

# **PARTICIPANT BUILD PACK 5**

## **PROCESS FLOW DIAGRAMS**

### **VER4.0**

PREPARED BY:       REGULATORY CHANGE  
VERSION:             4.0  
DATE:                 30 April 2021  
FINAL

# Document Approval and Acceptance

## AEMO Approval

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<b>Signature:</b>		<b>Date:</b>

## Version History

VERSION.	DATE	AUTHOR(S)	CHANGES AND COMMENTS
0.1	11/09/2015	Nandu Datar	Initial Version developed in consultation with NARGP PRWG
0.2	13/01/2016	Nandu Datar	Changes related to NARGP As Built consultation PPC response. Amended diagrams 100, 107 and 6.0 (page 5)
1.0	08/03/2016	Nandu Datar	NARGP As Built consultation IIR feedback changes. Amended diagrams 100, 102, 105 and 106
2.0	29/09/2017	Nandu Datar	IN039/16 Harmonisation of T900 Password Protection minor change to diagram 116
3.0	04/12/2017	D. McGowan	IN026/16 – Minor Technical Protocol Change. Update to section 6.1
4.0	30/04/2021	Nandu Datar	IN005/18 – Add new diagram 2.8 Meter Not on Premises

## Executive Summary

This document provides a description of the business to business (B2B) and business to market operator (B2M) process flows as applicable in the NSW-ACT retail gas market. These process flows were developed as part of the NSW-ACT Retail Gas Project (NARGP), with participant input received in workshops held between May and August 2015.

Participant Build Pack 3 (PBP3) process flow diagrams were used as a baseline and amended for Jemena/ActewAGL operated NSW-ACT networks. Appropriate amendments have also been made to depict the business processes as applicable in the APA/AGNL operated Wagga Wagga and Tamworth (WW&T) networks. As such these process flows are applicable for both Participant Build Pack 5 (PBP5) and WW&T specific Participant Build Pack 6 (PBP6).

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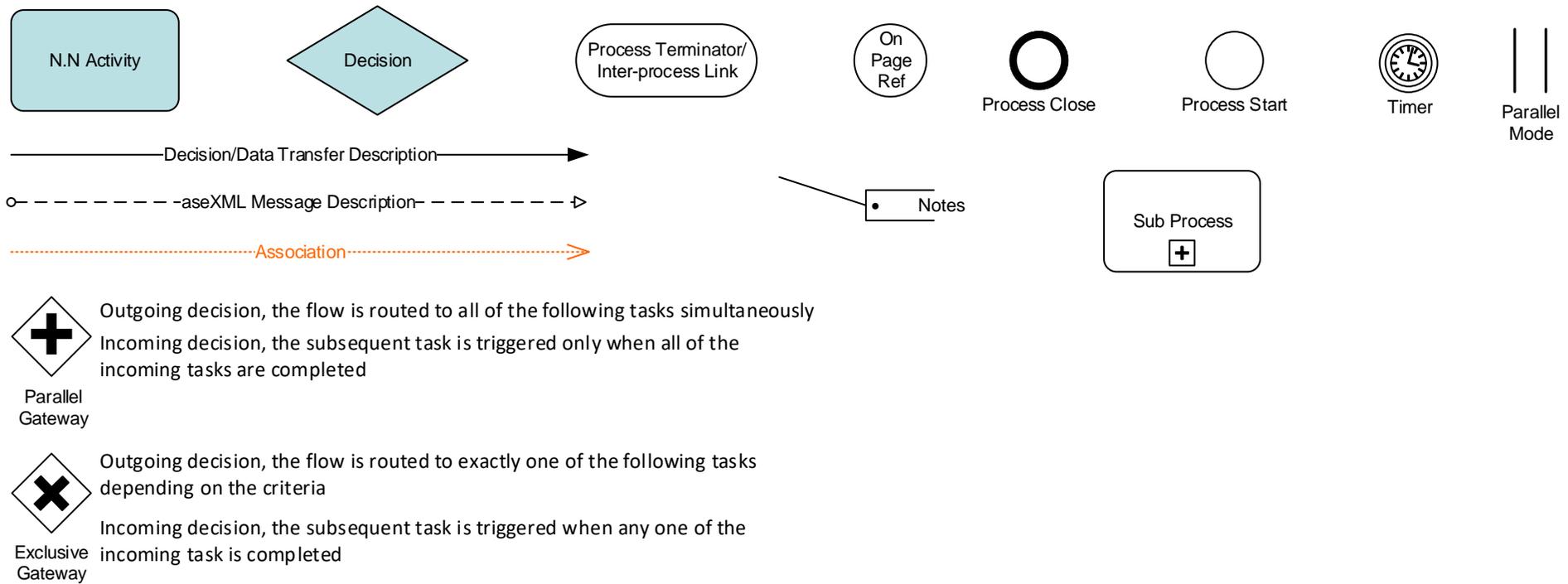
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## 1 Process Flow Diagrams

1. These flow charts were developed as a working aid to development of the Retail Market Procedures (NSW/ACT) and the Participant Build Packs for the purpose of identifying the necessary transactions between Retailers, Distributors/Network Operators and AEMO. Whilst reasonable effort has been made to ensure that these flow charts are updated and consistent with the Retail Market Procedures (NSW/ACT) and the Participant Build Packs, there may be differences between the flow charts and the Retail Market Procedures (NSW/ACT) and the Participant Build Packs. Where there is a difference, the Retail Market Procedures (NSW/ACT) and the Participant Build Packs take precedence.
2. The process steps within individual business are indicative only and do not necessarily identify all required process steps nor do they mandate the use of a particular process.
3. The drawing conventions used for these diagrams are listed in the section 'Process Flow Symbols' below.
4. Flow arrows that cross "swim lanes" to connect to a start or end identifier are used to ease diagram production and do not indicate a B2B transaction.

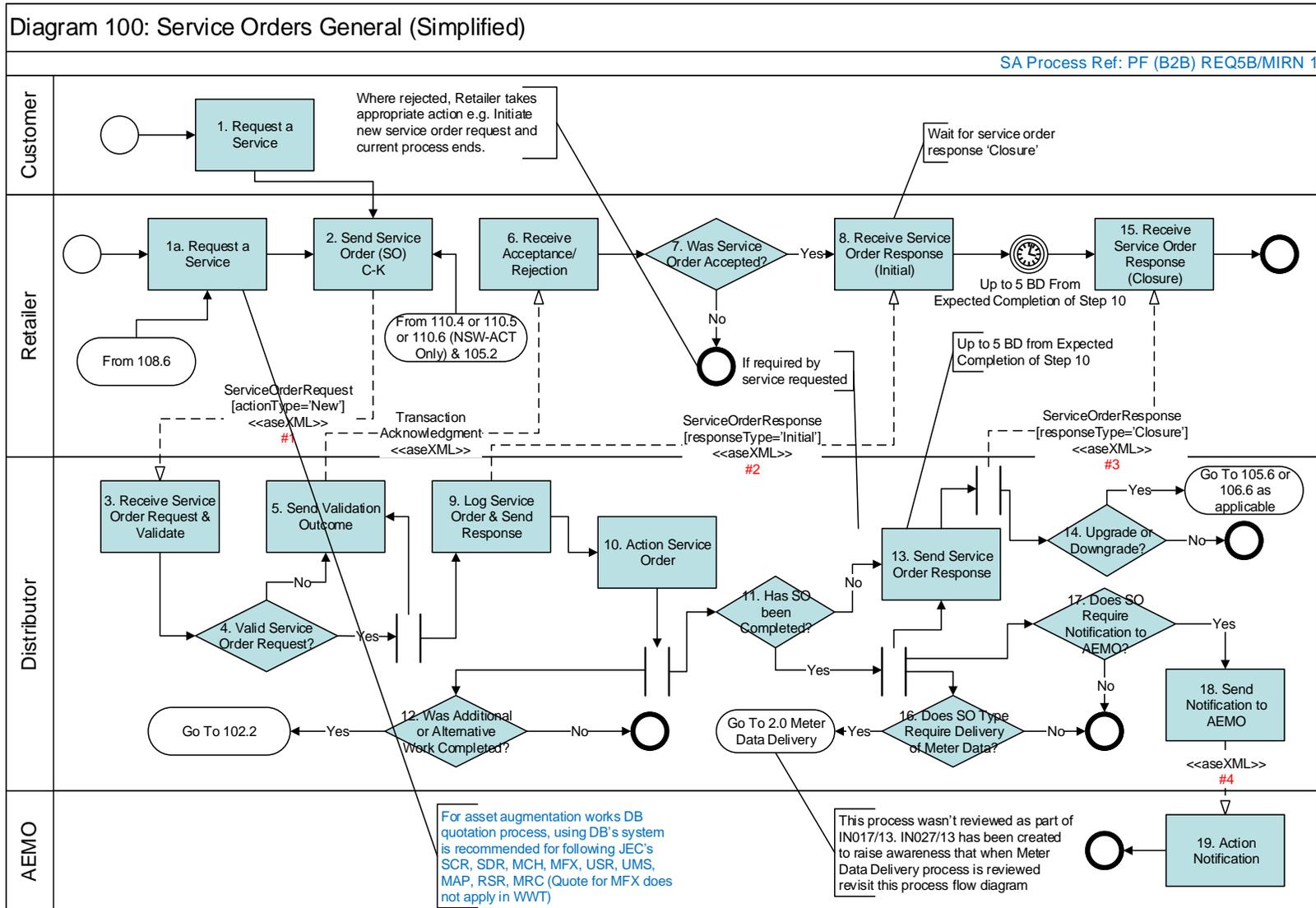
## 2 Process Flow Symbols

The drawing conventions used for these diagrams are as follows:



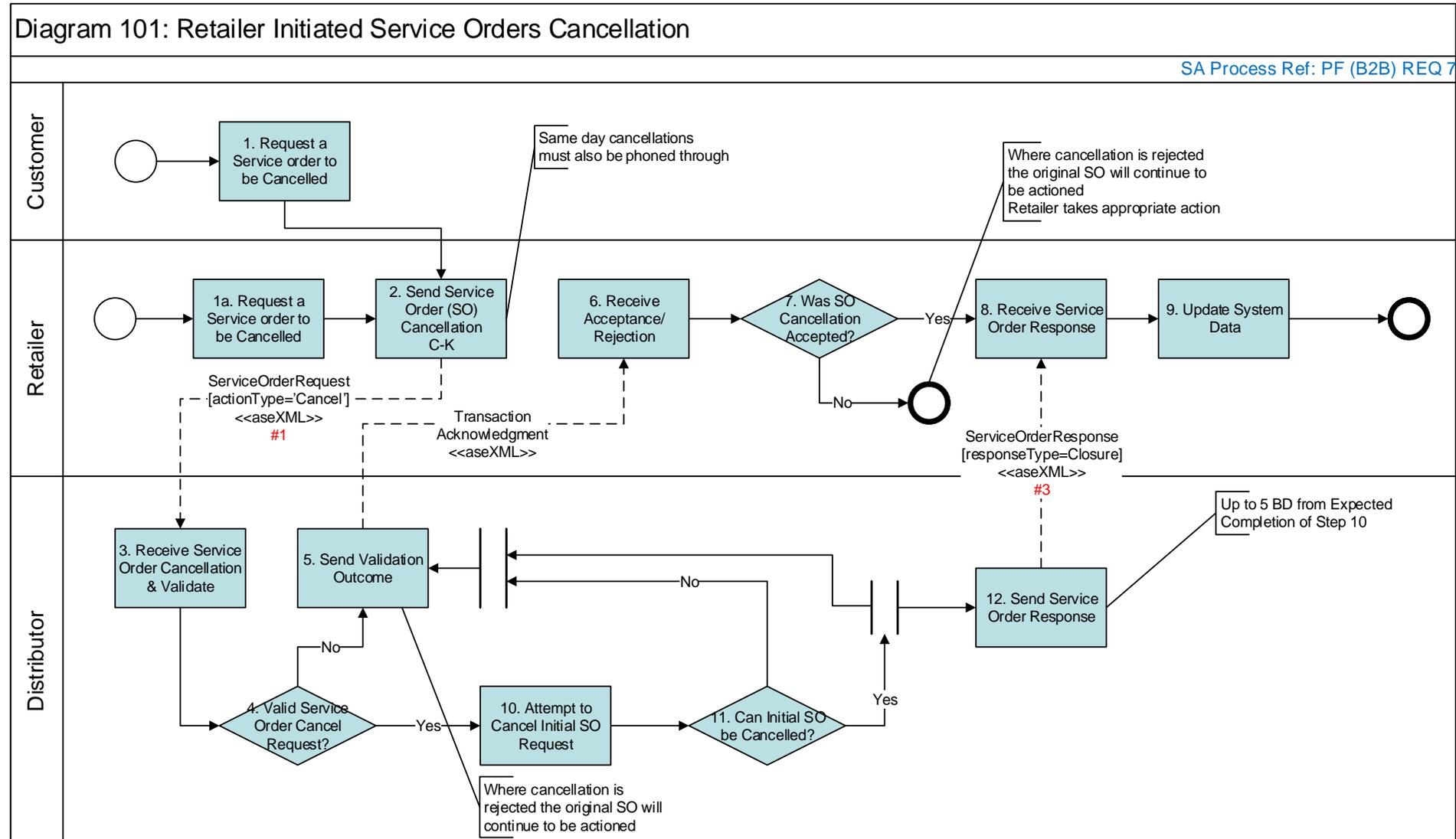
### 3 Process Flows – Service Orders

#### 3.1 Diagram 100 – Service Orders General (Simplified)



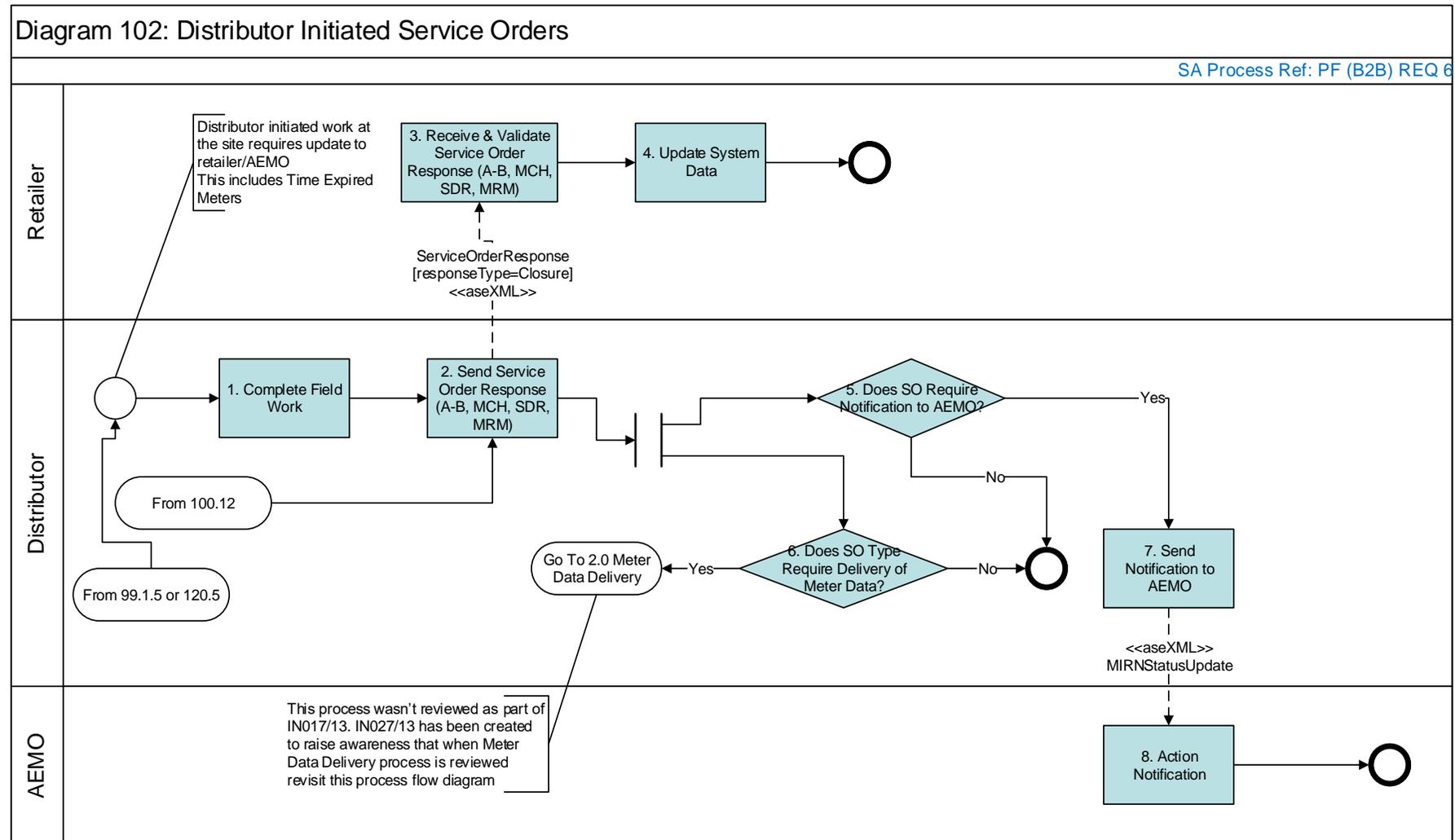
#1, 2, 3 & 4 Refer to Diagram 107 for the transactions involved

### 3.2 Diagram 101 – Retailer Initiated Service Orders Cancellation



#1 & 3 Refer to Diagram 107 Table for the transactions involved

### 3.3 Diagram 102 – Distributor Initiated Service Orders



**For Job Enquiry Codes**

- MCH - from UMS initiated by customer, use existing DB initiated MCH.
- USR – No need for DB to raise, Retailers don't require
- MAP – DBs to provide AmendSiteAccessDetails
- RSR - No need for DB to raise, Retailers don't require

