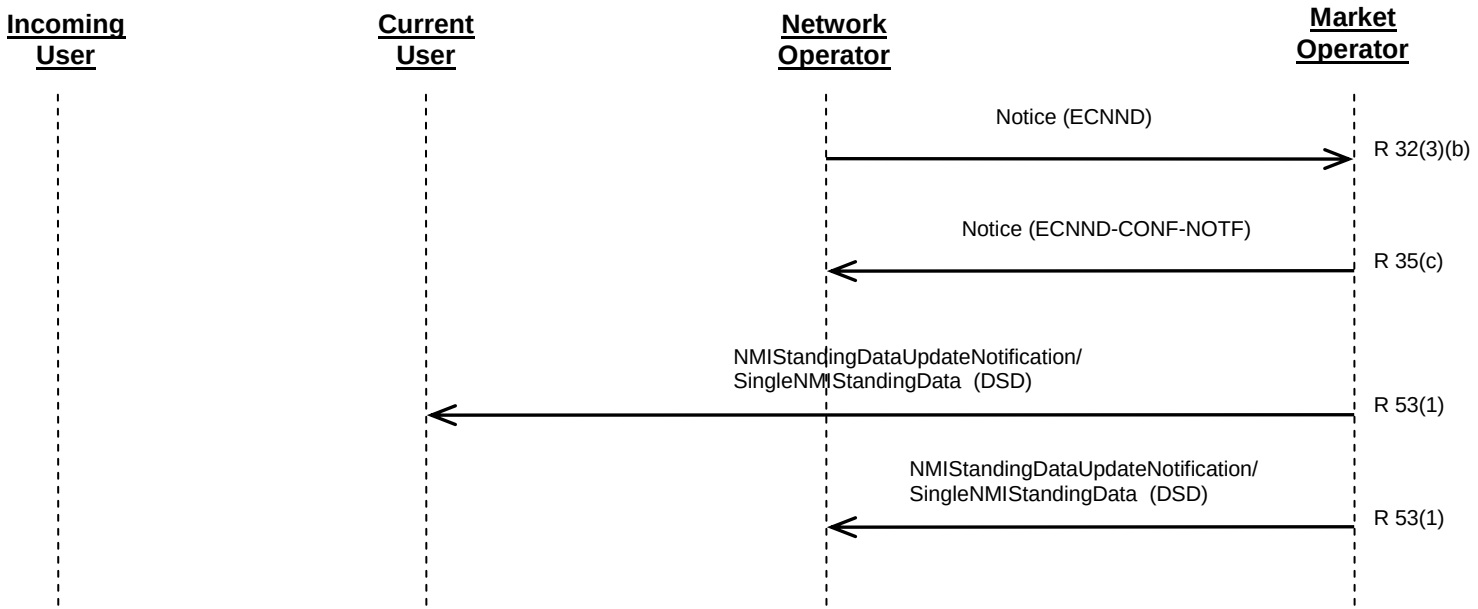
SD(B2M) - R11: Permanent Removal (Fail To Get Read)

Permanent Removal (Fail to get read) (*RMR* 127(2)(d) & 131(1))



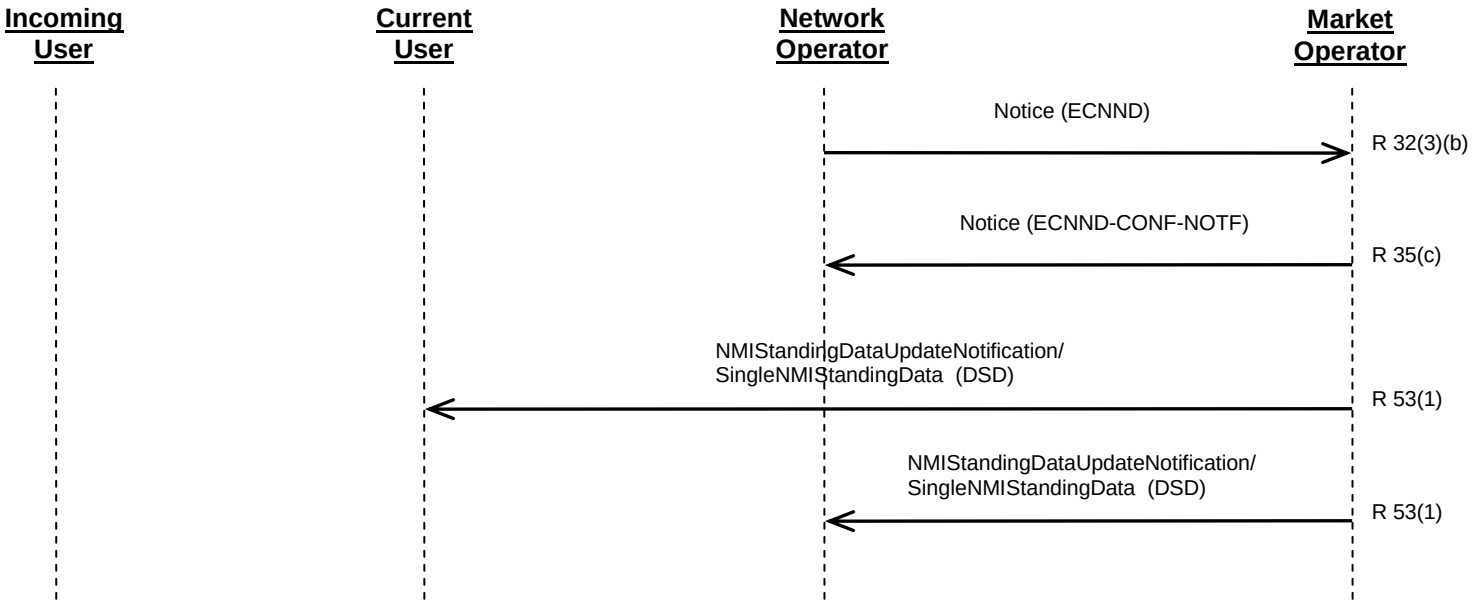
SD(B2M) - R12: Error Correction For Permanent Removal

