



Customer Switching Information Session

November 2020

Agenda

1. Introduction and meeting approach
2. Timelines
3. Recap on the previous forum
4. Testing Approach
5. FAQs
6. Technical Specification Q&A
7. Next steps

Introduction

AEMO Competition Law Meeting Protocol

Before we start this meeting, an important notice relating to *compliance with Competition Law*

We must not discuss, or reach or give effect to any agreement or understanding which relates to:

- Pricing
- Targeting (or not targeting) customers
- Tendering processes
- Sharing competitively sensitive information
- Breaching confidentiality obligations

Each entity must make an independent and unilateral decision about its commercial positions

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Meeting approach

Presented by Meghan Bibby

Meeting approach

AEMO has published the Final Report and Final Determination for the MSATS Procedures, this session will not re-litigate:

- Effective Dates
- Consultation Process
- Solution Design etc

<https://www.aemo.com.au/consultations/current-and-closed-consultations/nem-customer-switching>

This is an information session on the technical specification.

Please feel free to ask questions throughout the session.

We ask that you utilise the Chat function for any questions or comments you may have.

Online forum housekeeping

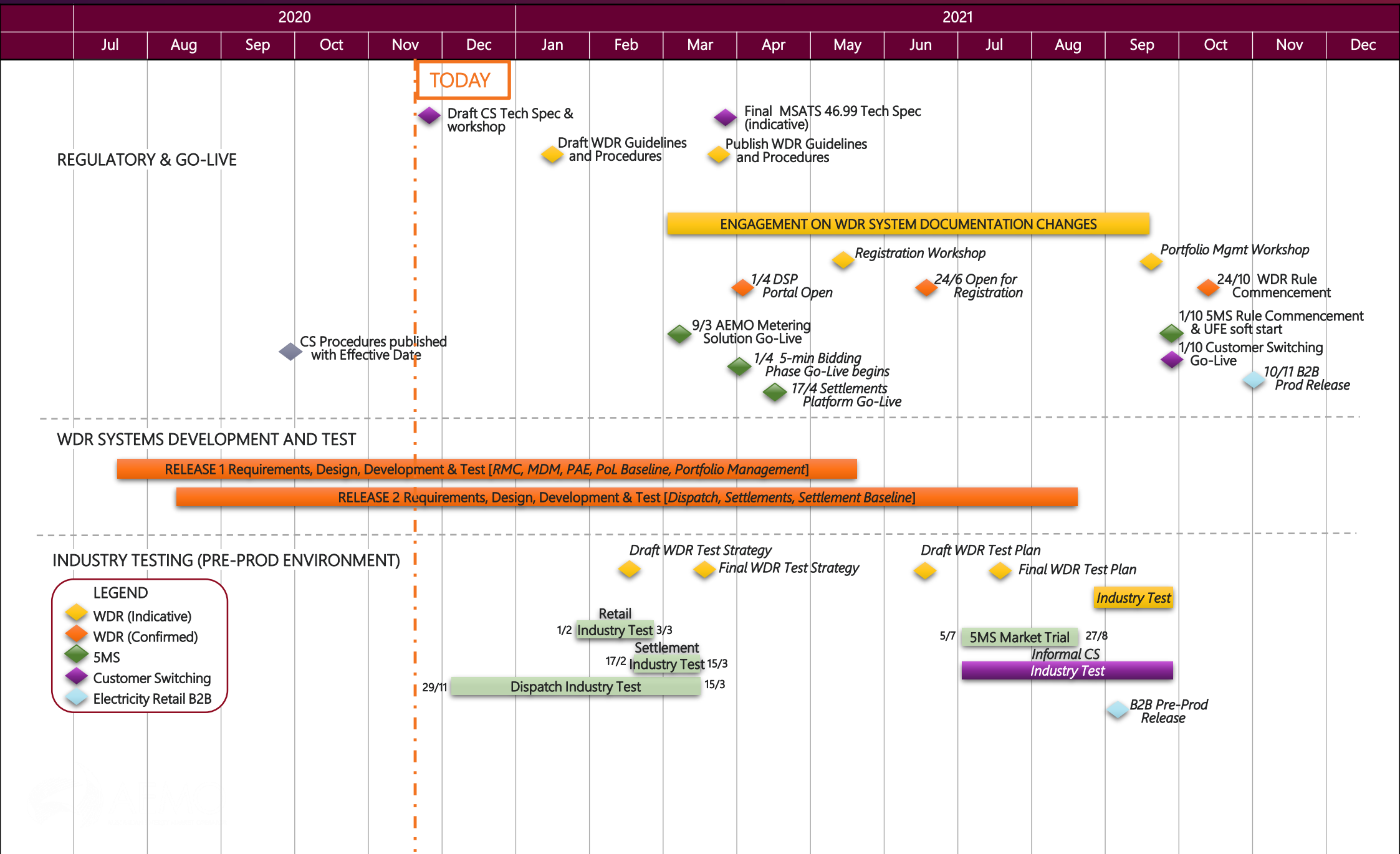
1. Please mute your microphone, this helps with audio quality as background noises distract from the information being shared.
2. Please switch off your video, AEMO will be showing a presentation.
3. If you have dialled in via phone, could you please email ercf@aemo.com.au your name and organisation for our records.
4. Be respectful of all participants and the process:
 1. Speak one at a time – refrain from interrupting others.
 2. Share the oxygen – ensure that all members who wish to have an opportunity to speak are afforded a chance to do so.
 3. Maintain a respectful stance toward towards all participants.
 4. Listen to other points of view and try to understand other interests.
 5. Share information openly, promptly, and respectfully.
 6. If requested to do so, hold questions to the end of each presentation.
 7. Remain flexible and open-minded, and actively participate in meetings.