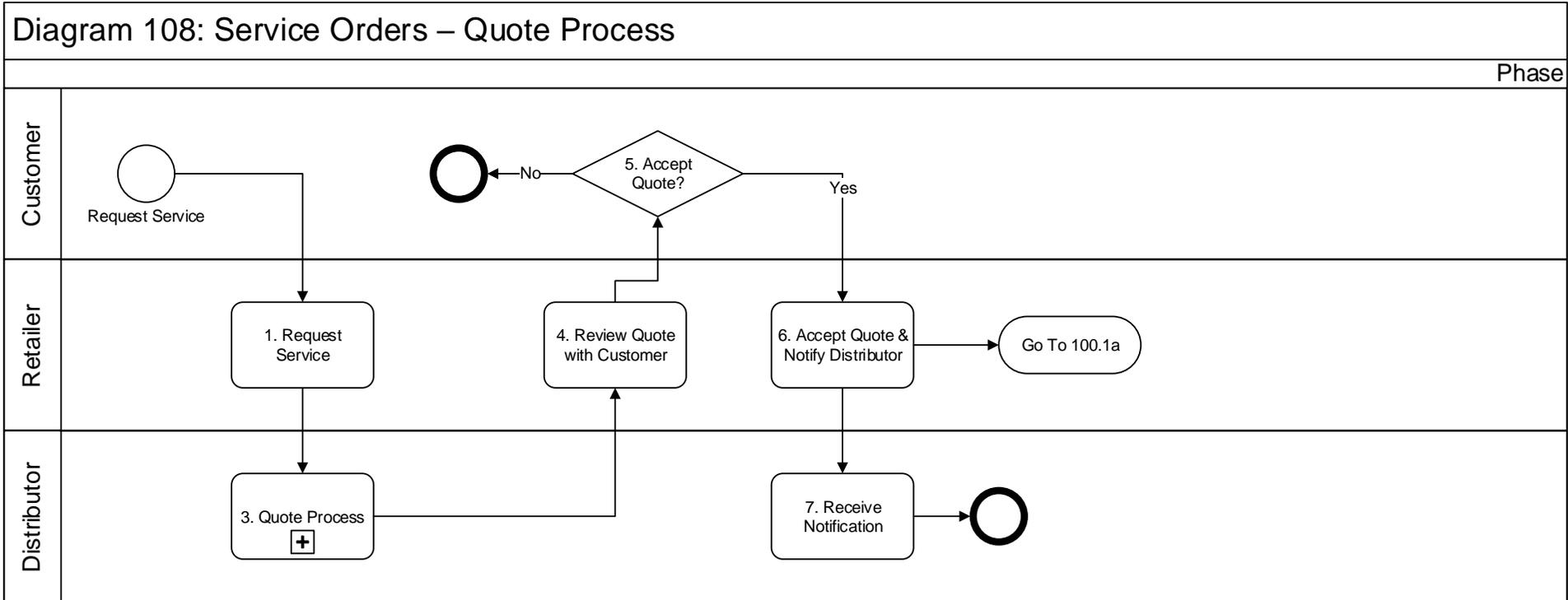
### 3.4 Diagram 107 – Service Order Transaction Table

Diagram 107: Service Order Transaction Table

#1 Service Orders Request C-K	#2 Service Order Response C-K (Initial)	#3 Service Order Response C-K (Final)	#4 Status Change Response
GIP 87 - Meter Fix Request 'Simple' or Complex Type (JEC = MFX)	GIP 87A - Meter Fix Request 'Simple' or Complex Type Response	GIP 92 - Meter Fix Completed	GIP 94 - Meter Fix Notification
		GIP 93 - No Access to Complete Meter Fix	
GIP 101 - Meter Change Request (JEC = MCH)	GIP 101A - Meter Change Request Response	GIP 104 - No Access to Complete Meter Change	
		GIP 108 - Meter Change Completed	
		GIP 125 - Meter Upgrade Completed	
GIP 151 - Meter Removal Request (JEC = MRM)	GIP 151A - Meter Removal Request Response	GIP 154 - No Access to Complete Meter Removal	GIP 158 - MIRN Status Update Notification
		GIP 157 - Meter Removal Complete	
GIP 310 - Service Connection Request (JEC = SCR)	GIP 310A - Service Connection Request Response	GIP 311 - Service Connection Complete	
GIP 312 - Service Disconnection Request (JEC = SDR)	GIP 312A - Service Disconnection Request Response	GIP 313 - Service Disconnection Complete	GIP 158 - MIRN Status Update Notification
GIP 314 - Service Orders for Priority C-K (JEC = All JEC's)	GIP 314A - Service Orders for Priority C-K Response	GIP 315 - Service Orders Completed for Priority A-K	
GIP 316 - Relocate Service Connection Request (JEC = RSR)	GIP 316A - Relocate Service Connection Request Response	GIP 317 - Relocate Service Complete	
GIP 318 - Upgrade Service Size Request (JEC = USR)	GIP 318A - Upgrade Service Size Request Response	GIP 319 - Upgrade Service Size Complete	
GIP 320 - Upgrade Meter Size Request (JEC = UMS)	GIP 320A - Upgrade Meter Size Request Response	GIP 321 - Upgrade Meter Size Complete	