Error Correction for Permanent Removal (*RMR* 32, 35 & 53)



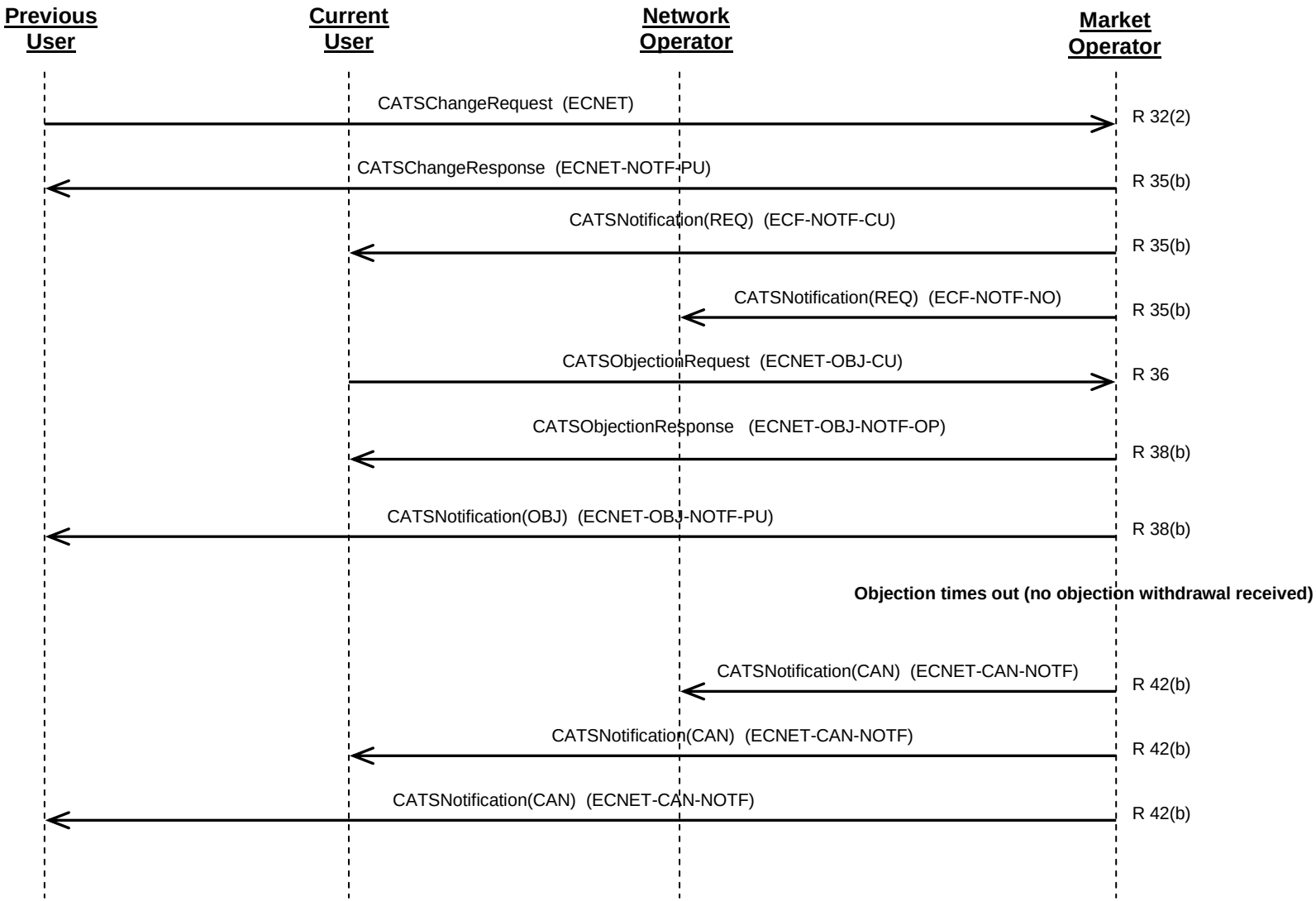
SD(B2M) - R13: Error Correction For New Connection

