

## MEETING OUTCOMES – RETAIL FORUM

MEETING: WAMRP Retail Forum 5  
 DATE: Friday, 16 June 2017  
 TIME: 10.00am – 1.00 pm  
 LOCATION: AEMO Boardroom, Perth

### ATTENDEES:

NAME	COMPANY
Derek Farrell	Alinta Energy
Ryan McKenzie	Alinta Energy
Jeanne Walczak	Alinta Energy
Ignatius Chin	Bluewaters
Ken Chong	Bluewaters
John Hatton	Community Electricity
James Eastcott	Public Utilities Office (PUO)
Karthi Mahalingham	Synergy
Stephanie Wall	Synergy
Christian Merry	Synergy
Brian Sykes	Western Power
Andrew Gee	AEMO
Greg Ruthven	AEMO
Sandy Smith	AEMO
Robert Speedy (telephone)	AEMO
Allicia Volvricht	AEMO

### 1. Workshop Overview (Objectives, Assumptions, Rules)

#### Slides 1 – 35

The following items were discussed and noted:

- Question: Does WA currently maintain a list of key contacts similar to the NEM RoCL?  
 Answer: Yes, the Operations Team/s maintains a key contact list.

### 2. B2B Hub System Overview

#### Slides 21 – 36

The following items were discussed and noted:

- Question: Is the notified party obligated to respond to a notification received?  
 Answer: Yes, an acknowledgment of receipt is required.
- Question: Is AEMO responsible for ratifying the notified parties included in a request?  
 Answer: No, AEMO is not responsible for ratification of notified parties. A notification will be sent to any accredited notified party listed by the initiator in the request.

## General Notes

The following items were discussed and noted:

On receipt of a NotifiedParty transaction, a Notified Party must acknowledge receipt using a BusinessReceipt.

The Notified Party must only reject a NotifiedParty transaction by sending a negative BusinessAcceptance/Rejection if they do not have an association with the NMI identified in the NotifiedParty transaction.

If an Initiator receives a NotifiedParty transaction with NotificationStatus 'Rejected by Notified Party', the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest.

If the Initiator has elected to manage notifications to Notified Parties separately, and receives a negative BusinessAcceptance/Rejection from a Notified Party, the Initiator must identify the correct Notified Party and send a NotifiedParty transaction with the correct Participant ID, along with the latest payload information related to the ServiceOrderRequest.

- Question: What does the new B2B E-Hub (SMP) - Web services look like?

Answer: Technical information around Power of Choice implementation of SMP (for December 2017) see AEMO's website and refer to the B2B Procedure Technical Delivery Specification: [https://www.aemo.com.au/-/media/Files/Stakeholder\\_Consultation/Consultations/Electricity\\_Consultations/2017/P\\_OC-B2B/2017/B2B-Procedures-Final-6-March.zip](https://www.aemo.com.au/-/media/Files/Stakeholder_Consultation/Consultations/Electricity_Consultations/2017/P_OC-B2B/2017/B2B-Procedures-Final-6-March.zip)

## 3. B2B e-Hub Accreditation

### Slides 37 - 46

The following items were discussed and noted:

- Question: Is there a test cycle a new participant goes through as part of the accreditation process?

Answer: Yes, AEMO has a test cycle process as part of the accreditation process. To use AEMO's test system environments a participant must be accredited or in the final stages of the accreditation process. AEMO will work with participants to determine appropriate timing requirements.

- Question: Will the updated B2B E-Hub (SMP) effective from 1 December 2017 also be included in the accreditation testing process?

Answer: The B2B E-Hub (SMP) testing will be included as part of the accreditation process. This will include testing a participant's ability to connect and to send and receive requests based on the accredited party's role. Data validation is not part of the testing process, this only includes communication functionality to send and receive requests.

### Stage One – Messaging

Applicants are required to demonstrate to AEMO that their IT systems can fulfil the messaging requirements. These are:

- FTP - Establishing aseXML file sending and receiving.
- APIs – Establishing API message sending and receiving.

## **Stage Two – Transactions**

Applicants are required to demonstrate to AEMO that their IT systems can produce and send transactions that can be accepted by other participants.

Applicants must test transactions based on their role in the market.

Each transaction test takes the same format:

- The initiator sends the transaction.
- The recipient acknowledges the transaction.
- The recipient accepts the transaction.
- The recipient produces a response.
- The initiator acknowledges the response.

## **4. B2B Guide**

### **Slides 47 – 52**

No questions were raised or noted

## **5. Service Orders**

### **Slides 53 - 95**

The following items were discussed and noted:

- Question: The current WA B2B specification references that a rejected WA service order can be re-issued as a new service order. Is this the case?

Answer: This is not the case, the existing WA specification may be out of date. WA is similar to the NEM, a WA service order cannot be re-issued, and instead a new service order must be raised.

- Question: Is a notified party provided with notifications throughout the service request lifecycle?

Answer: The aim is to provide functionality for the initiator to be able to choose whether they will nominate to share transactions to 'notified' parties (not mandatory) during various stages of a service request (e.g. initial, rejected, and completed).