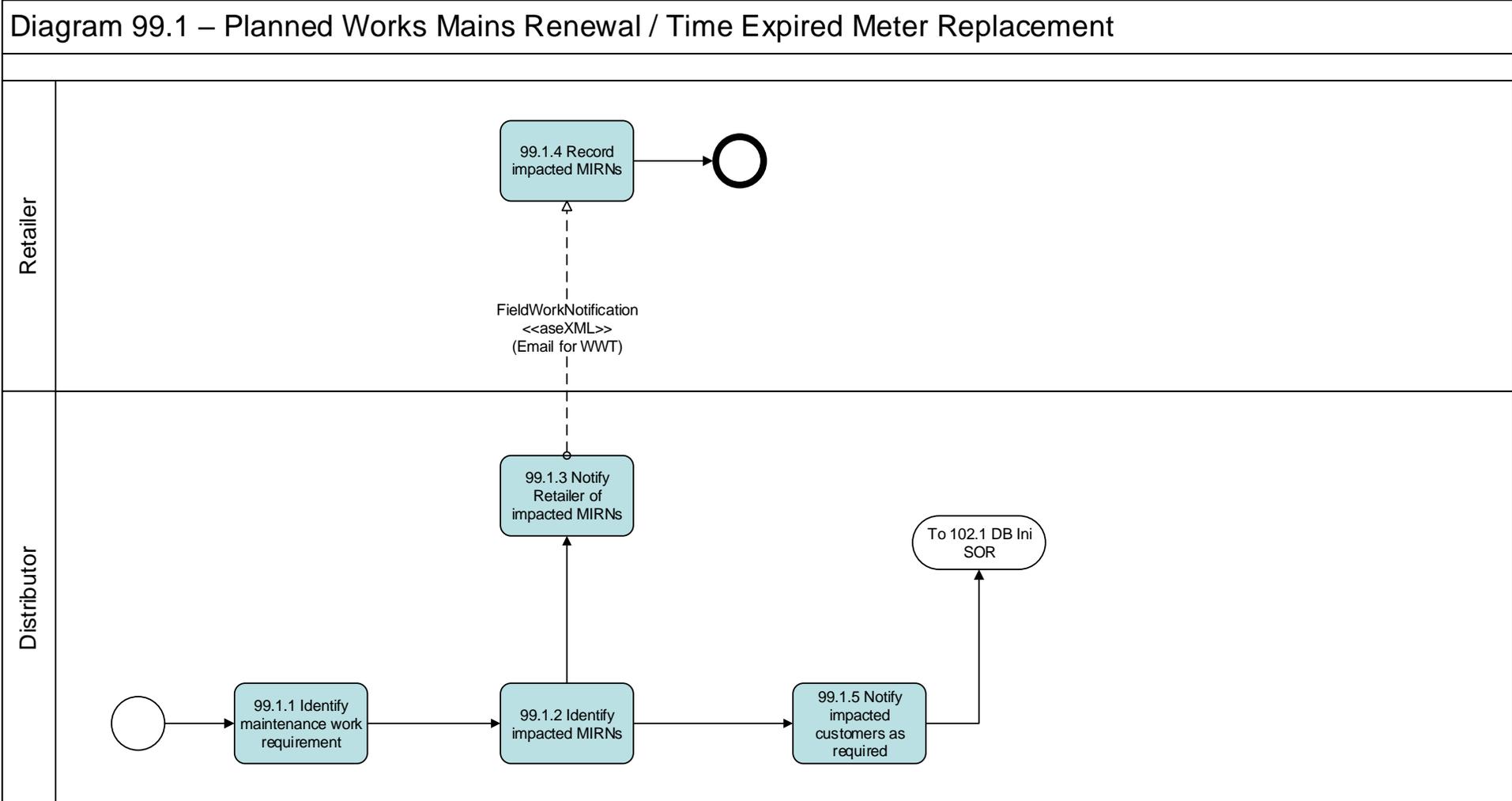
JEC = Job Enquiry

### 3.5 Diagram 108 – Service Order Quote

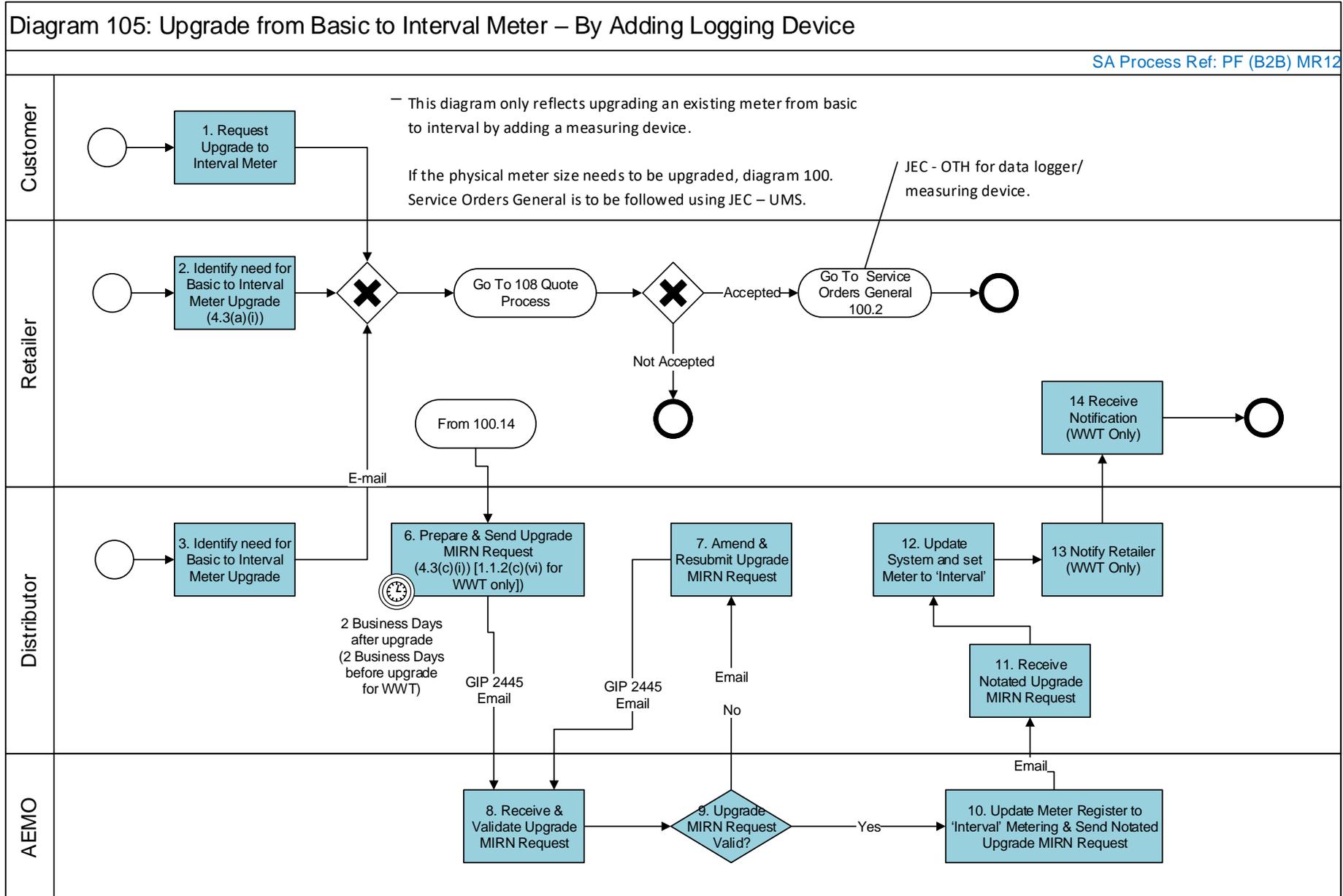


## 4 New Connections, Disconnections, Reconnections, Meter Upgrades

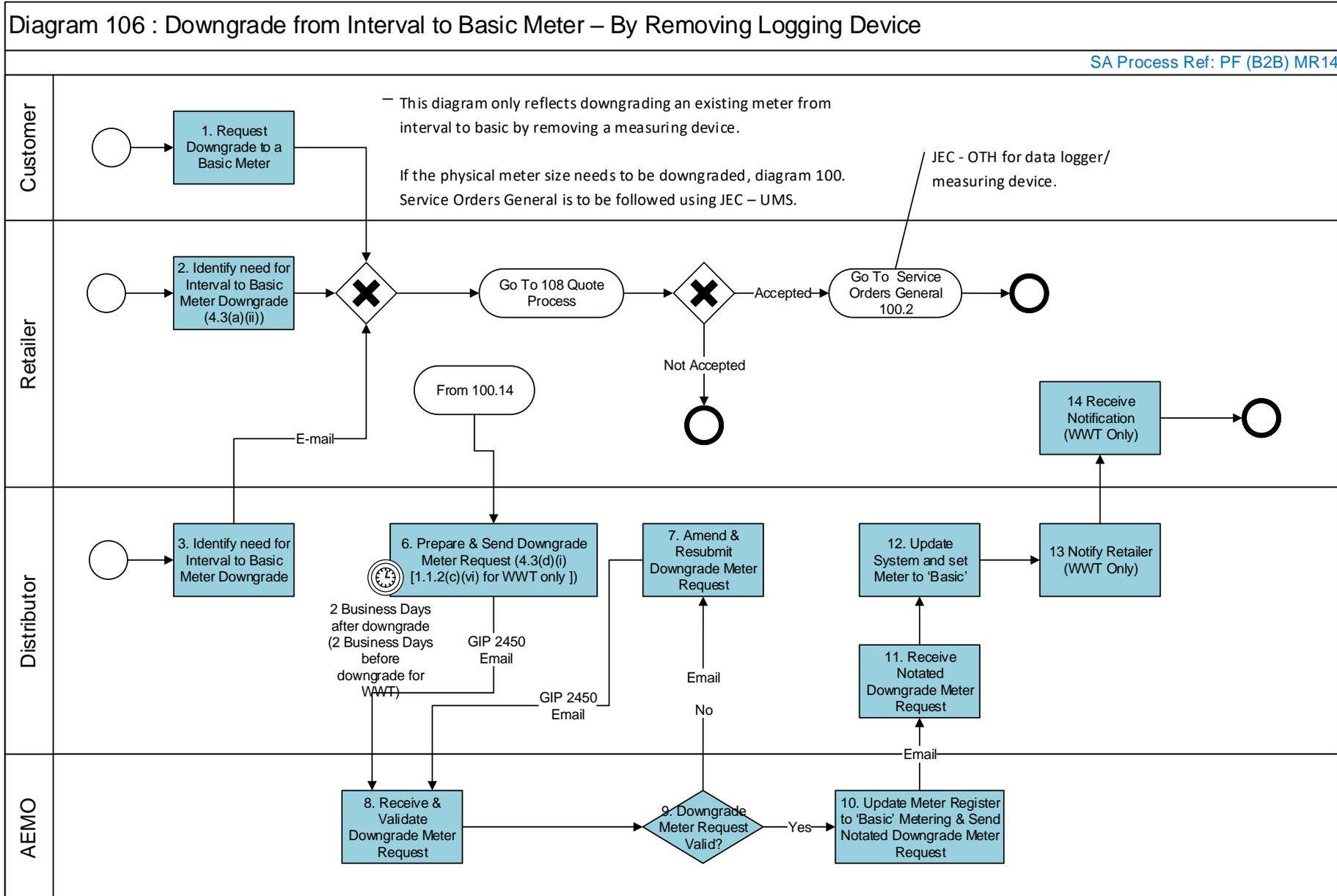
### 4.1 Diagram 99.1 – Mains Renewal



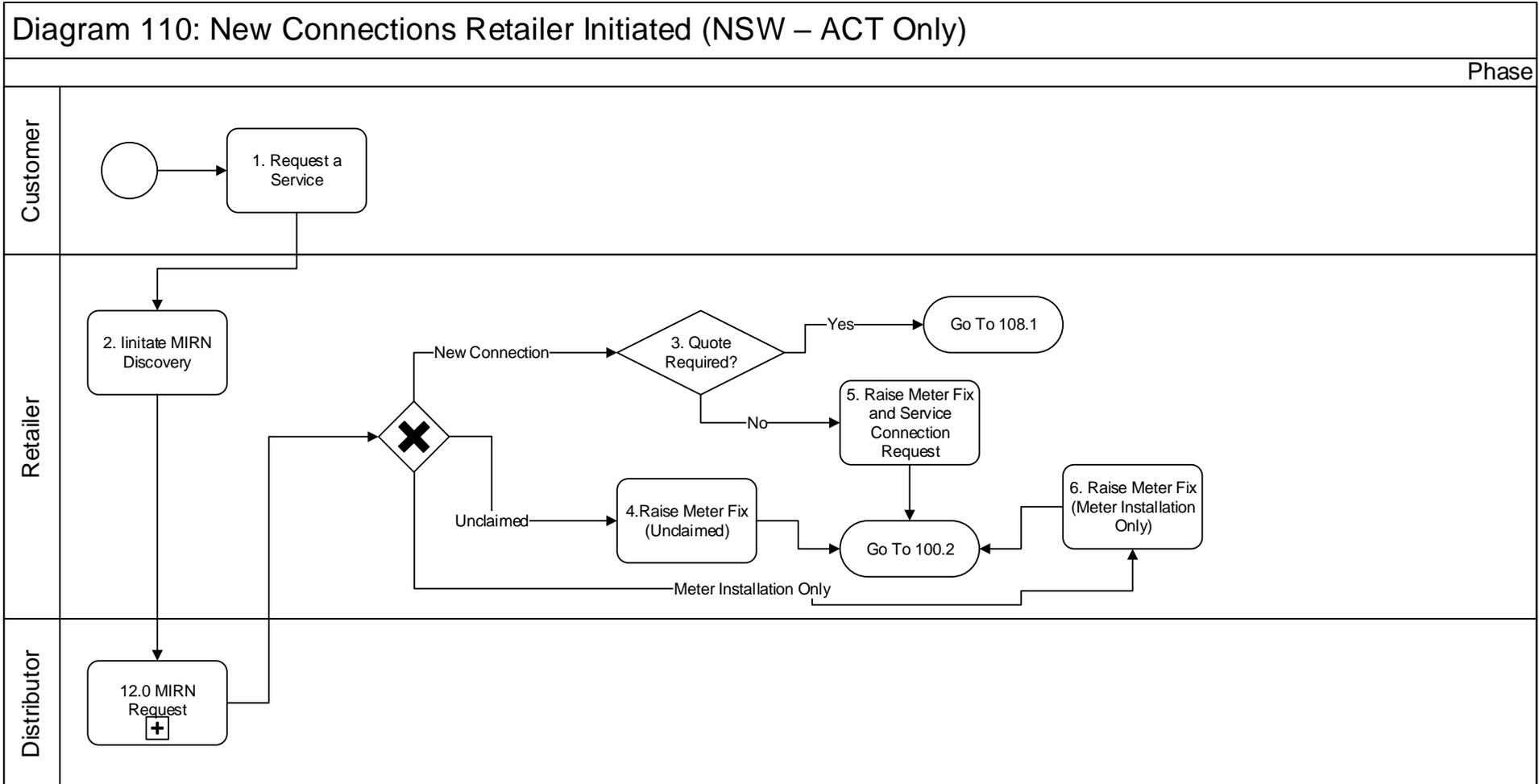
## 4.2 Diagram 105 – Upgrade from Basic to Interval Meter



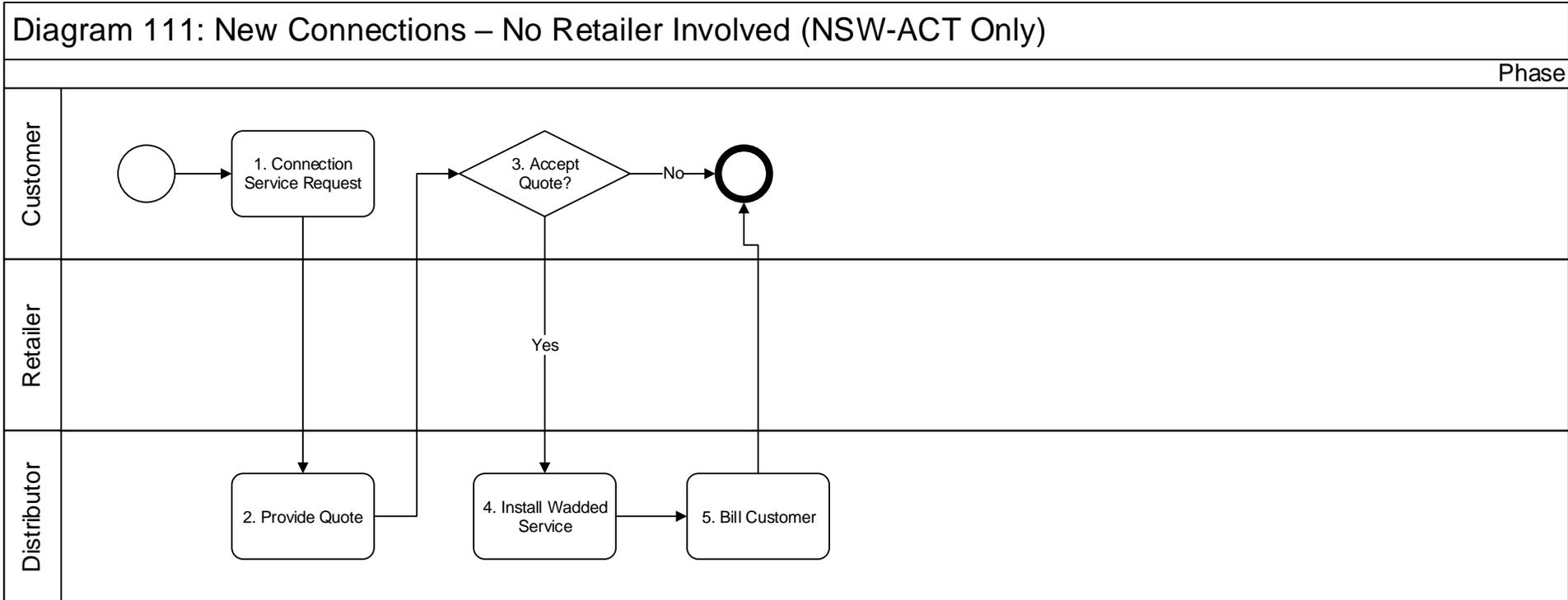
### 4.3 Diagram 106 – Downgrade from Interval to Basic Meter



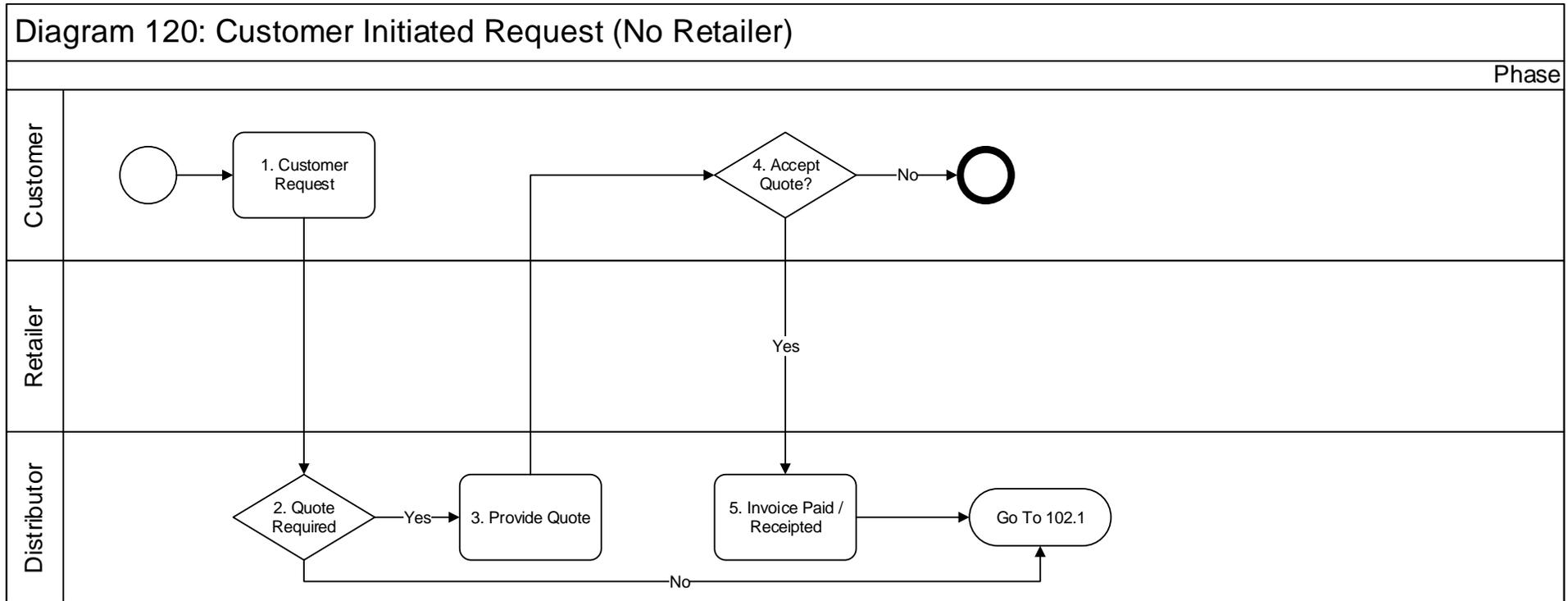
### 4.4 Diagram 110 – New Connections Retailer Initiated (NSW – ACT Only)



### 4.5 Diagram 111 – New Connections No Retailer Involved (NSW – ACT Only)



### 4.6 Diagram 120 – Customer Initiated Request (No Retailer)



**For Job Enquiry Codes**

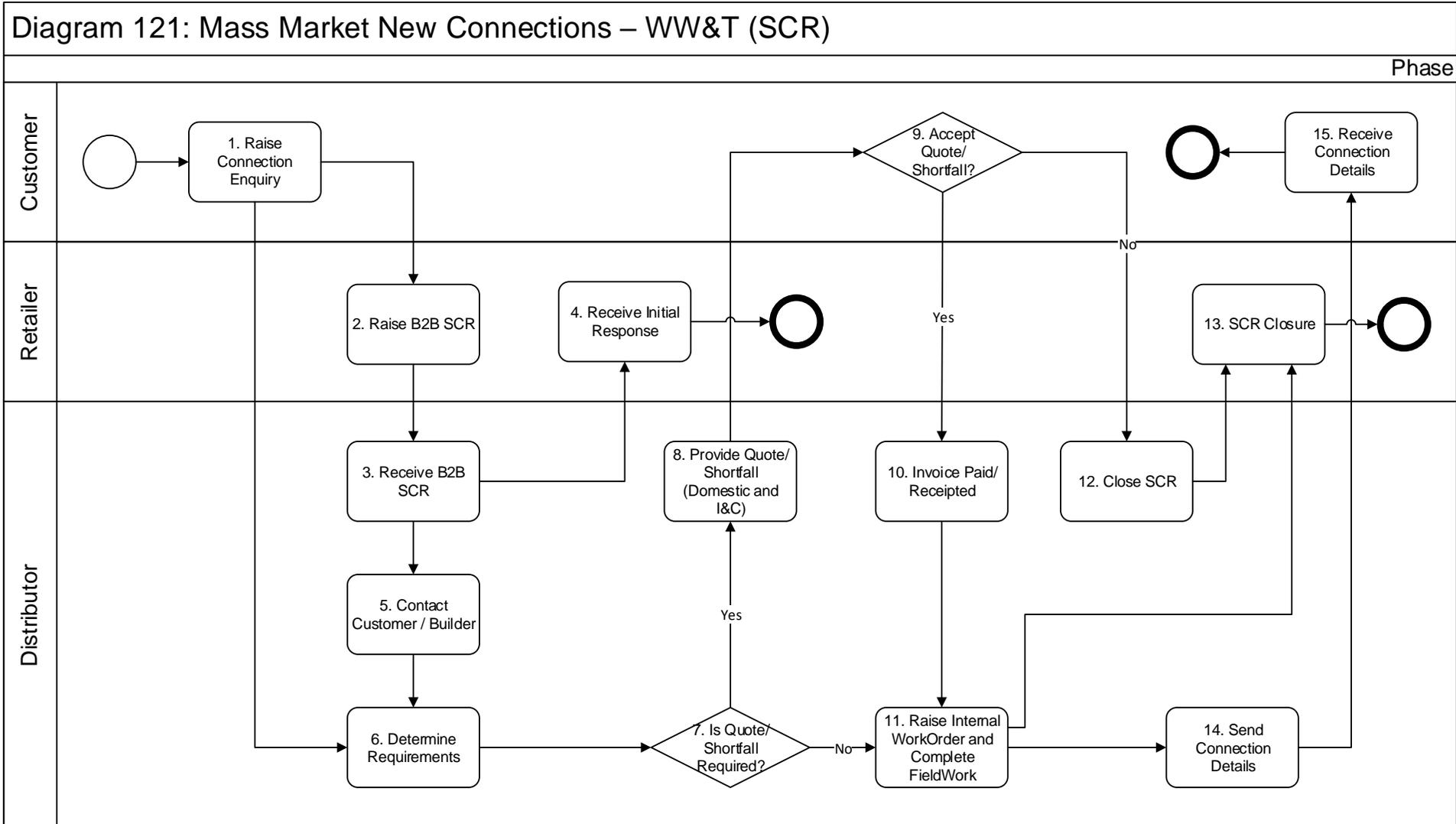
**MCH - from UMS initiated by customer, use existing DB initiated MCH.**

**USR – No need for DB to raise, Retailers don't require**

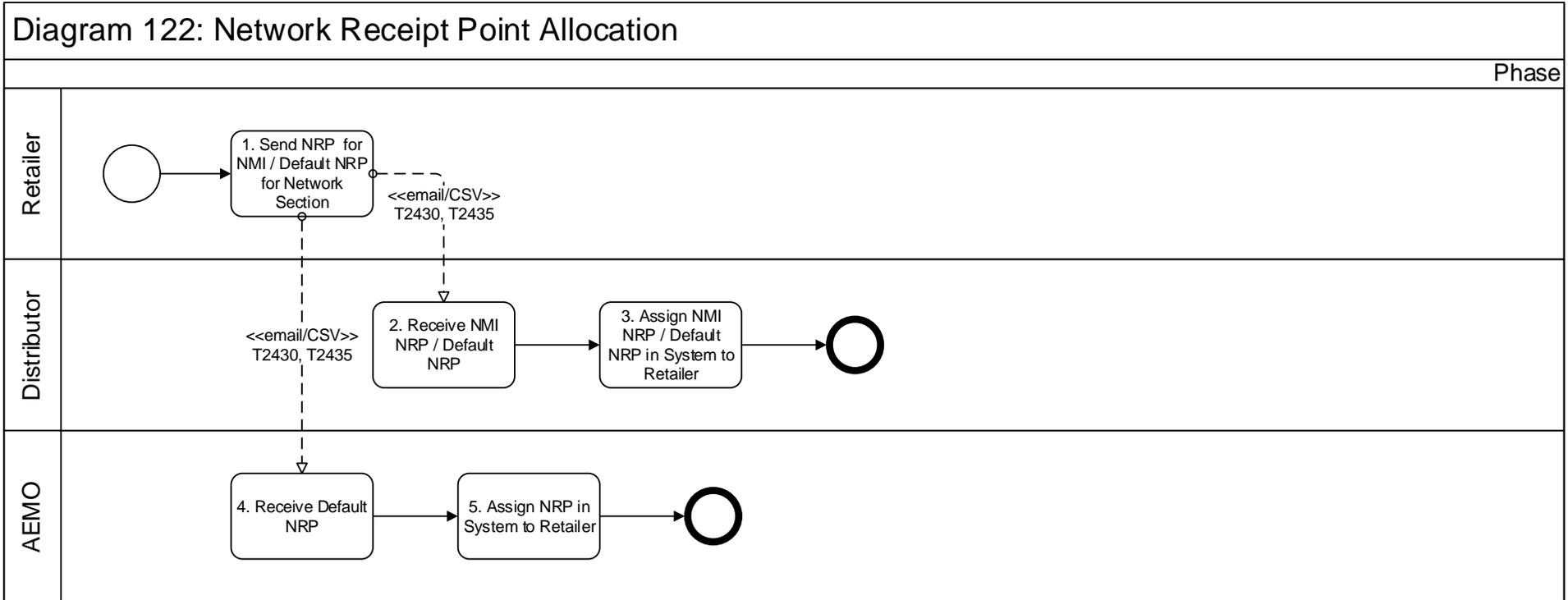
**MAP – DBs to provide AmendSiteAccessDetails**