Error Correction for New Connection

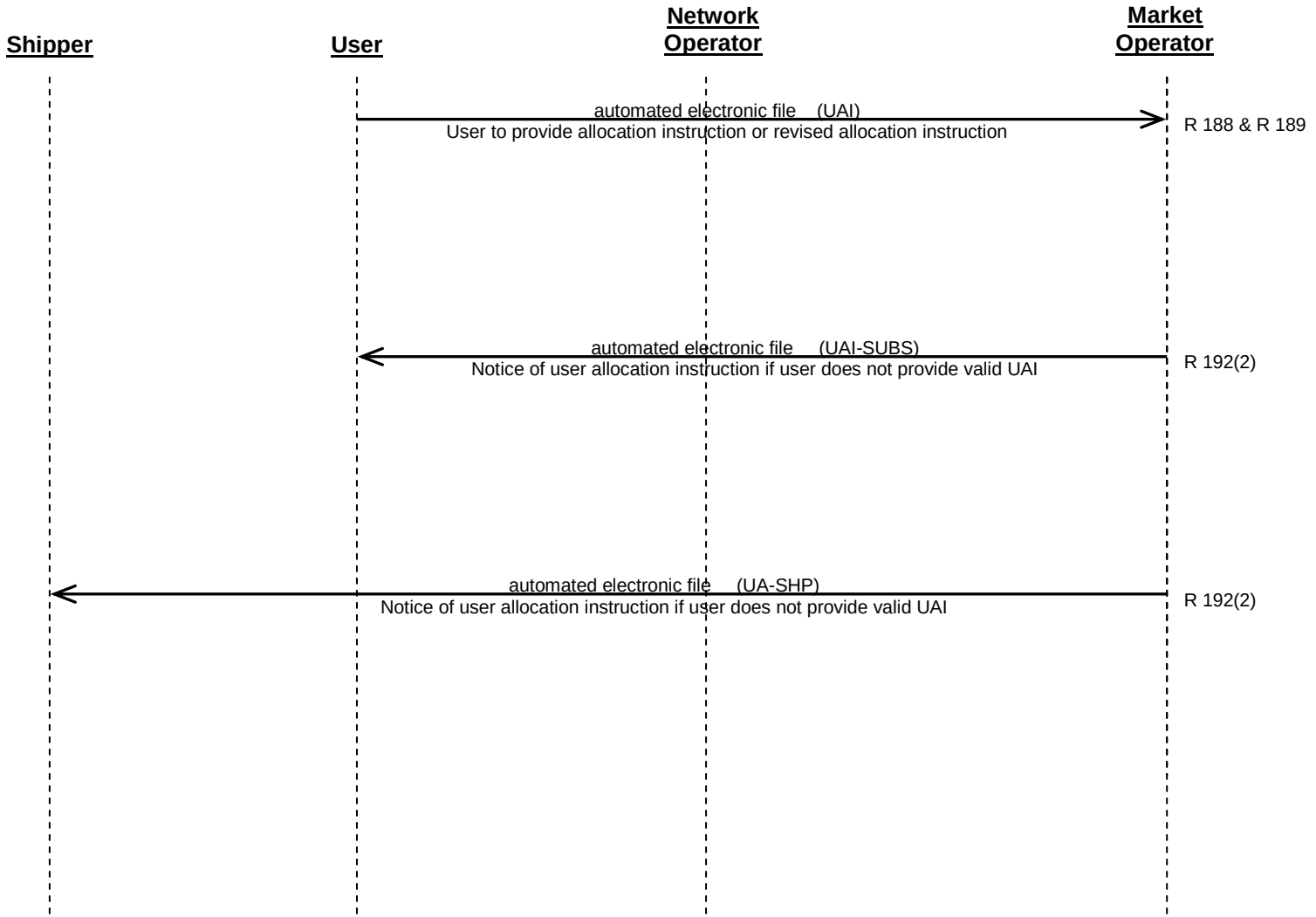


SD(B2M) - R14: Error Correction Of Transfer With Objection Received From Network Operator

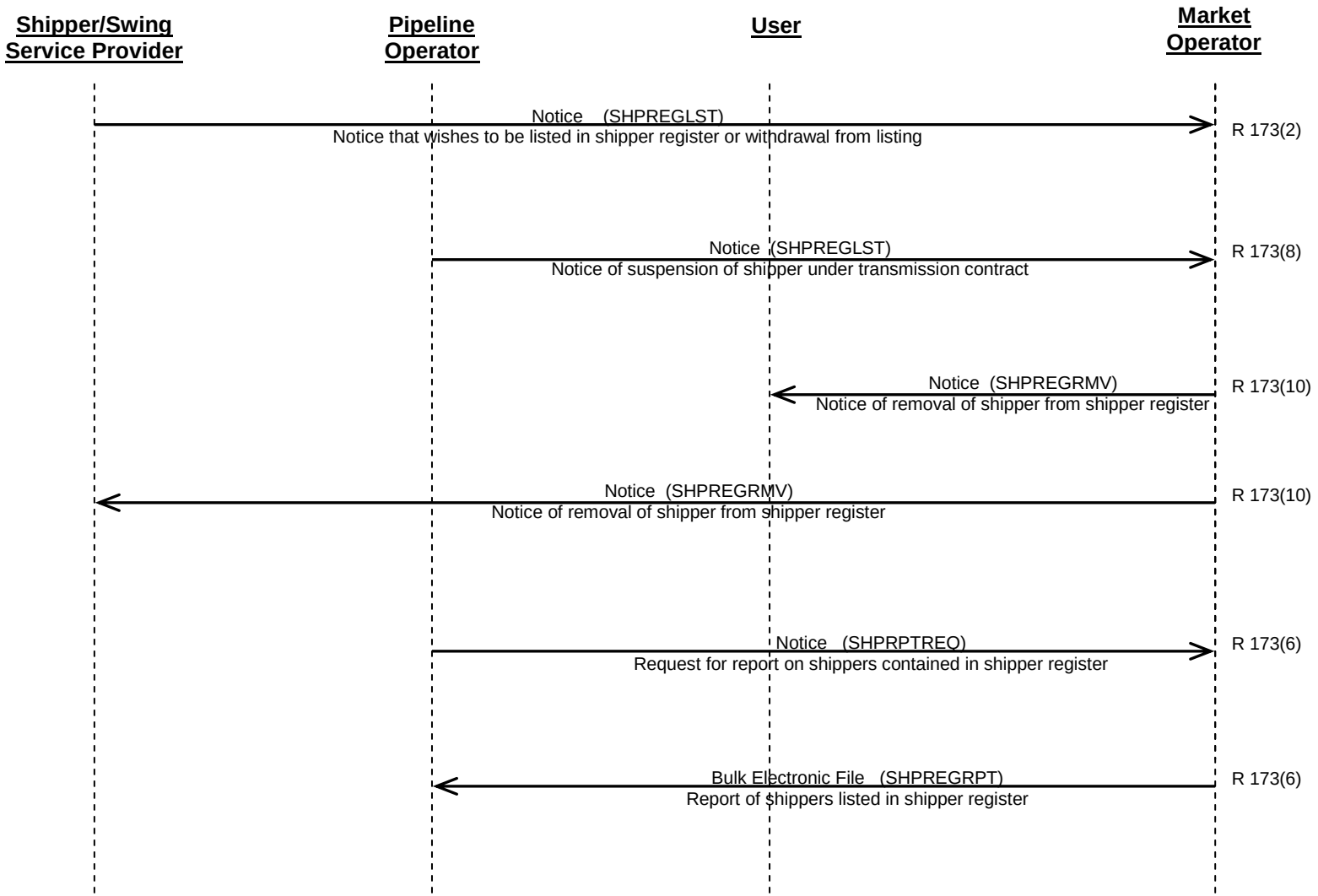
Error Correction of transfer (initiated by Previous User) with Objection Received from Current User (with objection timeout)