Timeline

Presented by Neil Batie

Timelines: 5MS + CS + indicative WDR

Current as of 10 Nov 20



REGULATORY & GO-LIVE

WDR SYSTEMS DEVELOPMENT AND TEST

INDUSTRY TESTING (PRE-PROD ENVIRONMENT)

LEGEND

- ◆ WDR (Indicative)
- ◆ WDR (Confirmed)
- ◆ 5MS
- ◆ Customer Switching
- ◆ Electricity Retail B2B

RELEASE 1 Requirements, Design, Development & Test [RMC, MDM, PAE, PoL Baseline, Portfolio Management]

RELEASE 2 Requirements, Design, Development & Test [Dispatch, Settlements, Settlement Baseline]

Dispatch Industry Test 29/11 - 15/3

Retail Industry Test 1/2 - 3/3

Settlement Industry Test 17/2 - 15/3

Industry Test

5MS Market Trial 5/7 - 27/8

Informal CS Industry Test

B2B Pre-Prod Release

Key Dates

(refer Technical Specification section 1.9)

Milestone	Date	Description
B2M schema change r39_p1	March 2021	Released as part of the 5MS MSATS 46.98 release The Customer Switching fields, Previous Read Date and Quality Flag are not utilised or populated until Thursday 29 September 2021
Revised Technical Specification	TBC	Published as required with further details of the changes to assist IT staff with their own technical implementation
Customer Switching staging	TBC Monday 1 February 2021	AEMO implements Customer Switching changes in Staging in October 2020, but they are not effective until this date Participants may see some new Customer Switching fields e.g. Previous Read Date and Quality Flag in NMI Discovery, but they are not populated until the effective date
Customer Switching pre-production implementation	Early July 2021	AEMO implements components of the Release to pre-production for participant testing AEMO has full access to the system during this period through to the Production deployment
Customer Switching production implementation	Wednesday, 29 September 2021 Thursday 30 September 2021	AEMO implements the 5MS/CS MSATS 46.99 release to production
Customer Switching Effective	Friday 1 October 2021 00:00:01	Customer Switching MSATS Procedures 4.9 are effective

Recap on previous forum

Presented by Jackie Krizmanic

Recap: Functional Changes

Functional changes included:

- Change Request
 - Validation
- Reversals
 - History Model
- Request For Data (RDAT)
- In-Flight Change Requests
 - Configuration
- Previous Read Date & Quality Flag
 - XML
 - NMID
 - Methodology

Testing approach

Presented by Jackie Krizmanic

Testing approach

- Changed CRs, affects in situ transfers, not move in transfers
- Removed CRs
- New CRs

Testing approach

Legend:
 Deprecated CR
 New CR
 Existing CR:

Deprecated CR Number	Code Description	Existing CR or New CR to use instead	Changes to the existing CR
1021	Error Correction – Missed CR1500	1025 or 1029	No CR1500 required. If Basic or MRIM (without a ReadTypeCode of RWD) a Previous Read Date (PR) to be obtained and input into the CR. All remotely read interval meters (including MRIMs that have a ReadTypeCode of RWD) to use Existing Remotely Read Interval Meter (EI) as the Read Type Code.
1022	Incorrect Transfer Date	1025 or 1029	As above
1024	Transfer Missed	1025 or 1029	As above
1027	End user moves out on or before CR completion date	1025 or 1029	As above
1028	Non account holder sign contract	1025 or 1029	As above
1026	Cooled off	1060	New CR. To be used when customer cooled off before the cooling off period ended but after the transfer completed.