**RSR - No need for DB to raise, Retailers don't require**

### 4.7 Diagram 121 – Mass Market New Connections – WW&T (SCR)



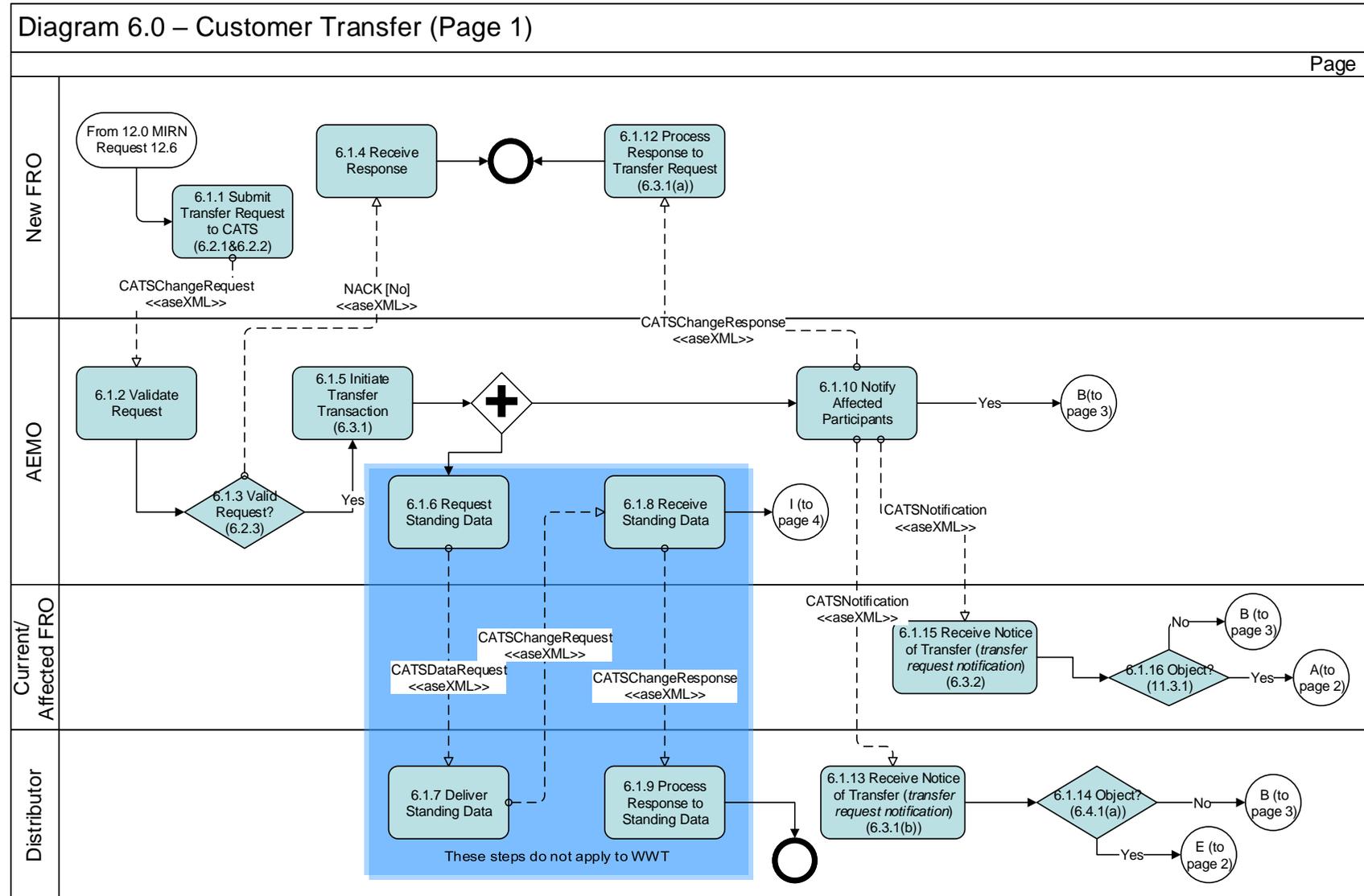
### 4.8 Diagram 122 – Network Receipt Point Allocation



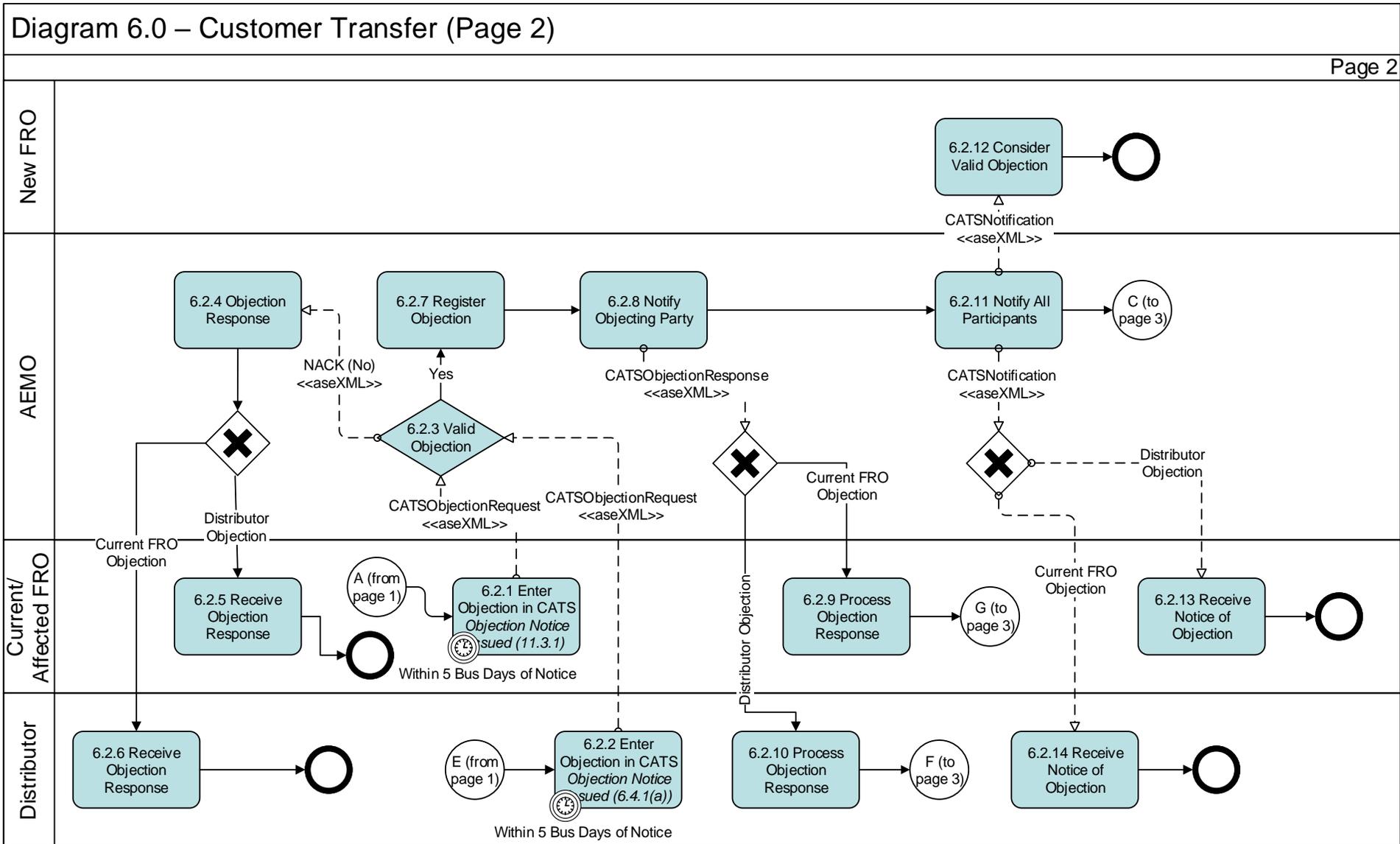
**Note:** Only applicable for Network Sections where there are multiple NRPs.  
Currently only NSW – Wilton & ACT - Canberra