Allocation Instructions (*RMR* 184 & 188)

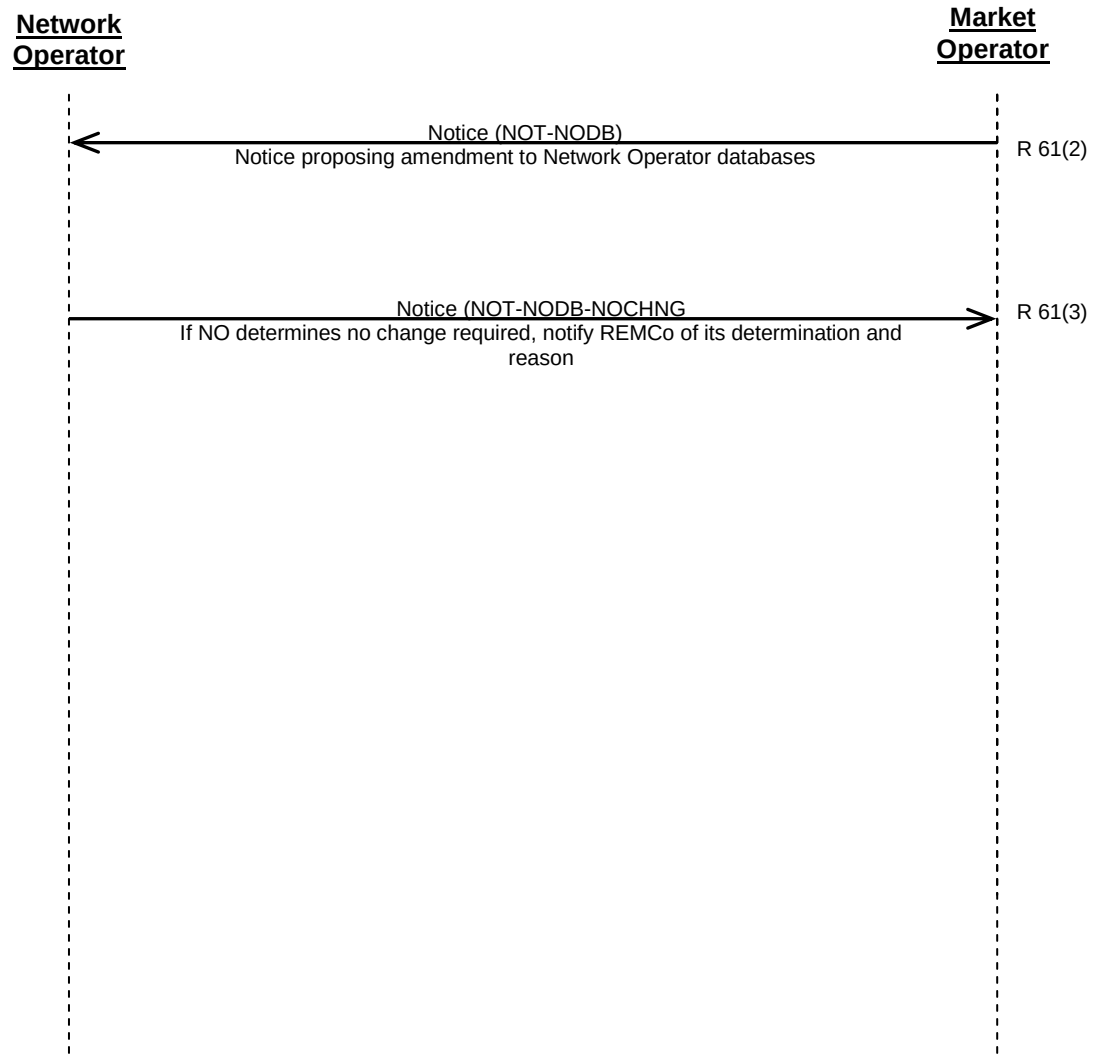


Shipper Register (*RMR* 173)

