B2B Guide

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant**: CitiPower / Powercor*

***Completion Date**: 1st December 2016*

Table of Contents

1. Guide 3

1. Guide

Clause	Heading	Comments
5.1.1.1	Figure 5: Proposed New Connection Sequence - Victoria	CitiPower Powercor strongly recommends The Victorian Jurisdictional Model diagram be updated to depict that a customer or REC can submit a connection request to the DNSP as well as the Retailer. This process can commence at either point. Without this trigger being shown in the diagram, the process for Victoria will not accurately reflect the two methods by which an electrical works request is submitted.
4	Table 1: Table of B2B Transactions and Participants	CitiPower Powercor suggests that another Service Order Sub Type for the Supply Service Works service order needs to be created called 'Meter Investigation – Tariff Change'. The Initiator would be the Retailer and the Recipient would be the Distributor. This transaction is to be used when a Retailer requires the Distributor to investigate or check whether the appropriate network tariff has been applied.
4	Table 1: Table of B2B Transactions and Participants	CitiPower Powercor strongly recommends that the Reenergisation Sub Types (After Disconnection for Non-Payment, New Reading Required, Retrospective Move-In and Sticker Removal) are reinstated. This information is vital in determining if the reenergisation can be done remotely which has safety implications

		to ensure the Retailer has followed all protocols when requesting this transaction. Also, without the subtypes it will be impossible to prioritise a reenergisation after a disconnection for non-payment.
6.3.3. (d) (i) & (ii)	Network Tariff Notification (NTN) {page 40}	CitiPower Powercor suggests these clauses should be deleted as per 4. Table of B2B Communications {page 11} and 5.3.1.2 Network Tariff Notification {page 31} as this transaction should only be used by the Distributor notifying the Retailer.
6.3.3	Network Tariff Notification (NTN) {page 40}	CitiPower Powercor suggests that any reference to MPB or MC throughout this section should be removed as this transaction is only applicable to a Distributor and Retailer.
	Meter Fault and Issue Notification	CitiPower Powercor strongly recommends the Distributor should be a Notified party to this transaction when it is initiated by MP or MC. There is a high likelihood, even when the meter is not ours, that we will receive customer calls during faults. In order to maintain existing levels of customer service we need to be made aware of these faults in our network. Being aware will ensure that Retailers and customers are not subject to a Wasted Truck Visit fee.
Appendix 1 – Service Order Paperwork Reference Table	Service Order Type/Sub Type	CitiPower Powercor suggests the Supply Service Works needs to include the Allocate NMI Sub Type.
6. Summary of amendments to Procedures	A. Who has obligation in an EN to notify any relevant participant(s) of Life Support?	CitiPower Powercor suggests this process should be managed between the Embedded Network Operator (ENO) and their Retailer as the customer and their NMI is not visible to the Distributor. Also, the ENO is responsible for managing the relationship with the

		customers in the Embedded Network.
	B. How do participants communicate customer Life Support information in an Embedded Network?	CitiPower Powercor suggests the Embedded Network Operator should initially notify their Retailer via phone and then follow up with an email with the relevant details, much like the process the Distributor will follow when notified by the customer. posed changes If Life Support is no longer required the customer (or their carer) should notify the Embedded Network Operator who in turn should notify their Retailer.
	C. Are B2B communications required? (Note: the Embedded Network Operator is not required to be a B2B participant)	The Embedded Network Operator, like a Distributor, should call their Retailer and then follow up with an email confirming that a customer in the Embedded Network requires Life Support and provide various contact details for the customer or their carer (a contact name, mobile number and email address).