## 5 CATS Transfers, MIRN Request and Special Reads

### 5.1 Diagram 6.0 – Customer Transfer (Page 1)

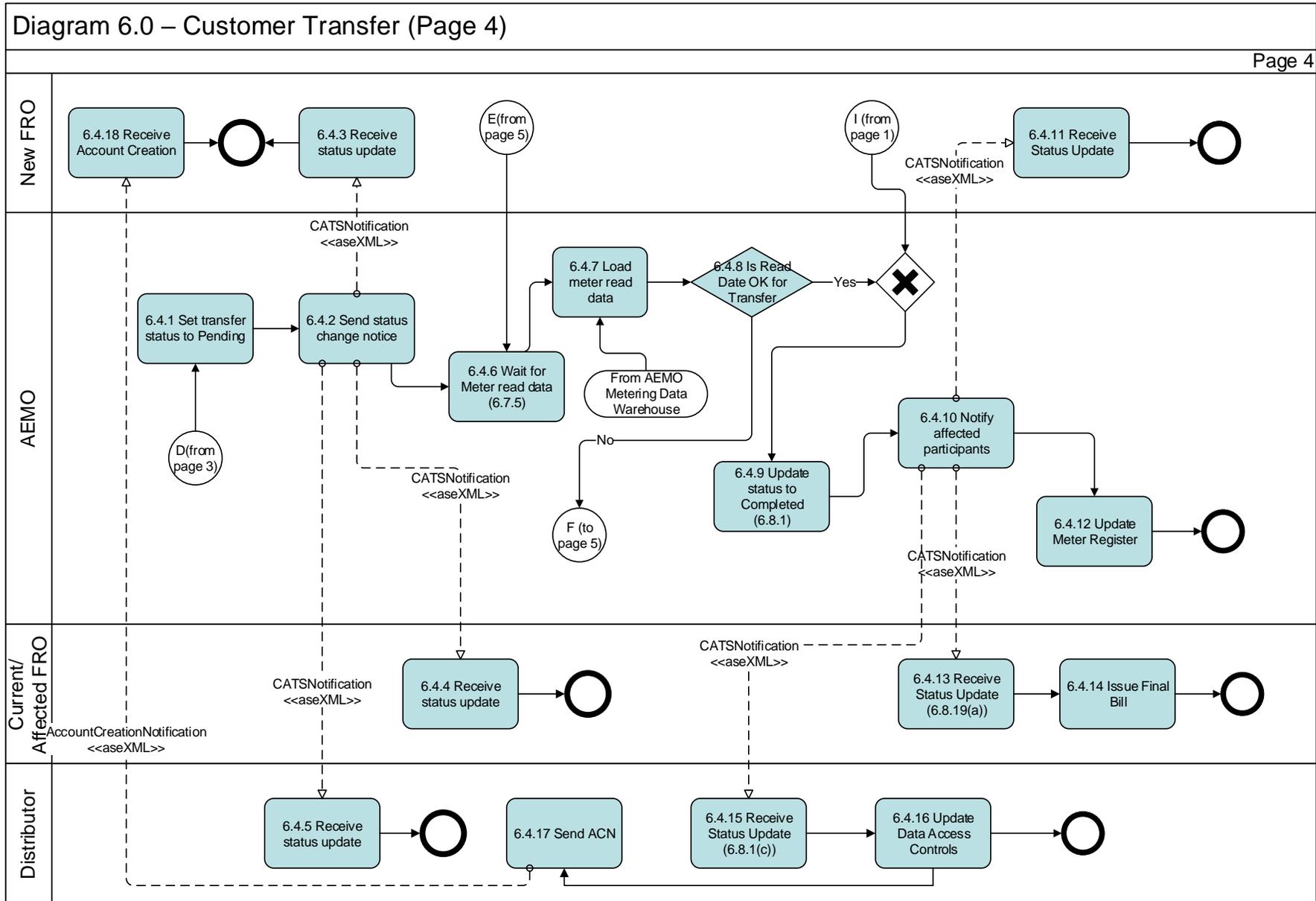


## 5.2 Diagram 6.0 – Customer Transfer (Page 2)

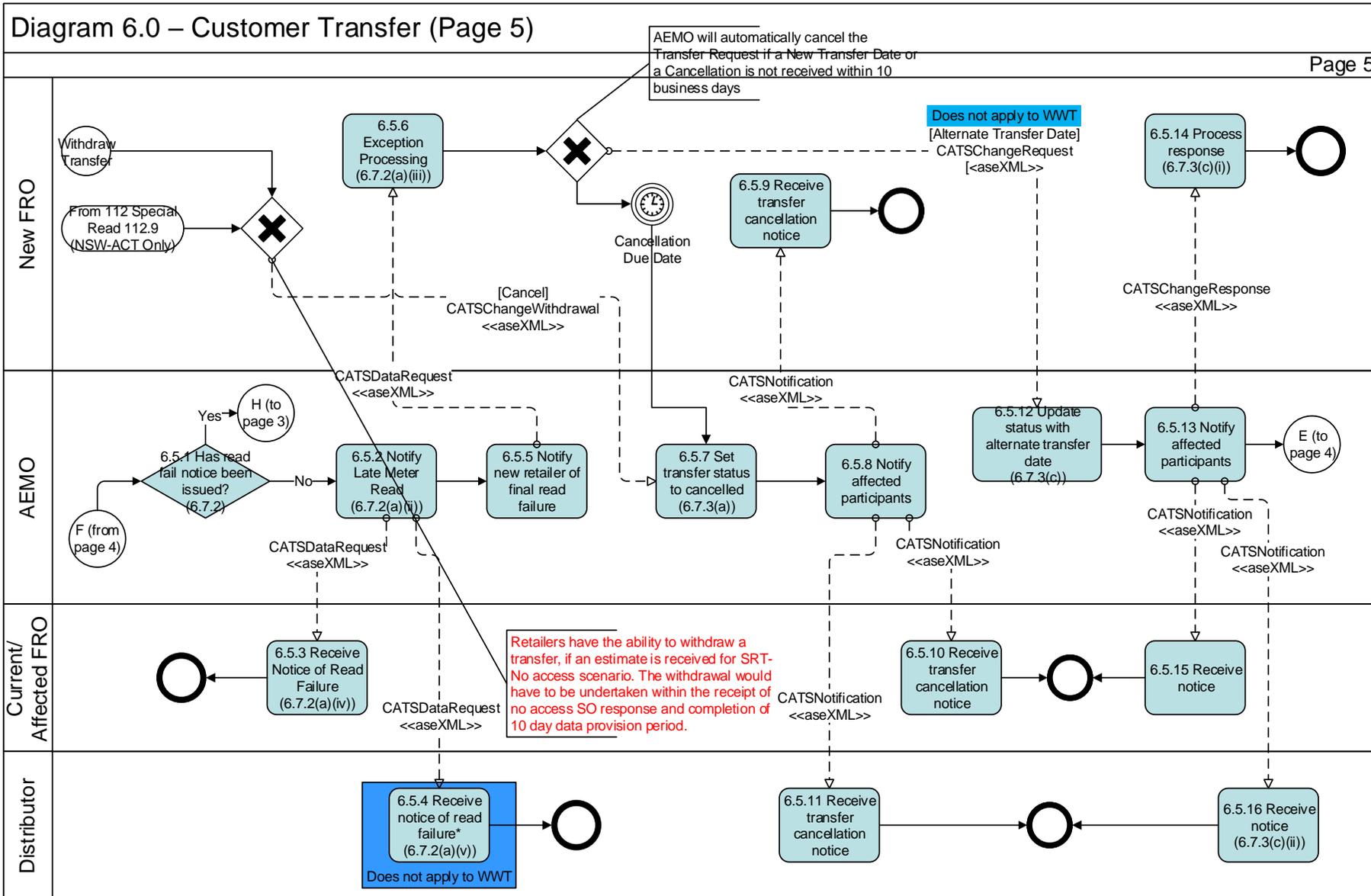




### 5.4 Diagram 6.0 – Customer Transfer (Page 4)

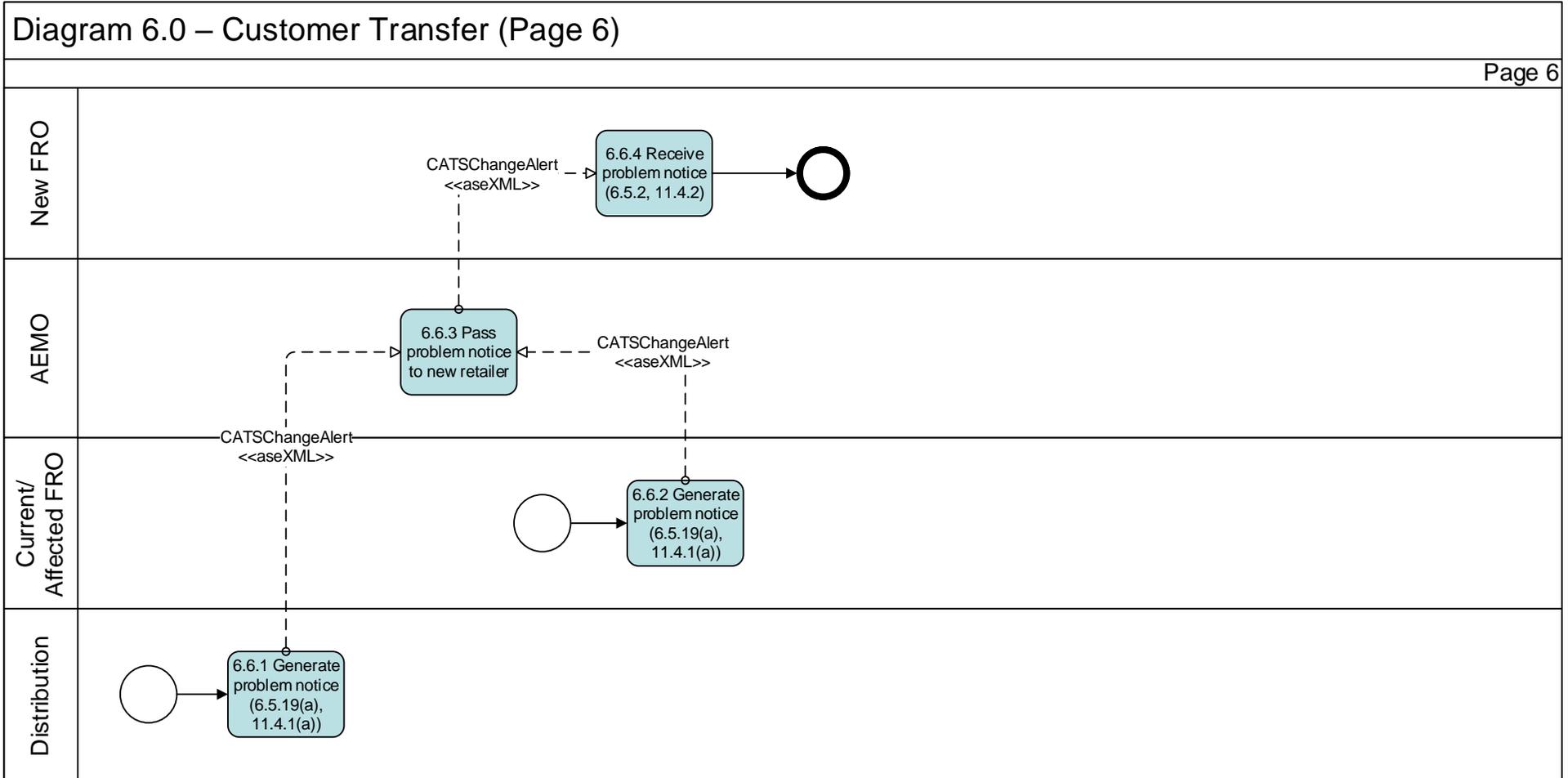


### 5.5 Diagram 6.0 – Customer Transfer (Page 5)

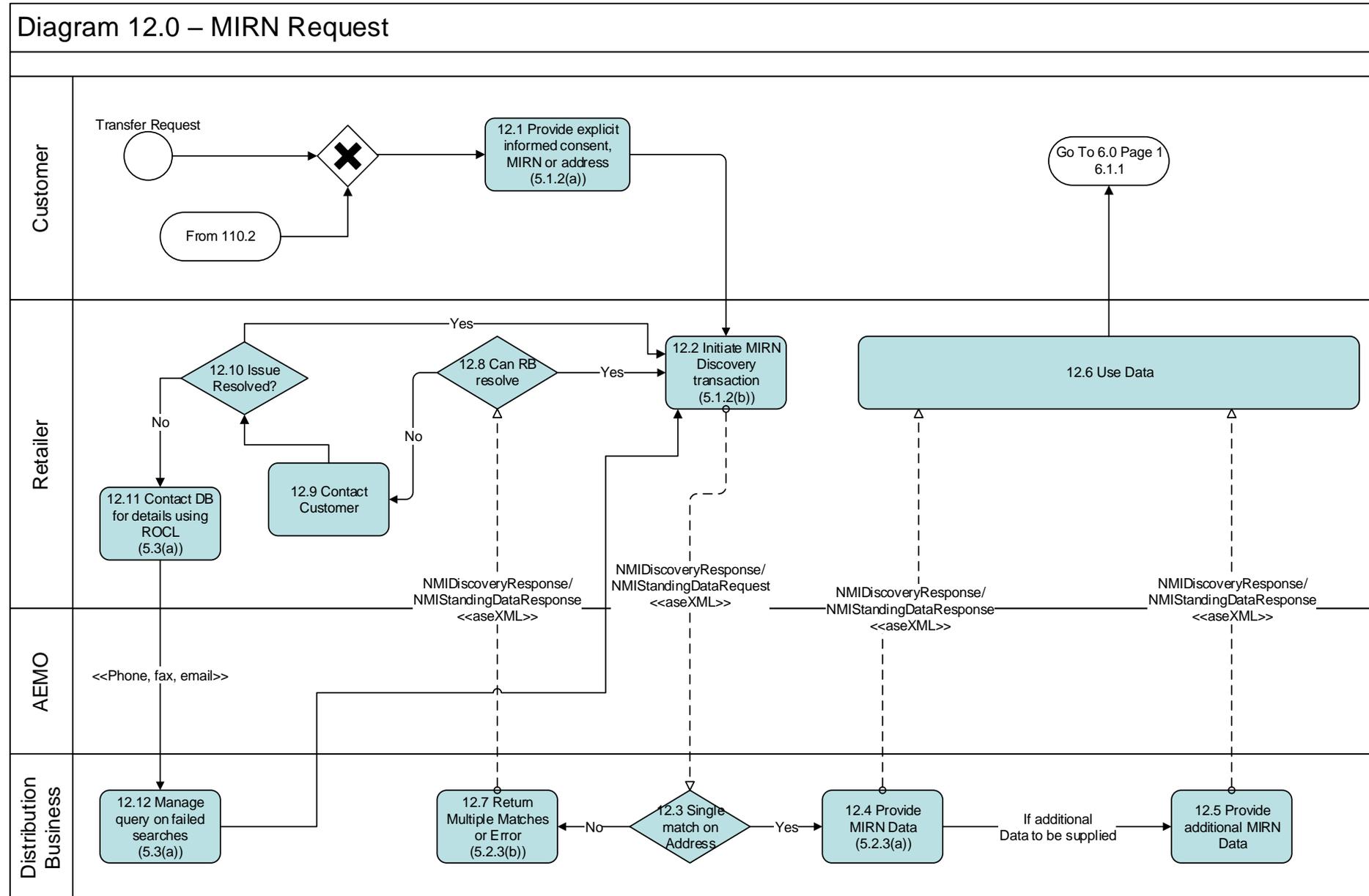


This process applies to prospective transfers only

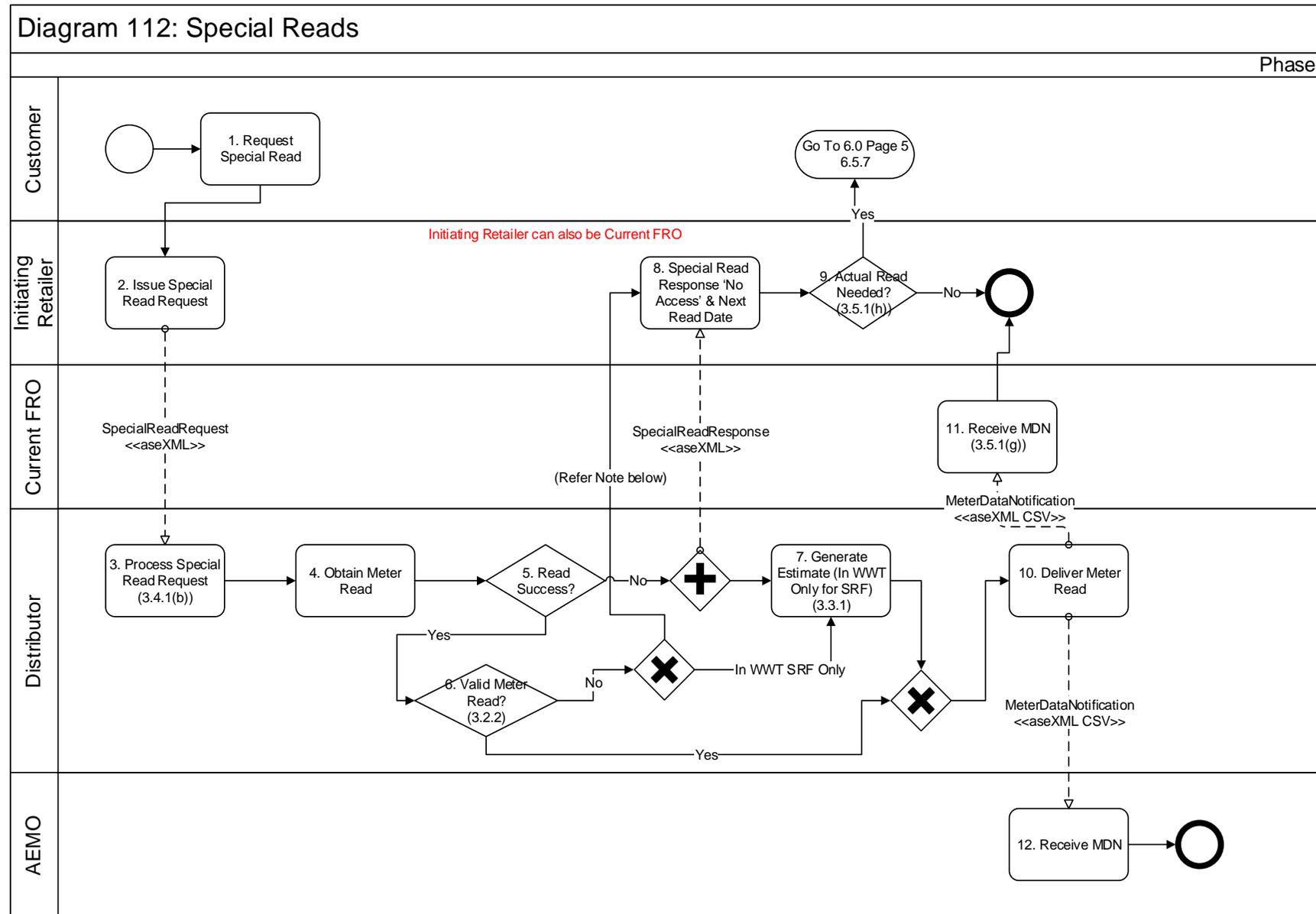
### 5.6 Diagram 6.0 – Customer Transfer (Page 6)



### 5.8 Diagram 12.0 – MIRN Request



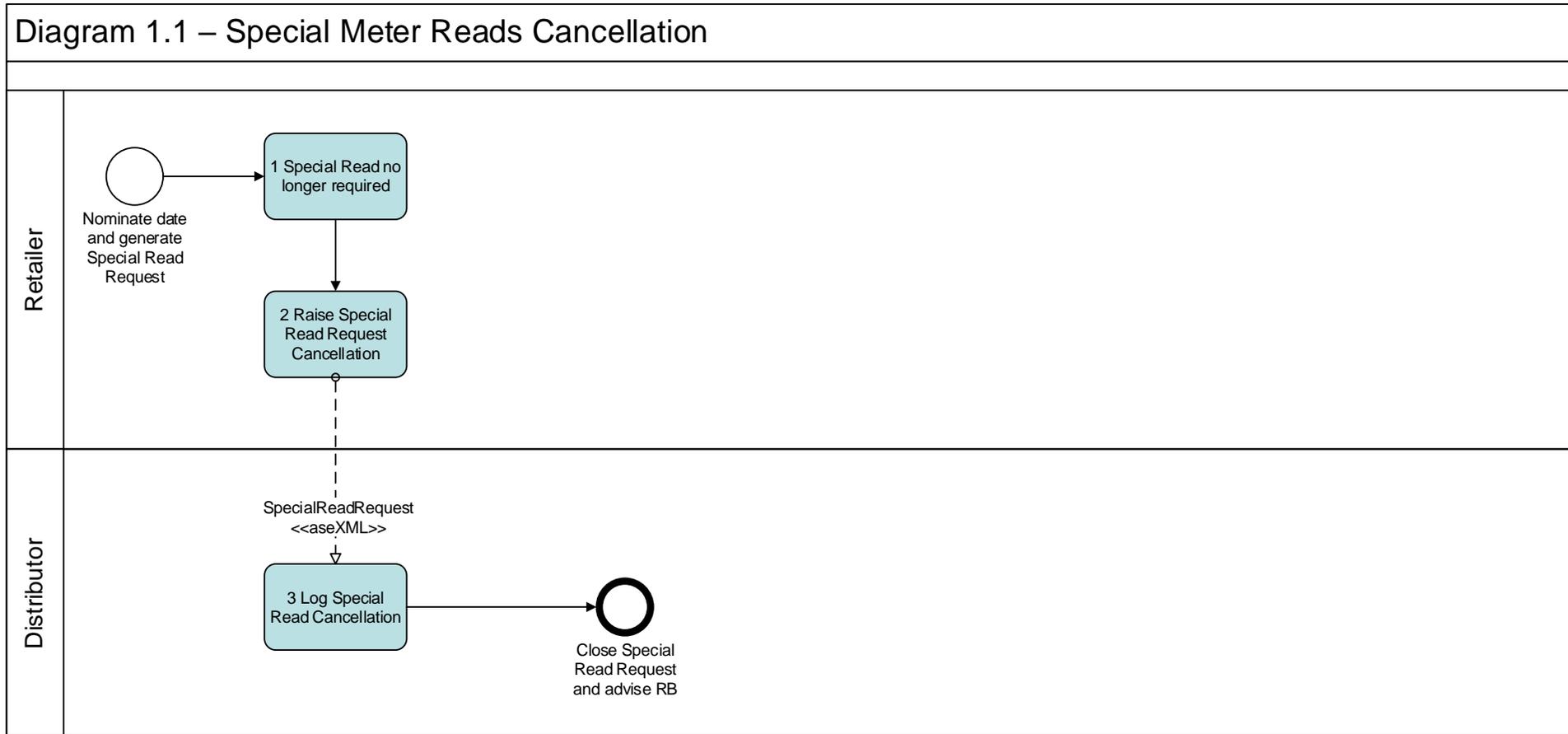
### 5.9 Diagram 112 – Special Reads



Note: For WWT if Meter read is not validated in 5 days, No Access Response is sent for all special read requests

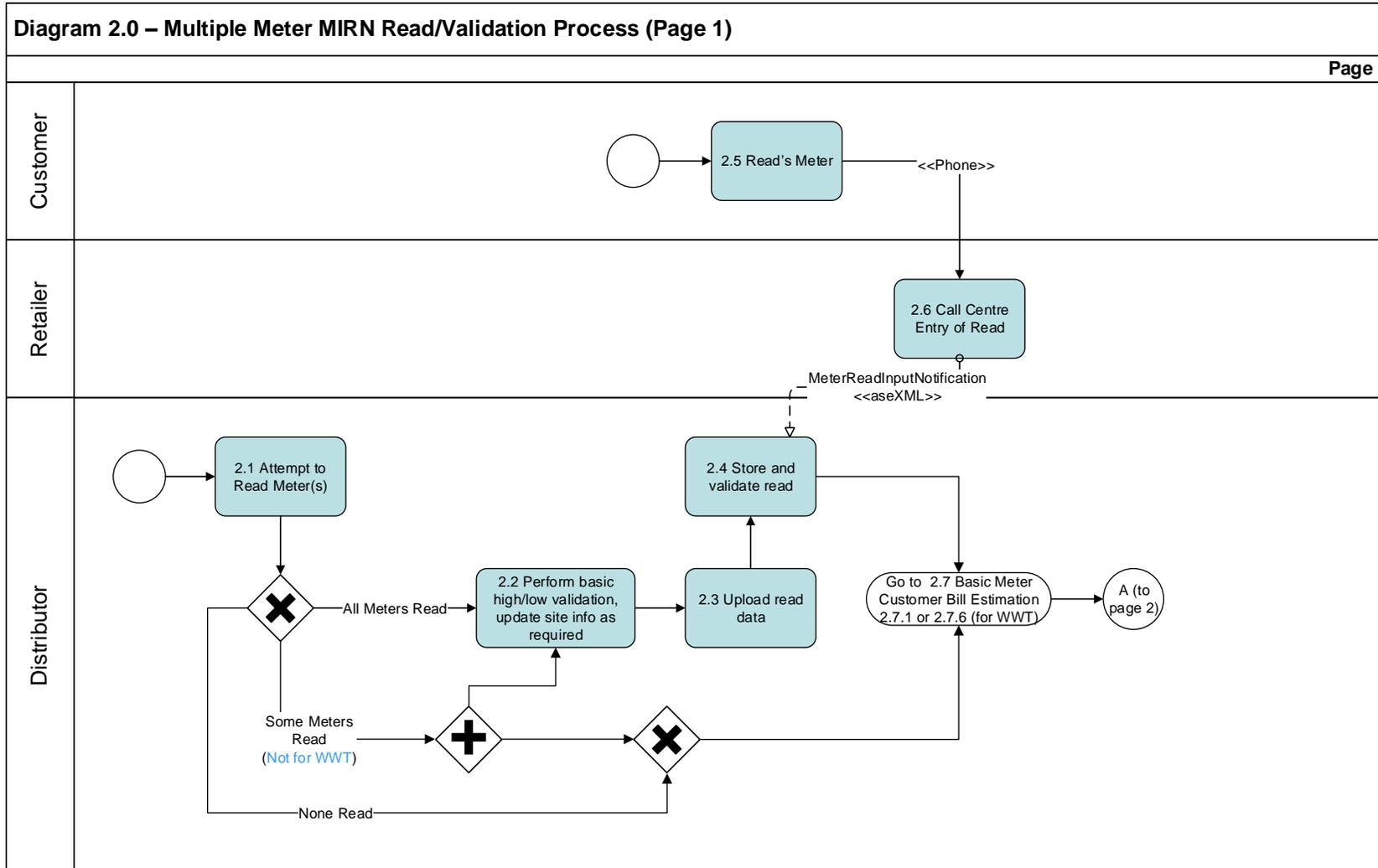
### 5.10 Diagram 1.1 – Special Meter Read Cancellation