Legend:
 Deprecated CR
 New CR
 Existing CR

Testing approach

Deprecated CR Number	Code Description	Existing CR or New CR to use instead	Changes to the existing CR
1080	Change Retailer – Child NMI	1000	CR1500 only required where Read Type Code is Special Read (SP) otherwise CR will complete and MDP will provide substituted reads.
1081	Change Retailer – Child NMI – Retro Align Meter Reading	1010	Only available to Basic or MRIM (without a ReadTypeCode of RWD) and Previous Read Date to be obtained.
1083	Change Retailer Child NMI – Move In	1030	No process changes made to the CR1030
1084	Change Retailer Child NMI – Move In - Retro	1040	No process changes made to the CR1040

Legend:
 Deprecated CR
 New CR
 Existing CR

Testing Approach

New Change Request	Code Description	Use	Characteristics
1060	Reverse Retailer – Cooling Off	Replaced CR1026	To be used when customer cooled off before the cooling off period ended but after the transfer completed. MSATS will determine actual change date by linking it to the related change request id.
1061	Reverse Retailer – Debt Objection	Replaced the previous FRMPs ability to raise an objection of DEBT	Can only be used in Vic jurisdiction and must be raised within 1 day of the original change request completing. MSATS will determine actual change date by linking it to the related change request id.

Industry testing

Testing Options

1. Participants can arrange bilateral testing with other participants
2. If bilateral arrangements are needed for participants to test but can't be secured AEMO may be able to assist
3. Participants can perform testing without other participants if that meets their testing needs

FAQs

Presented by Jackie Krizmanic and Meghan Bibby

1. Does the change apply to CR1030 and CR1040?

- A. The changes made under the Customer Switching consultation did not make any process changes to the move in transfer CRs. The changes made to the in-situ customer transfers have not been applied to the move ins and cannot be inferred to apply to the move in transfers. The notifications are the only exception to this approach as notifications were removed from all transfer CRs to avoid 'save' activities. In particular, the changes to NMI Discovery are not intended to support the CR1040 and remove the need for the CR1500.

2. When does the No Access objection apply?

- A. The No Access objection applies where a physical meter reading/energisation is required and where the transfer is a Move-In CR 1030 and 1040 and any CR that requires a Special Read and has SP as the Read Type Code.

3. Removed CRs

- A. For the Embedded Network Transfer CRs, the transfer can occur using the existing non-embedded network transfer CRs. For error corrections, CR1029 is a generic Other error correction CR that can be used.

4. Can we clarify specifically when MSATS issues RDATE notifications to MDPs relating to a request for a CR1500 ACD i.e. is it pre, day of, or post the transfer proposed date of the related CR10xx request?

- A. It will be sent out in the same timeframes that it is sent today, no change. RDATEs are issued when the CR passes the PVAL stage. This is the status before REQ.

FAQs

5. Can a 1060 'handback' CR be rejected. Is it mandatory to accept the two new transactions?
 - A. The CR1060 or CR1061 reversal will be rejected by MSATS if data entered by the initiating FRMP is erroneous. There are no abilities for Objection to the CR. The CR will complete overnight.

6. Previous Read date information (read date & quality flag) to be provided in NMI Standing Data response to a NMIDiscovery request – are these standing data fields?
 - A. No, the information for Previous Reads is provided by AEMO and sourced from the MDM.

7. Does a CR1023 automatically complete after objection period passed?
 - A. Yes, this process has not changed.

8. How is the quality flag for a previous read determined?

- A. Quality flag for a period using the logic provided in the table below. It will represent the lowest quality for the period involved.

Consumption Data

The following logic is applied to determine a single Quality Flag for a PRD:

QF Combination	Previous Read Date Quality Flag (Hierarchy)
A	A
A & F	F
A & S	S
F & S	S
A, F & S	S
E	Will not be considered for this purpose

Interval Data

Based on the QF hierarchy utilised for Consumption Data, the following also applies for each PRD:

Reading Period	Description
N	Error will be returned for that read date
1 Day	Where 2 or more hours of a lower level flag exists, then the Quality Flag should reflect that level for that Previous Read Date
2 – 7 Days	Where 4 or more hours of lower level flag exists, then the Quality Flag should reflect that level for that Previous Read Date
7+ Days	Where 48 hours or more of a lower level flag exists, then the Quality Flag should reflect that level for that Previous Read

Tech Spec - Q&A

Presented by Meghan Bibby

Q&A

- Questions from attendees

Next steps

Presented by Meghan Bibby

Next steps

- Effective date is 1 October 2021.
- Technical Specification Document – Publication
 - Draft issued, following the completion of design and any clarifications needed for points raised in the August workshop.
- MSATS Technical Guide
 - To be provided by December and will be incrementally built upon by subsequent initiatives
- Pre-Prod Implementation
 - July 2021
 - The intent is to align with a suitable testing window based around the 5MS project and to give early access to code via the Staging environment with a potentially extended window in Pre-Prod to allow participants time to develop and test their solutions

Thank you for your
participation