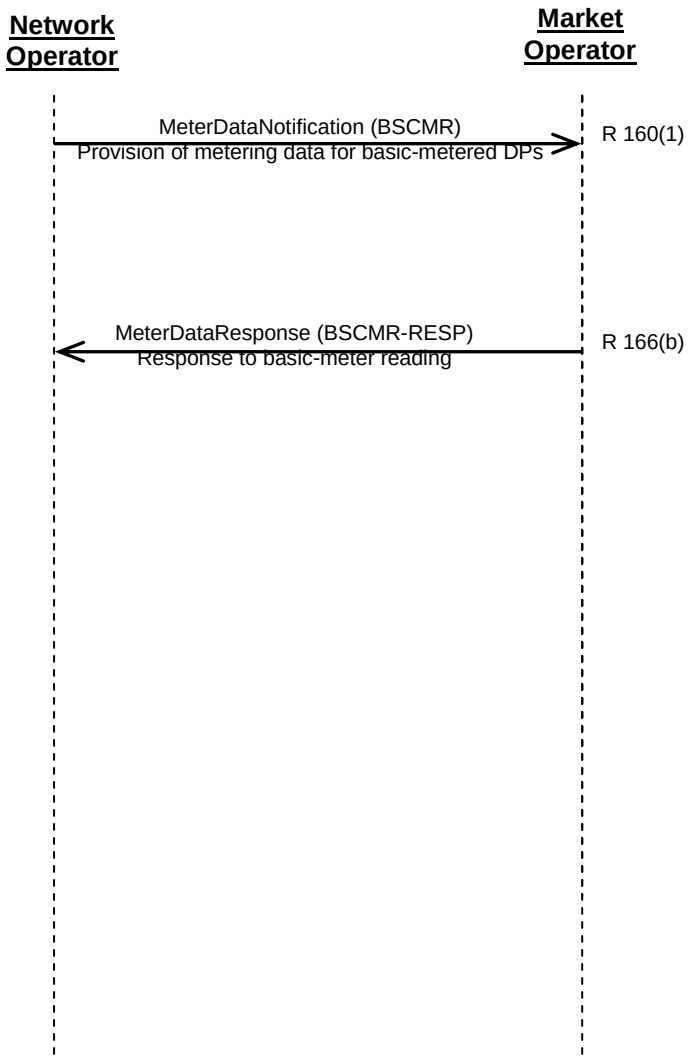


SD(B2M) - DB1: Keeping Network Operator Databases Accurate

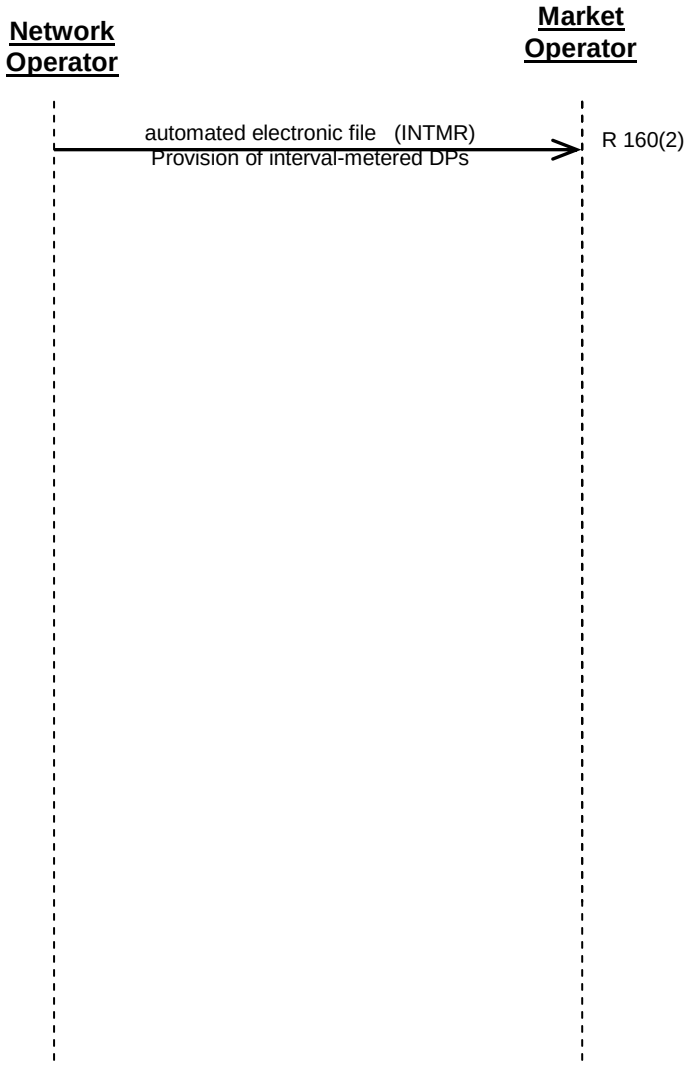
Keeping Network Operator Databases Accurate (*RMR* 61)



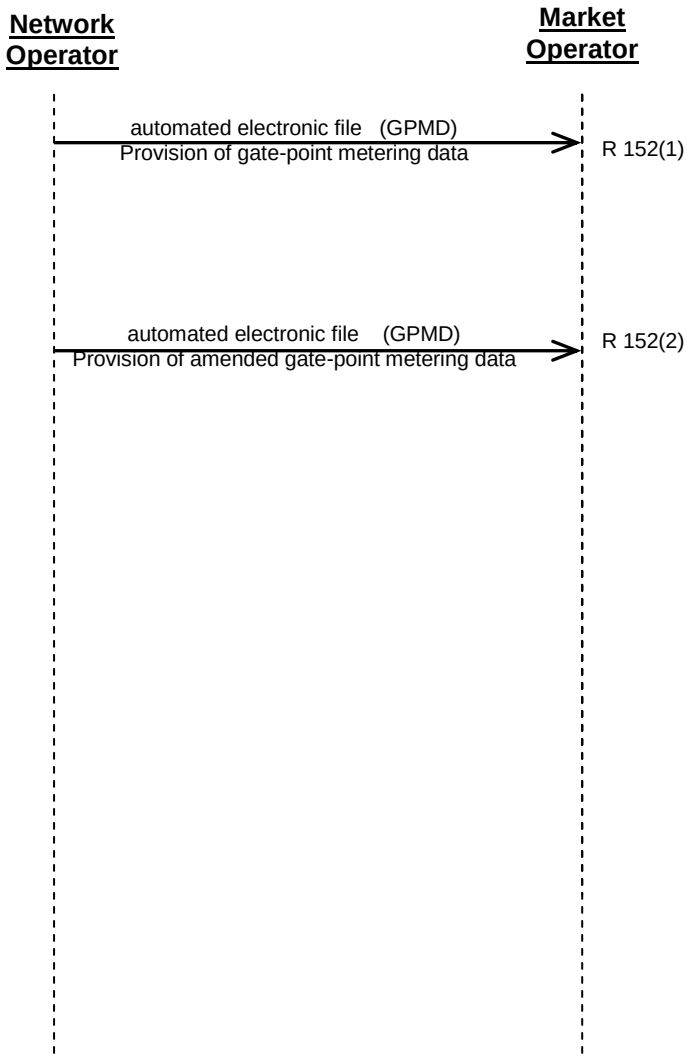
Provision of Metering Data for Basic-Metered Delivery Points (*RMR* 160(1))