Diagram 1.1 – Special Meter Reads Cancellation

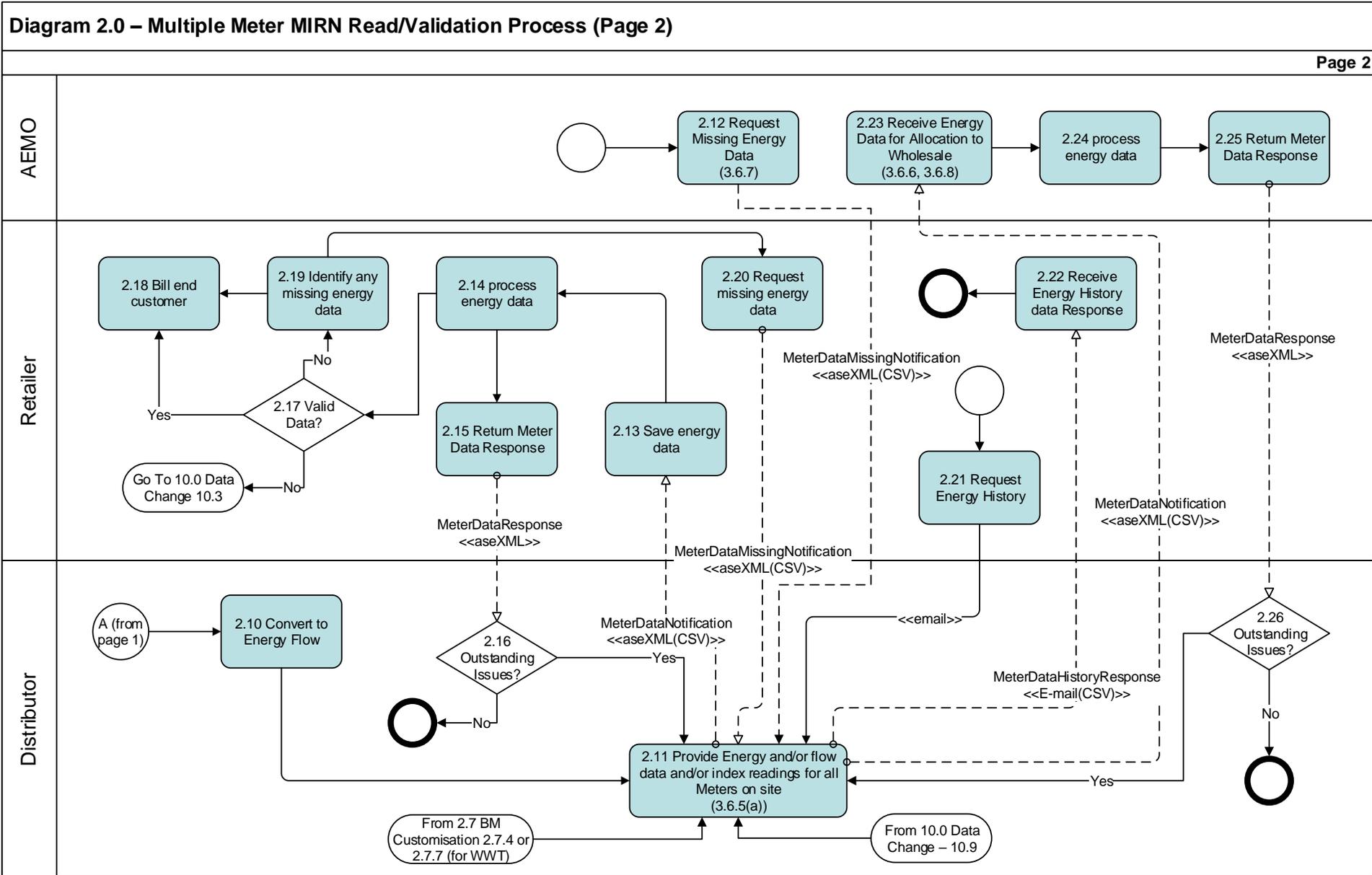


## 6 Meter Route, Site Details and Meter Data Collection

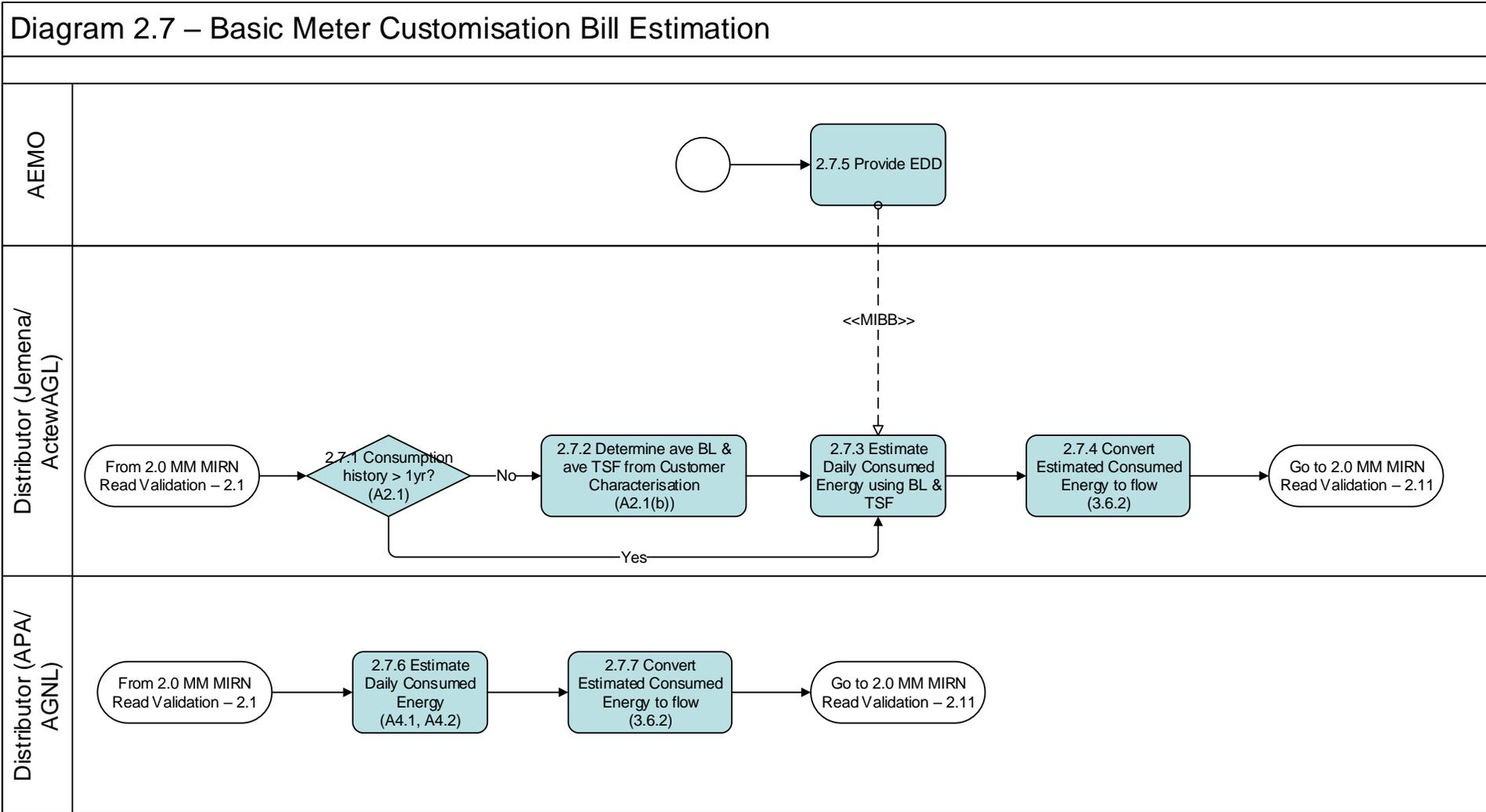
### 6.1 Diagram 2.0 – Multiple Meters MITN Read / Validation Process (Page 1)



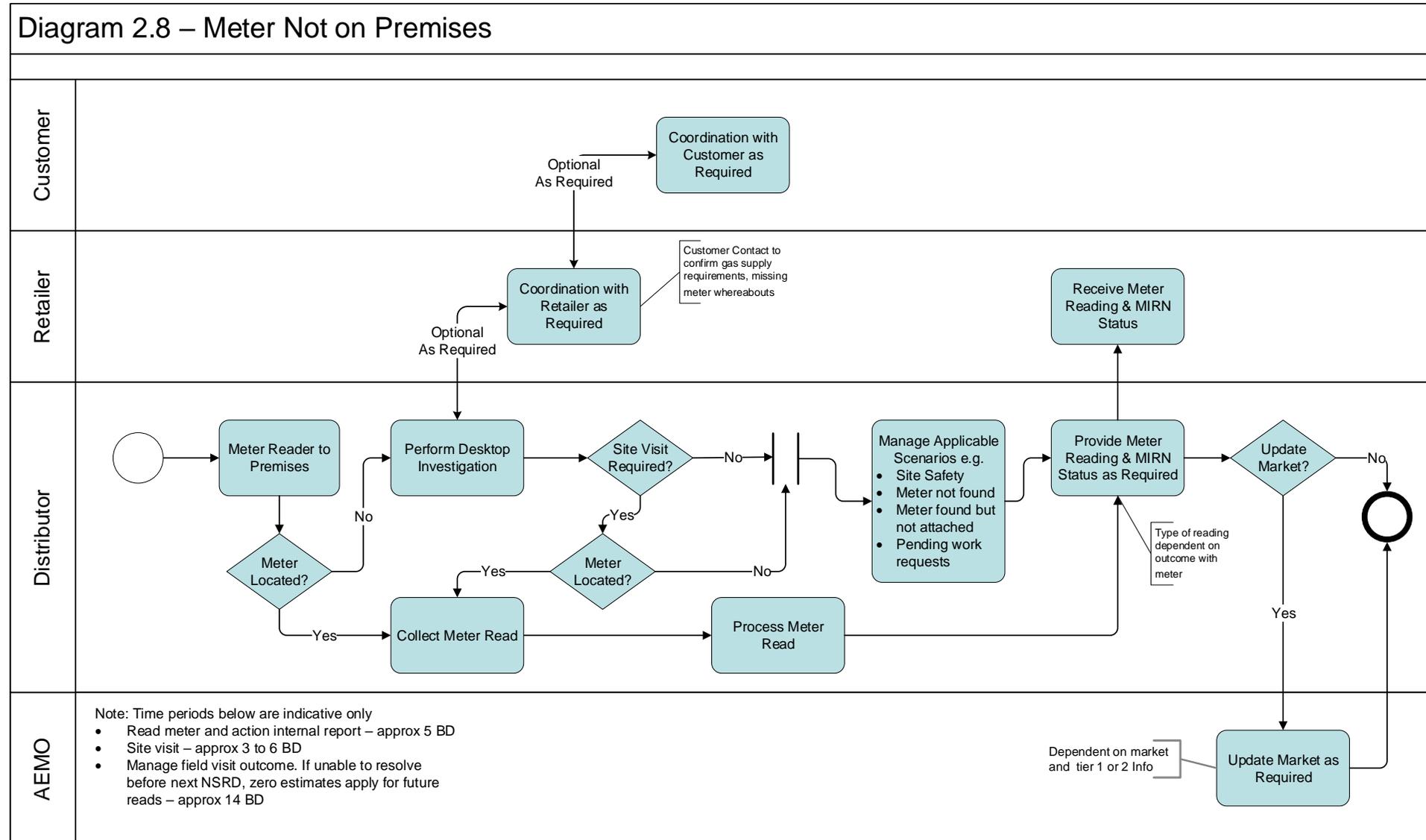
## 6.2 Diagram 2.0 – Multiple Meters MITN Read / Validation Process (Page 2)



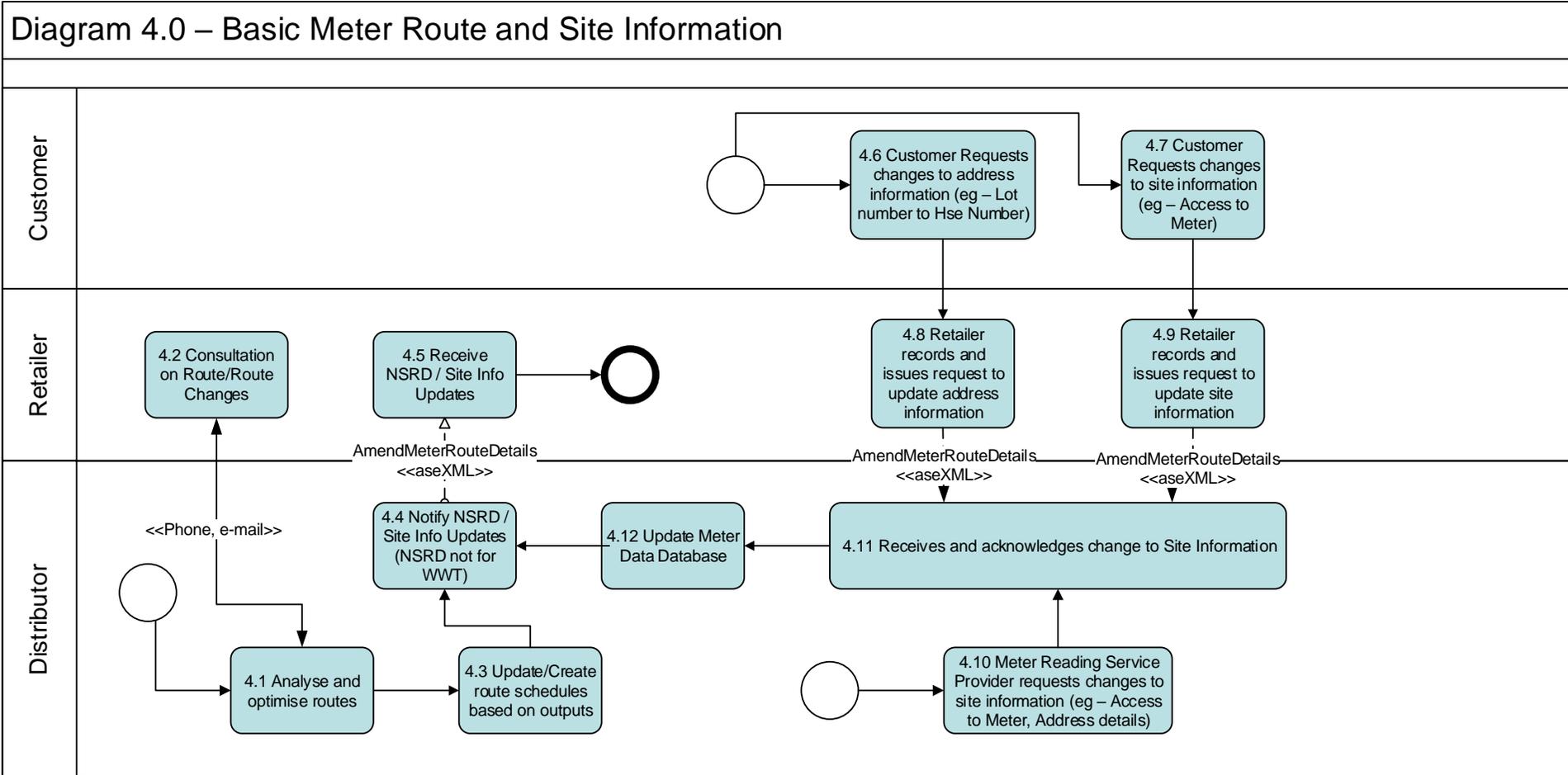
### 6.3 Diagram 2.7 – Basic Meter Customisation Bill Estimation