## **General Notes**

The following items were discussed and noted:

To achieve this, the Initiator must identify and include details of Notified Parties using the NotifiedPartyID in the ServiceOrderRequest, unless the Initiator has elected to manage notifications to Notified Parties separately by issuing a NotifiedParty One Way Notification transaction.

Notified Parties will be notified on:

- Receipt of a positive BusinessReceipt for a ServiceOrderRequest from a Recipient
- Receipt of a negative BusinessAcceptance/Rejection for a ServiceOrderRequest from a Recipient

- Receipt of a ServiceOrderResponse from a Recipient
  - Notifications to Notified Parties are not required for Service Orders with an ActionType of Cancel.
- Question: Does the recipient know who the designated notified parties are?  
 Answer: If the initiator sends a one way notification to a notified party, the recipient will not be aware. However, if a one way notification is included in an xml payload then all parties are aware of the nominated parties.
  - Question: Is an Allocate NMI service order transaction currently used in WA?  
 Answer: No. Currently in WA, allocation of a NMI is triggered as part of the New Connection Service Order, rather than as a separate Allocate NMI Service Order.  
 Noted: NEM service orders require a NMI (excluding an allocate NMI Service Request), this is not currently the case in WA (e.g. new connection service order doesn't require NMI)
  - Question: Does AEMO manage Service Time Obligations for Re-en Service orders with respect to business and non-business hours?  
 Answer: AEMO is not responsible for managing business and non-business timing obligations for Service Orders. Once the initiator has raised a Service Order Request, the recipient may reject or 'not complete' the imitator's request if it is outside the jurisdictional timing rule requirements for service orders.
  - Question: Are there different timeframe notice period rules between regional and non-regional area service order requests?  
 Answer: Currently in the NEM there is no specific procedural or transactional variances between regional and non-regional areas, service request transactions specify business/non business timings only. However a jurisdiction may have agreements that can supersede the timeframes listed, the NEM procedures outline that the timeframes are based on best endeavours and mutual agreements between parties.
  - Question: Does WA currently use Service Order Rejection event codes as they do not appear to be referenced in the WA Specification document?  
 Answer: Yes, WA also utilises service event codes for managing Service Order Rejections.

## 6. Customer Site Details Notification

### Slides 53 - 95

The following items were discussed and noted:

Noted: In WA:

- Several participants advised that the reconciliation process is currently managed on their behalf by an external company.
- The retailer has an obligation to notify the distributor and customer of Site Address Notification updates as set out in the 2004 WA Customer Code of Conduct.
- Similar to the NEM, the WEM does not maintain customer rebate codes (the retailer may maintain this in its system for customer concession rebate management purposes),

although the current WA Specification references otherwise as it has not been updated since 2008.

- Slide 111 – It was noted that WA DNSP does not update systems as part of the reconciliation process as the WA Specification currently references. Anomalies are found via an external reconciliation process and notification provided to the Retailer via reports. It is the obligation of the retailer to make the changes and raise CDN to the DNSP.

**Actioned:** Update slide 131 to reflect that the DNSP does not receive a copy of the medical certificate from the retailer and an event code 'Medical Certificate not received in time' is not used, although the current WA specification references otherwise as it has not been updated since 2008.

- Question: What scenario would a retailer need to send a site access request post 31 December 2017?

Answer: An example may be where a retailer requires updated information with respect to site access and hazard information to be able to successfully send a service order request post receiving multiple rejections. A site access request will also be required to support metering arrangements when the Metering Coordinator role is introduced in Dec 2017 as part of Power of Choice Changes. As outlined on slide 107 the initiator is to select a reason for the request and allowed values include:

- New Retailer for site
  - Records old and need to be updated
  - No Access details on file for NMI
  - No Hazard Details on file for NMI
  - Site Visit Required
  - Other
- Question: In WA, who is currently responsible for maintenance of the Life Support flag?  
Answer: The Retailer Code of Conduct sets out responsibilities for Life Support maintenance at a site address. The retailer is to manage this responsibility via a CDN and email process. Life support is linked to the site rather than the customer and only turned on or off based on a CDN and email notification. A DNSP is to only deregister a site with life support on receipt of a CDN and email from a retailer to remove the flag.

The variance is that the NEM does not receive email notification as confirmation for life support turning off. If WA requires this in the future, the email process used by WA can be retained.

## 7. Meter Data Process

### Slides 133 - 169

The following items were discussed and noted:

- Question: In the NEM, who manages the obligations about not sending repeated requests for MDFF data for Provide Meter Data business rules?  
Answer: The retailer receiving the multiple request contacts the initiator.
- Question: In the NEM, can you request data for a single channel of DataStream?

Answer: Yes, data for a single channel of DataStream can be requested. Since this is not currently provided in WA this business rule can be ignored.

## **8. One Way Notification**

Slides 170 - 186

No questions were raised or noted.

## **9. NEM ROLR Process – Part B**

Slides 187 – 193

No questions were raised or noted.

## **10. Technical Delivery Specification**

Slides 194 – 204

No questions were raised or noted.

## **11. Next Meeting**

- Next forum date to be determined
- AEMO expects to undertake a further review of the B2B Procedures once the WA policy direction is certain, including; identifying procedure changes required to incorporate WA, IT business requirements and market readiness activities.