Provision of Metering Data for Interval-Metered Delivery Points (*RMR* 160(2))

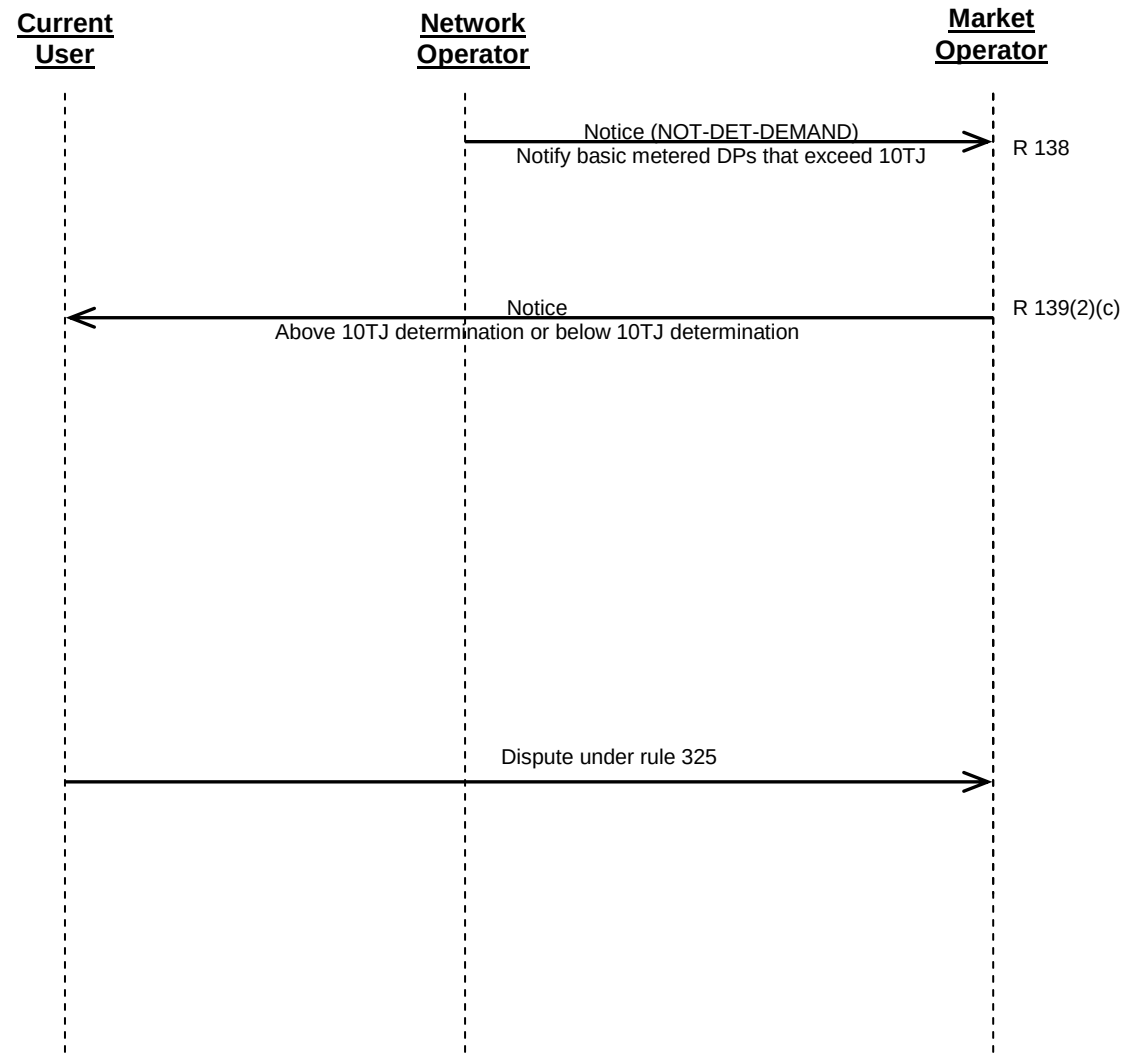


Provision of Gate-Point Metering Data (*RMR* 152)