### 6.4 Diagram 2.8 – Meter Not on Premises

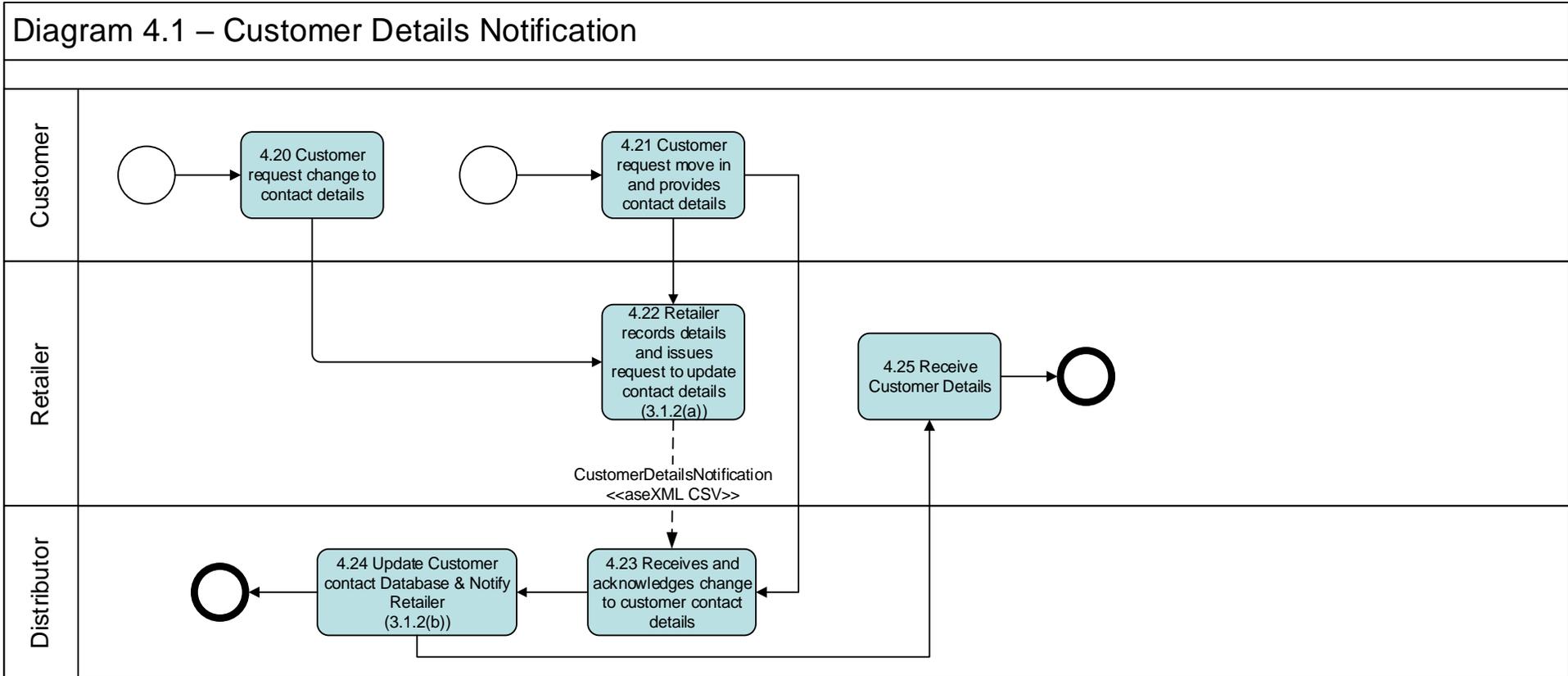


### 6.5 Diagram 4.0 – Basic Meter Route and Site Information

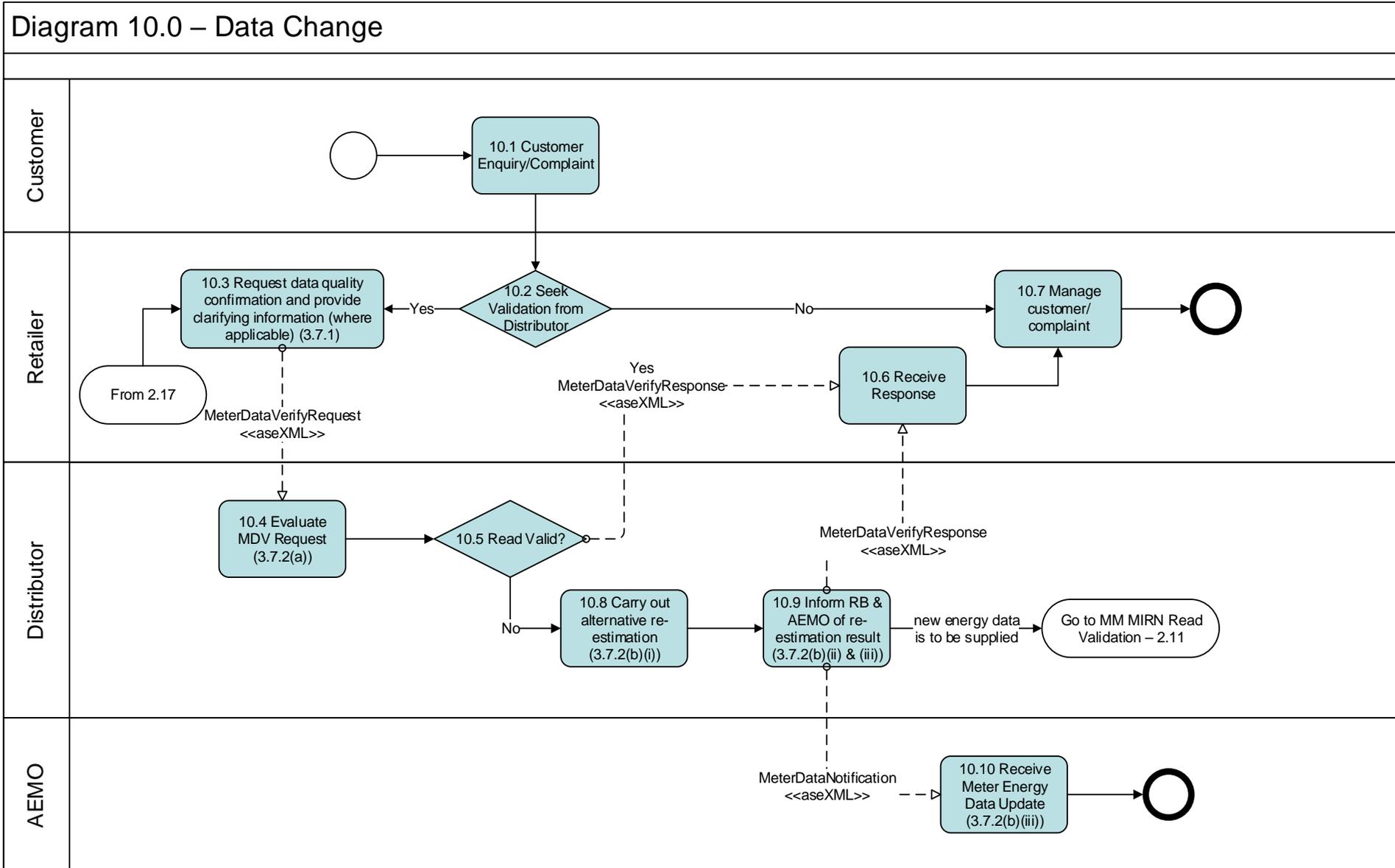


Refer to SA Flow MR2 for WWT Meter reading schedule change request

### 6.6 Diagram 4.1 – Customer Details Notification

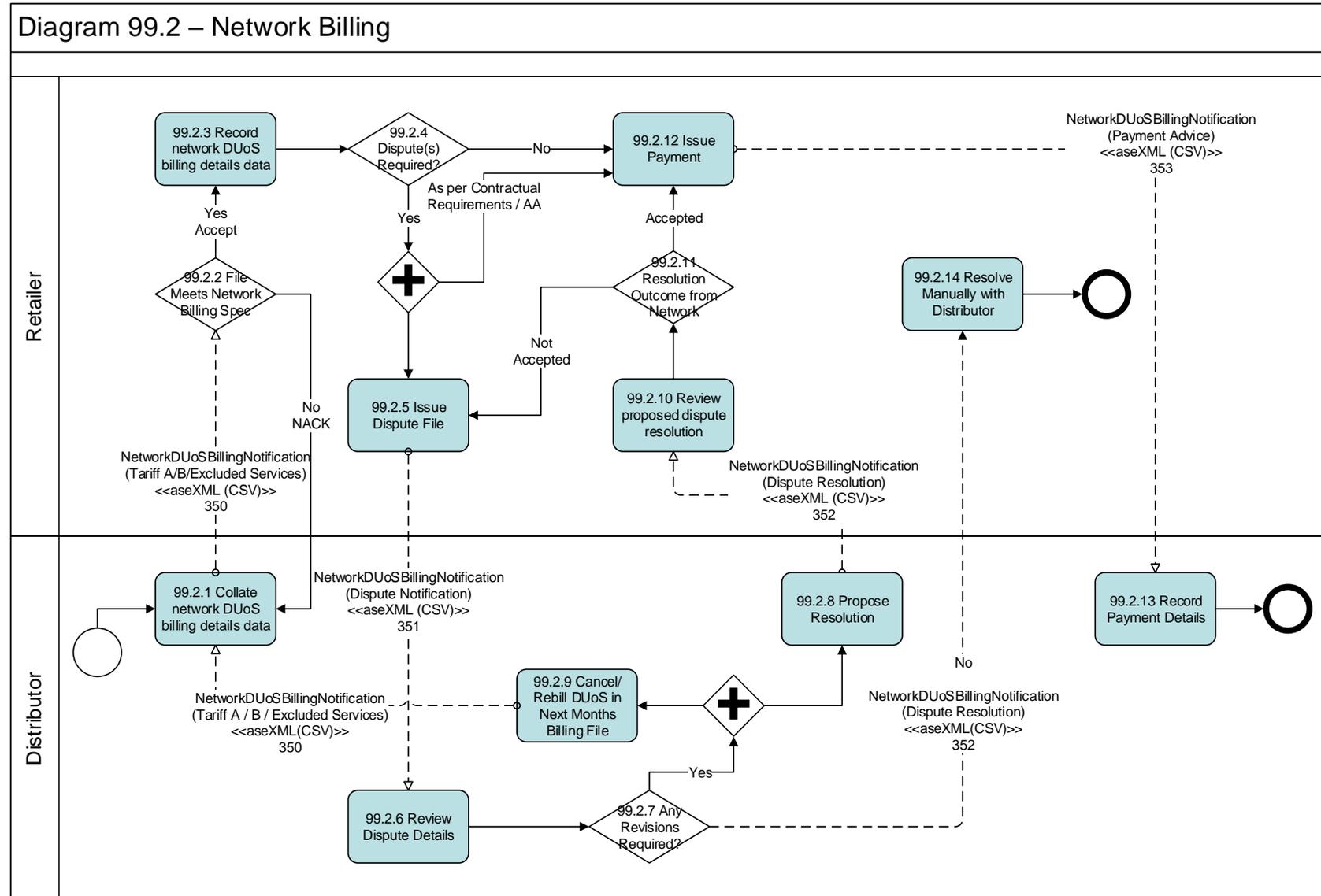


### 6.7 Diagram 10.0 – Data Change



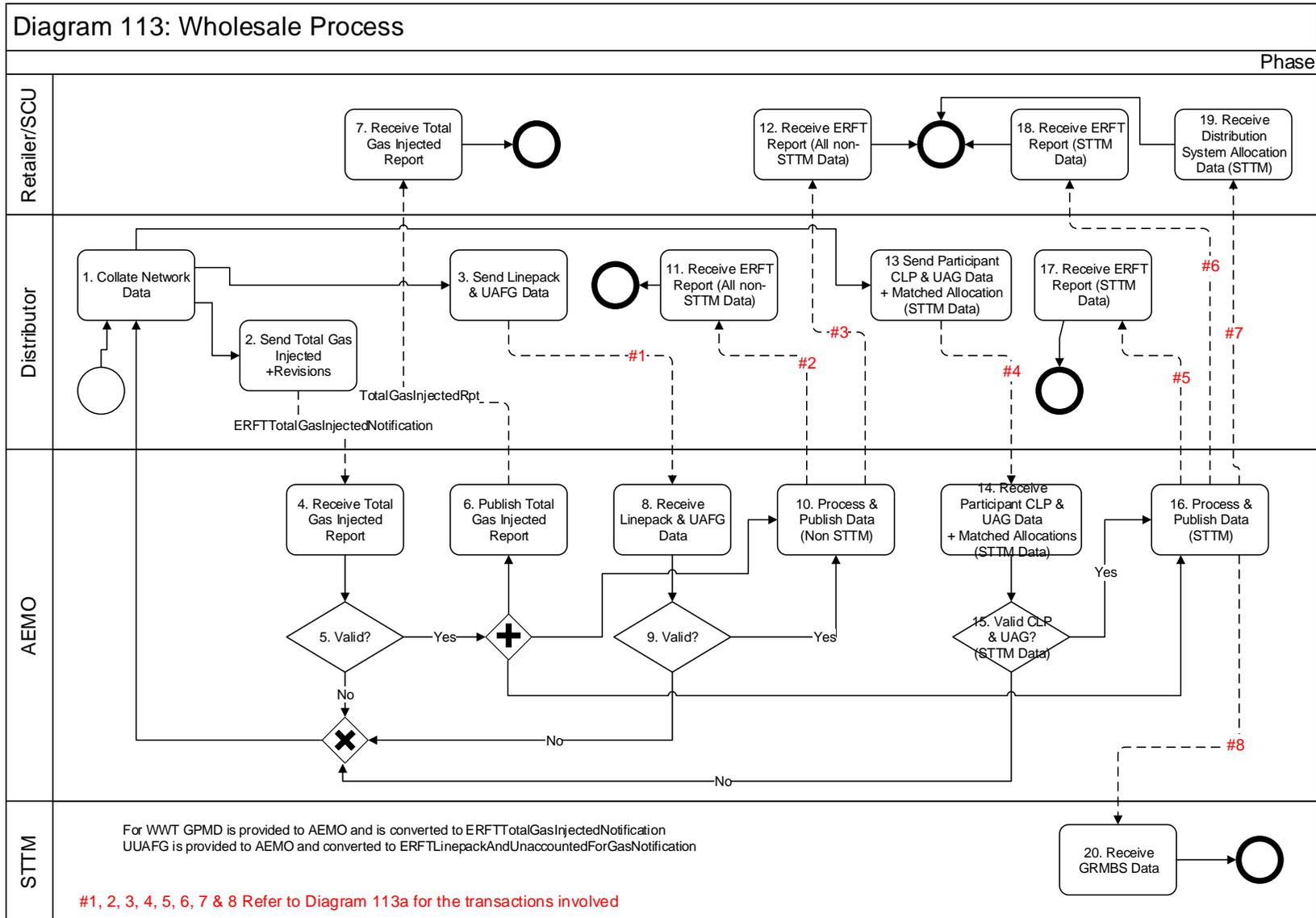
## 7 Network Billing

### 7.1 Diagram 99.2 – Network Billing



## 8 Wholesale Transactions

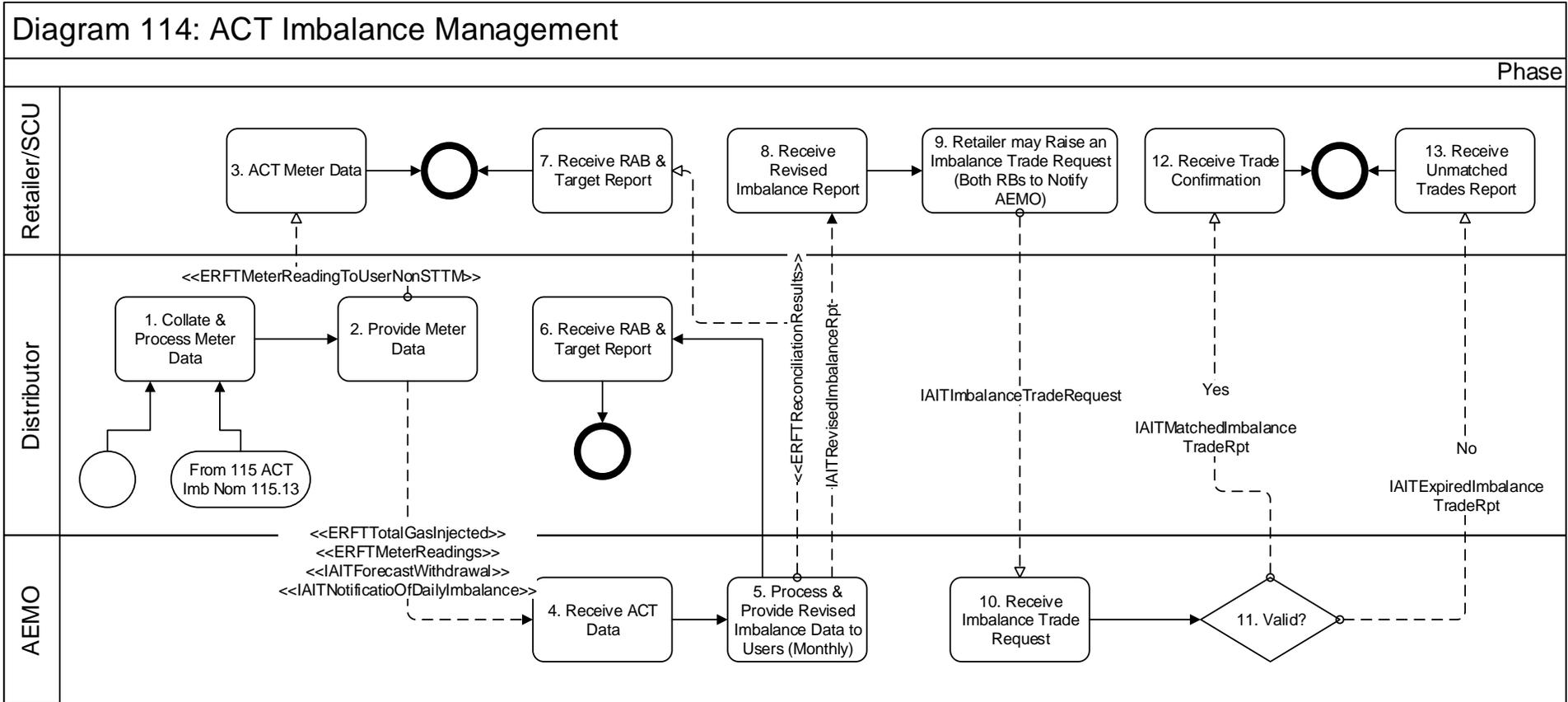
### 8.1 Diagram 113 – Wholesale Process



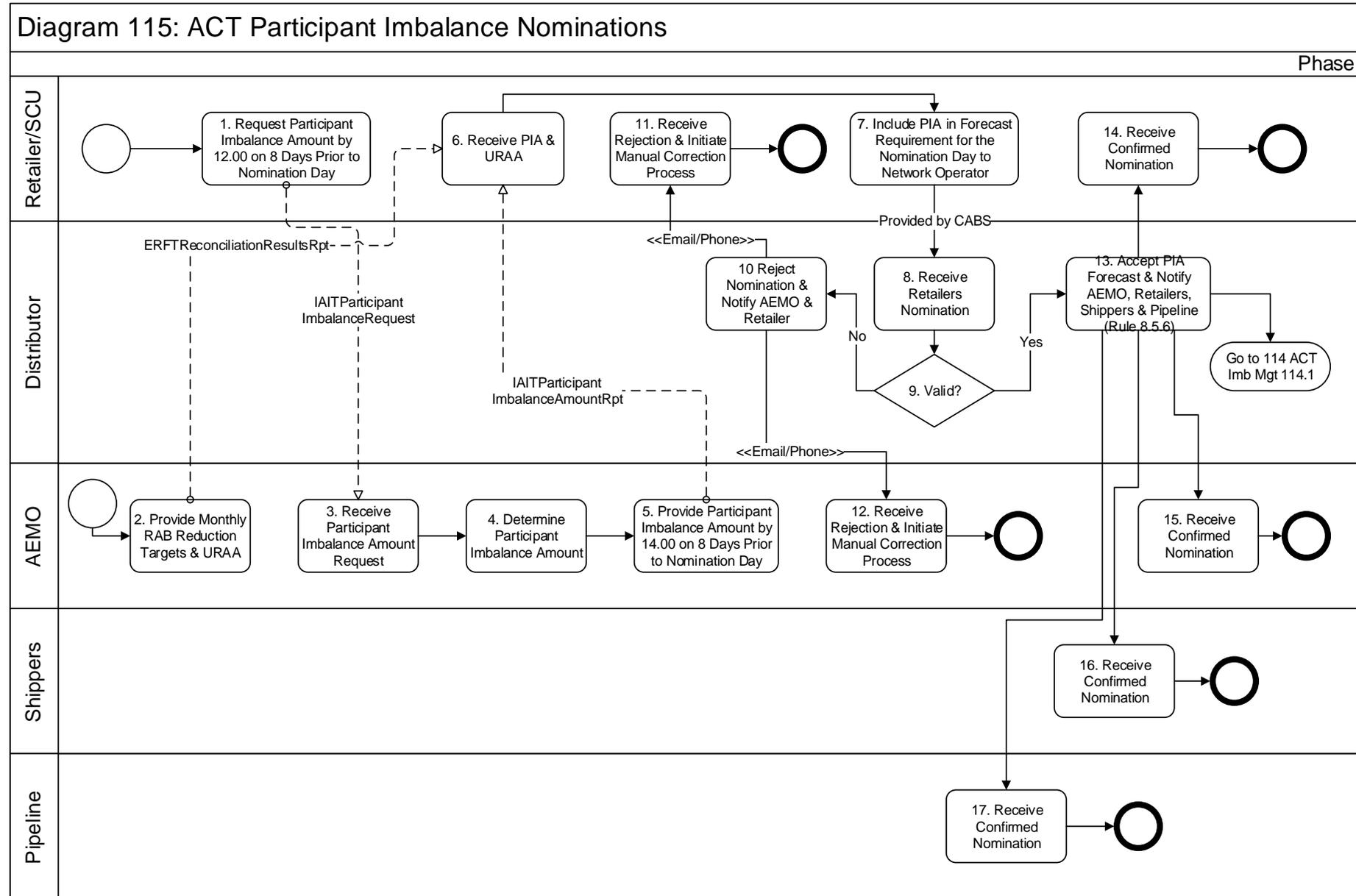
## 8.2 Diagram 113a – Details

- #1 ERFTLinepackandUnaccounted  
forGasNotification
  
- #2 ERFTEstimationResultstoNWORpt  
RevisedERFTEstimationResultstoNWORpt
  
- #3 ERFTEstimationResultstoUserRpt  
RevisedEstimationResultstoUserRpt
  
- #4 ERFTParticipantCLPandUAGNotification,  
ERFTMatchedAllocationsDataNotification
  