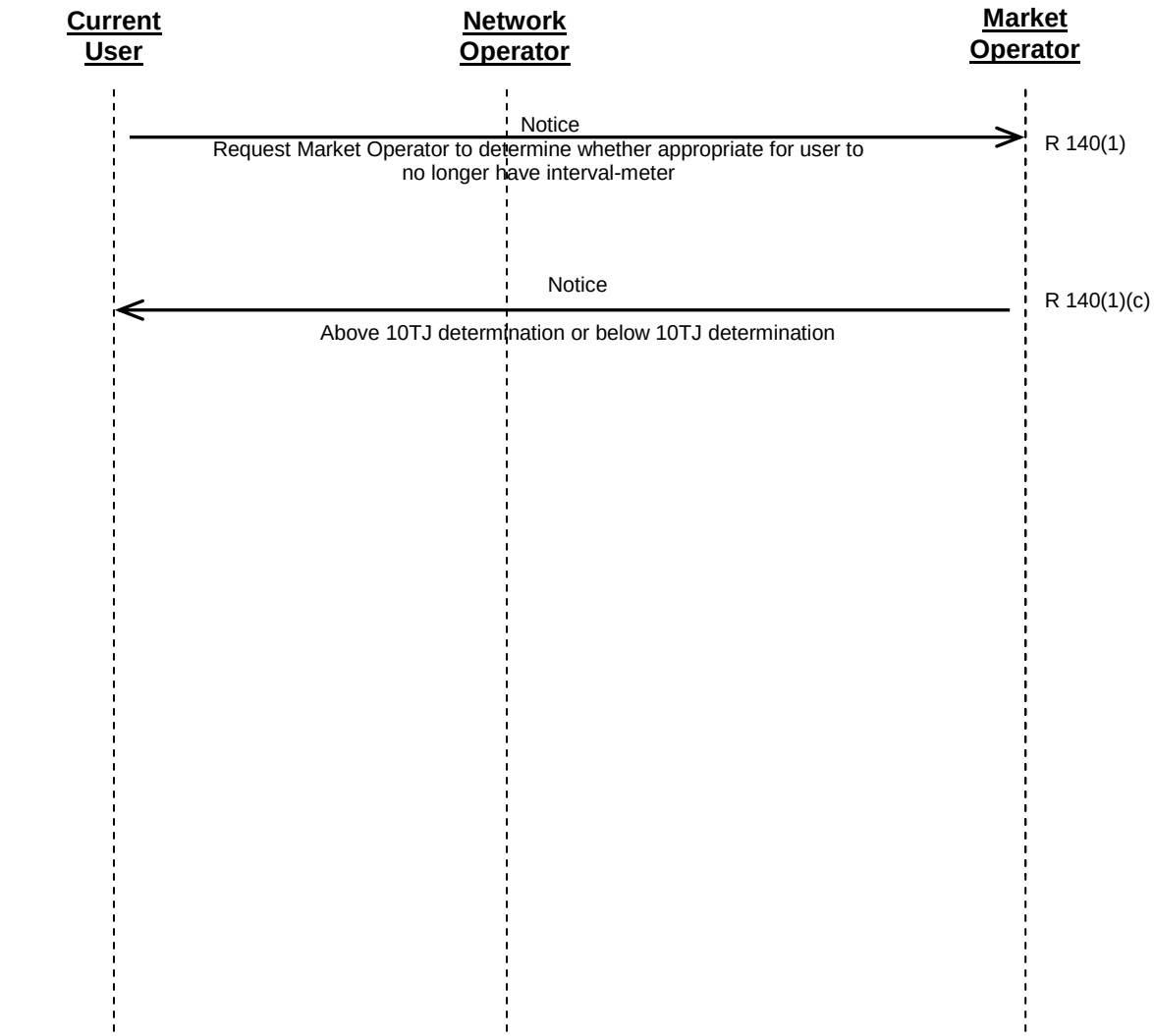
SD(B2M) - DB5: Above 10 TJ Determination (WA only)

Above 10 TJ Determination (*RMR* 138, 139)



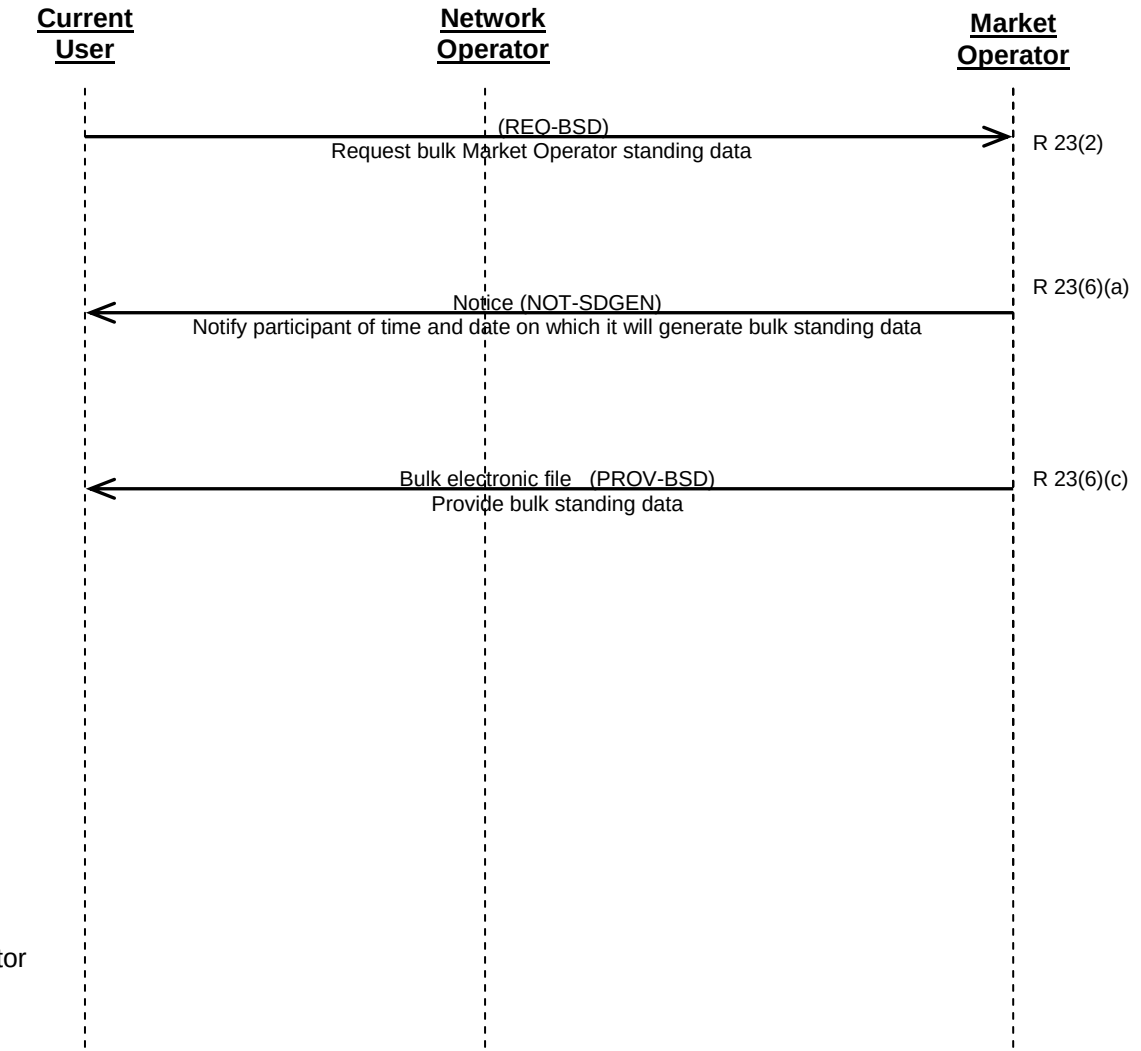
SD(B2M) - DB6: Below 10 TJ Determination (WA only)