- #5 ERFTEstimationResultstoNWORpt  
RevisedEstimationResultstoNWORpt
  
- #6 ERFTDailyNSLRpt  
ERFTApportionmentPercentageRpt  
TotalCLPReport
  
- #7 ERFTDailytoUserRpt  
ERFTWeeklytoUserRpt  
ERFTPreMonthlytoUserRpt  
ERFTFinMonthlytoUserRpt  
ERFTRevMonthlytoUserRpt
  
- #8 ERFTDailytoSTTMRpt  
ERFTWeeklyToSTTMRpt  
ERFTPreMonthlyToSTTMRpt  
ERFTFinMonthlyToSTTMRpt  
ERFTRevMonthlyToSTTMRpt  
TotalCLPReport

### 8.3 Diagram 114 – ACT Imbalance Management

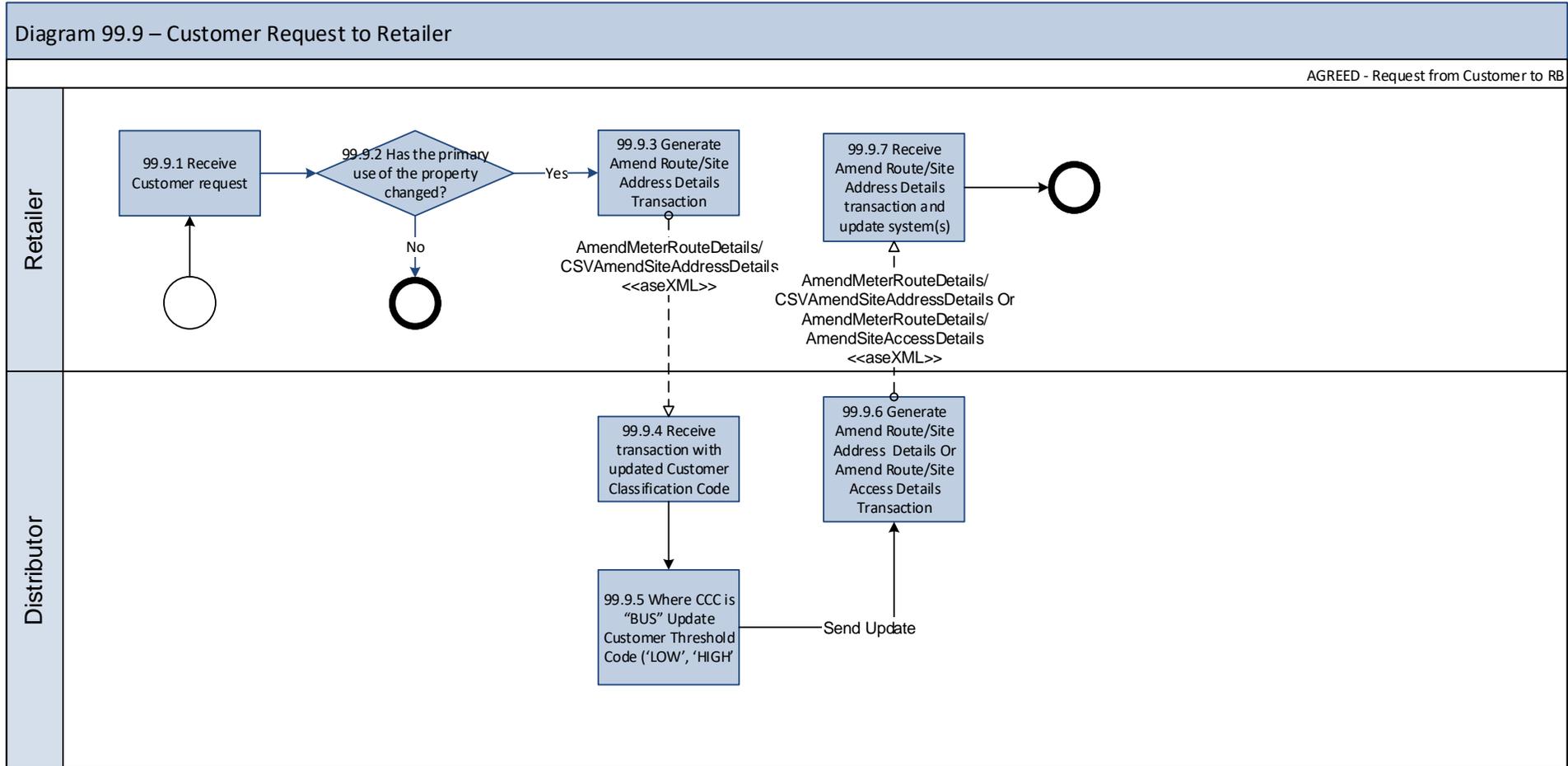


### 8.4 Diagram 115 – ACT Participant Imbalance Nominations



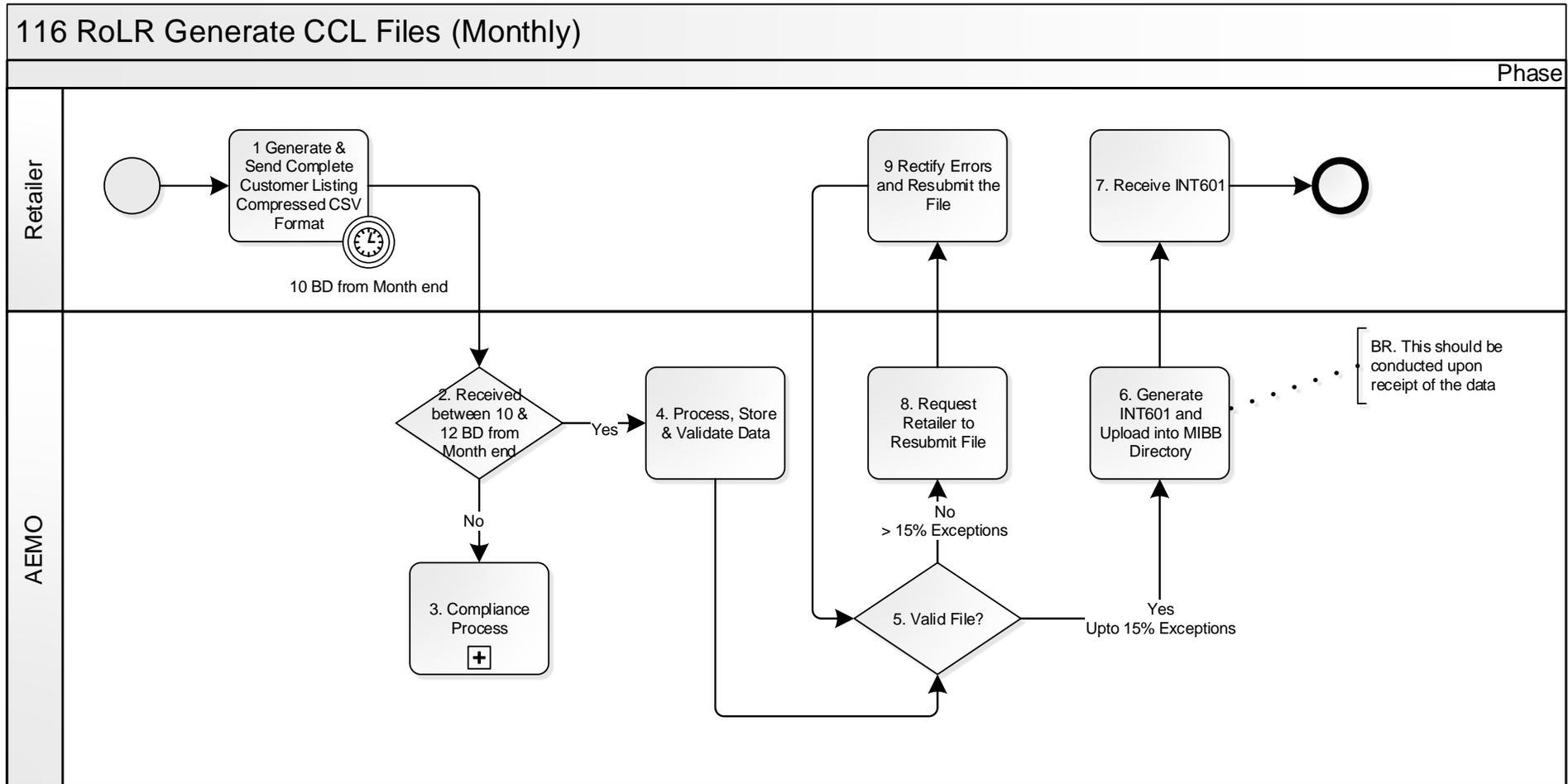
## 9 Customer Classification

### 9.1 Diagram 99.9 – Customer Request to Retailer

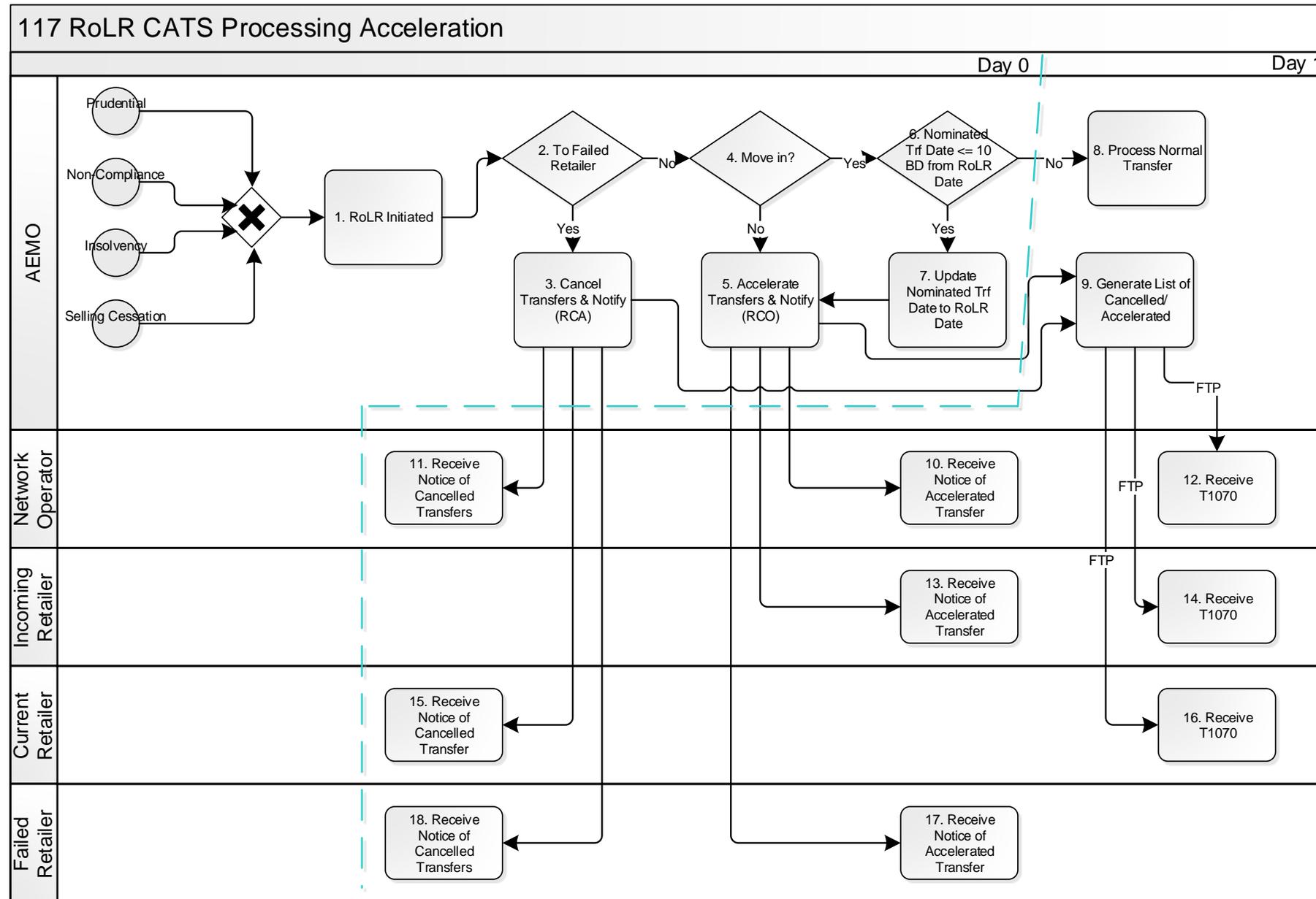


## 10 Retailer of Last Resort

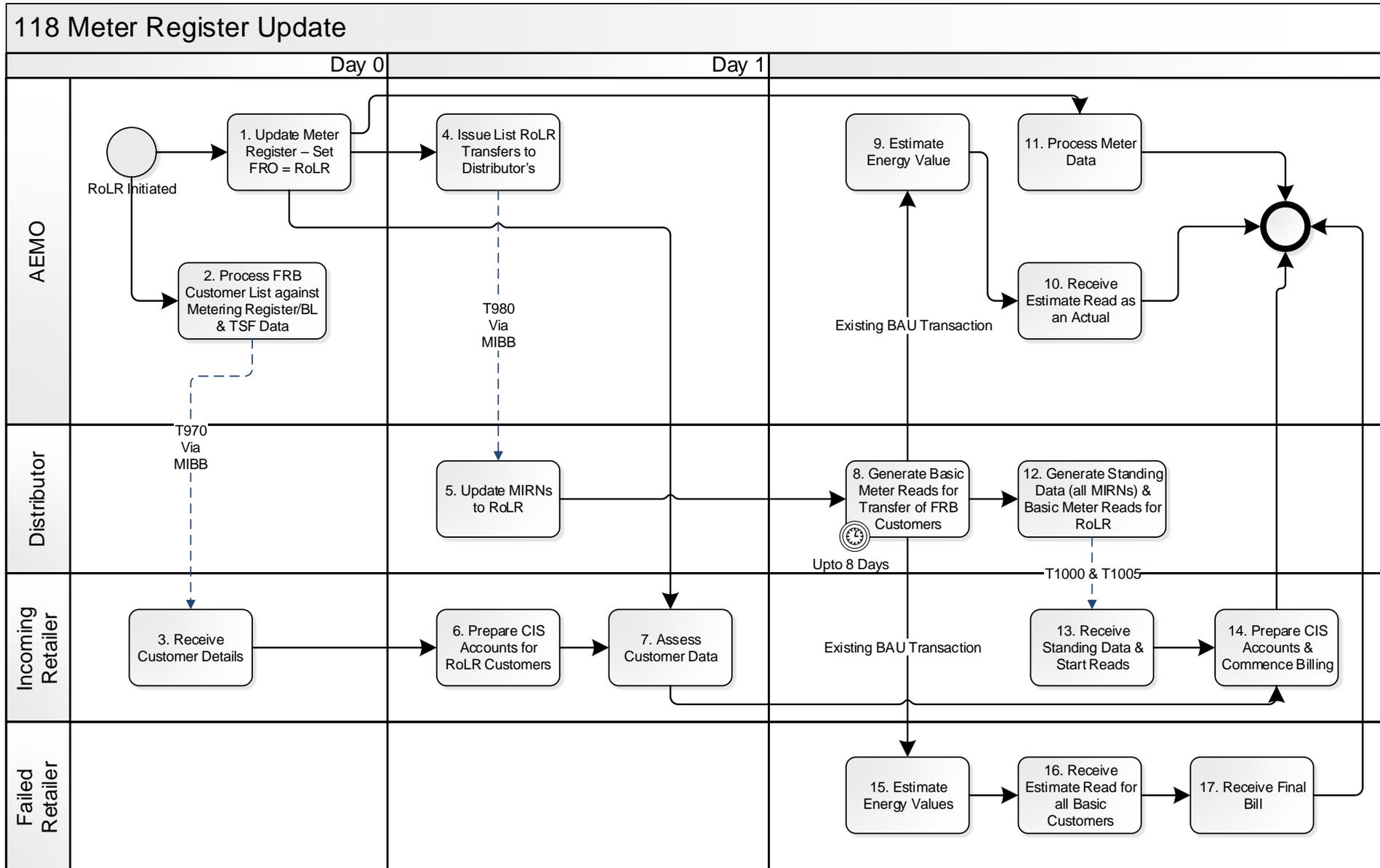
### 10.1 Diagram 116 – RoLR Generate CCL Files (Monthly)



### 10.2 Diagram 117 – RoLR CATS Processing Acceleration



### 10.3 Diagram 118 – RoLR Meter Register Update



### 10.4 Diagram 119 – RoLR AEMO Meter Fix File