Below 10 TJ Determination (*RMR* 140)



SD(B2M) – DB7: Request For Bulk Standing Data

Request for Bulk Standing Data (*RMR* 23)



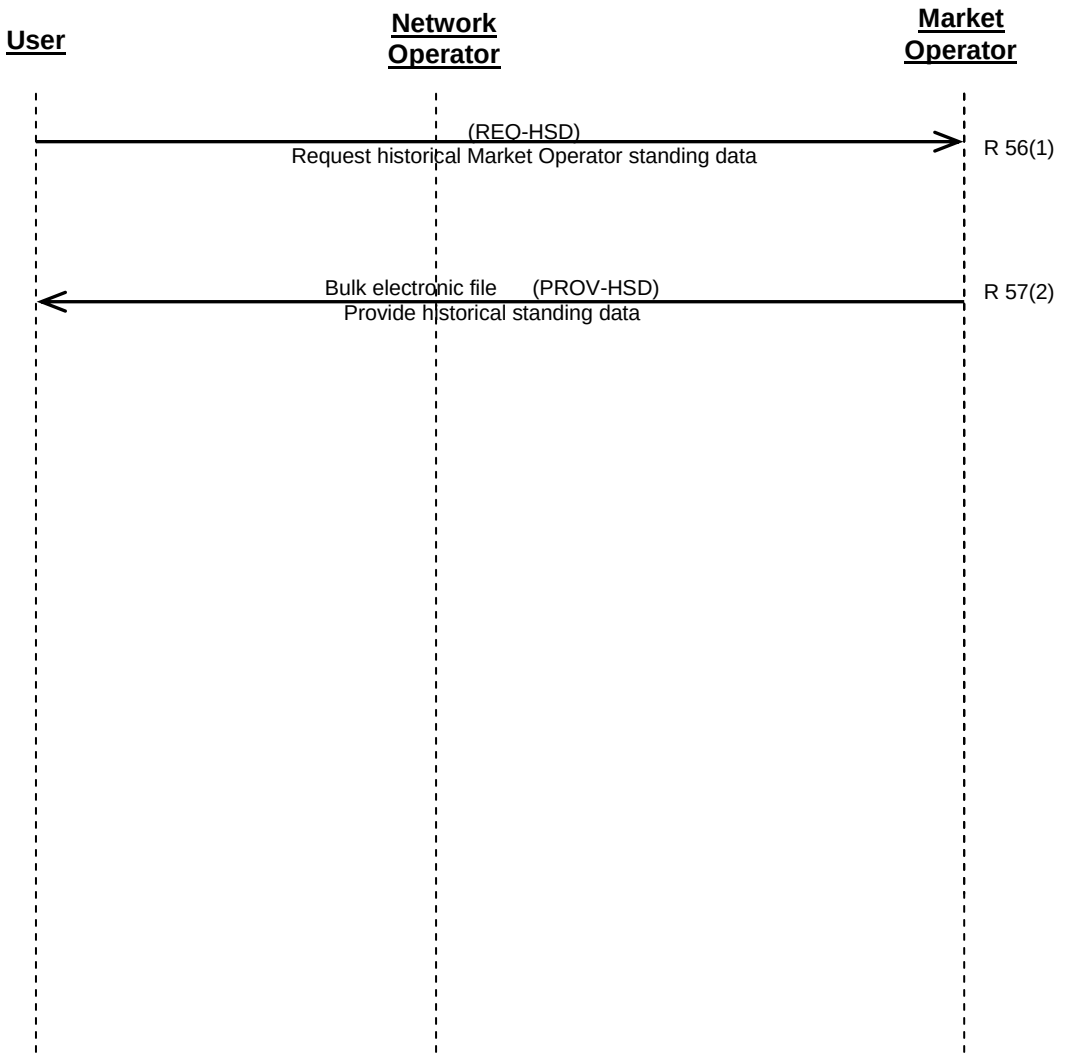
Notes:

• Shows participant requested information. Market Operator also provides quarterly.

• Same process followed if Network Operator requests bulk information.

SD(B2M) – DB8: Request For Historical Standing Data (Clean)

Request for Historical Standing Data (Clean) (*RMR* 56, 57) (1)



Notes:
(1)"Clean" = no rejection of request.
(2) Network Operator may also make request of this type.