

GUIDELINE: BULK UPLOAD PROCESS

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FINAL

1 Introduction

This document is for the once-off bulk upload process for the customer classification in order for Retailers and Distributors to meet their obligations under the National Energy Retail Law, National Energy Retail Regulations and National Energy Retail Regulations.

This document is developed by the Retail Business Process Working Group (RBPWG) to ensure a smooth transition to the NECF customer classification obligations and it applies to the retail gas markets of South Australia, Victoria and Queensland.

It is assumed in this document that the request for transitional support for the obligations to commence on 30 July 2012 in South Australia, Victoria and Queensland is accepted and implemented for each of these jurisdictions.

2 Process

1. Distributors will extract the file for customers characterised as 'Business' based on the details of the customer type in their system from the Customer Characterisation field. This will be delivered in the file defined in Section 3 of this document within 7 calendar days of the file extract date.
2. Distributors to encrypt the file and password protect the file using the same password and encryption as the Complete MIRN Listing.
3. Distributors to email the compressed file by COB Friday 27 July 2012 to the relevant Retailer contact in Section 5 of this document.
4. Retailers will load files into their systems.

Exceptions will be dealt with, as described in Section 4 of this document.

For the avoidance of doubt, only MIRNs that are 'Commissioned' or 'Decommissioned' will be subject to the above process.

3 File Structure

The following file naming convention is to be used:

MARKET_BULKUPLOAD_OriginatorID_RecipientID_CCYYMMDDHHmmSS

Note: applicable market codes are: VICGAS, QLDGAS and SAGAS

BULKUPLOAD	
Heading/Column designator	Comment
NMI	Must be present (mandatory)
NMI_Checksum	Must be present (mandatory)
Meter_Serial_Number	Must be present (mandatory)
Flat_Or_Unit_Type	This relates to the site of the MIRN (required, if present)
Flat_Or_Unit_Number	This relates to the site of the MIRN (required, if present)
Floor_Or_Level_Type	This relates to the site of the MIRN (required, if present)
Floor_Or_Level_Number	This relates to the site of the MIRN (required, if present)

BULKUPLOAD	
Heading/Column designator	Comment
Location_Description	This relates to the site of the MIRN (required, if present)
House_Number_1	This relates to the site of the MIRN (required, if present)
House_Number_2	This relates to the site of the MIRN (required, if present)
House_Number_Suffix_1	This relates to the site of the MIRN (required, if present)
House_Number_Suffix_2	This relates to the site of the MIRN (required, if present)
Lot_Number	This relates to the site of the MIRN (required, if present)
Street_Name_1	This relates to the site of the MIRN (required, if present)
Street_Name_2	This relates to the site of the MIRN (required, if present)
Street_Type_1	This relates to the site of the MIRN (required, if present)
Street_Type_2	This relates to the site of the MIRN (required, if present)
Street_Suffix_1	This relates to the site of the MIRN (required, if present)
Street_Suffix_2	This relates to the site of the MIRN (required, if present)
Site_Address_City	This relates to the site of the MIRN (mandatory)
Site_Address_State	This relates to the site of the MIRN (mandatory)
Site_Address_Postcode	This relates to the site of the MIRN (mandatory)
Customer_Classification_Code	Business Customers defined as in the GIP (mandatory)
Customer_Threshold_Code	Using codes as defined in the GIP (mandatory)
Extract_Date	DD/MM/YYYY (mandatory)

4 Exceptions

Two exceptions have been identified by the RBPWG with work arounds to occur using the agreed process below.

4.1 Exception: FRO is correct but Classification is incorrect

Where the Retailer loads the information into its system and identifies that there are MIRNs that the Retailer believes that the customer should be a business customer but the Distributor has that MIRN as a residential customer (or vice versa) the Retailer will use the business as usual process to update the customer classification code.

It is noted that the NECF defines customer as:

“residential customer means a customer who purchases energy principally for personal, household or domestic use at premises;

business customer means a customer who is not a residential customer;

business premises means premises of a business customer, other than premises used solely or principally for personal, household or domestic use”

Where the customer is deemed to be changing from a residential customer to a business customer, the Distributor will use the business as usual process to provide the Retailer the customer threshold code.

4.2 Exception: FRO is incorrect

Where the Retailer loads the data into their systems and it is identified that they are not the current FRO for the MIRN, this will be dealt with manually by the contacts listed in Section 5 of this document.

This is also the process where a Retailer is expecting a MIRN to be in the listing but it is not provided by the Distributor.

Note: the RBPWG expects that there will be very few of these exceptions as there are a very small percentage of business customers in the respective jurisdictions.

5 Contact Persons

The following persons are to be used in accordance with Section 2 and 4 of this document.

5.1 Victorian Distributor Contacts

Person	Organisation	Email	Phone
Rebecca Cregan	Envestra	rebecca.cregan@apa.com.au	08 8113 9157
John Cox	Multinet	john.cox@ue.com.au	03 8846 9711
Elizabeth Colvin	SP AusNet	Elizabeth.colvin@select-solutions.com.au	03 9238 6301

5.2 Victorian Retailer Contacts

Person	Organisation	Email	Phone
Noelene Ballard	AGL	nballard@agl.com.au	03 8623 8433
Adrian Honey	Aurora Energy	Adrian.Honey@auroraenergy.com.au	0419 224 462
Neil Hyde	Australian Power & Gas	nhyde@serviceworks.com.au	0425 755 555
Jonathan Rodger	Lumo	Jonathan.Rodger@lumoenergy.com.au	03 8680 6458
Jessica Gerrard	Origin Energy	Jessica.Gerrard@originenergy.com.au	03 8665 7893
Maree Cockle	Red Energy	Maree.cockle@redenergy.com.au	03 9425 0423
Peter Pihir	Santos	Peter.Pihir@santos.com	08 8116 7267
Marcus Mitford	Simply Energy	Marcus.Mitford@simplyenergy.com.au	03 8807 1169
Hillary Nguyen	TRUenergy	industrydev@truenergy.com.au	0433 247 179
Greg Spake	TRUenergy 2 (EnergyAustralia)	marketchanges@ausgrid.com.au	0411 104 696

5.3 South Australian Distributor Contact

Person	Organisation	Email	Phone
Rebecca Cregan	Envestra	rebecca.cregan@apa.com.au	08 8113 9157

5.4 South Australian Retailer Contacts

Person	Organisation	Email	Phone
Noelene Ballard	AGL	nballard@agl.com.au	03 8623 8433
Jonathan Rodger	Lumo	Jonathan.Rodger@lumoenery.com.au	03 8680 6458
Jessica Gerrard	Origin Energy	Jessica.Gerrard@originenergy.com.au	03 8665 7893
Peter Pihir	Santos	Peter.Pihir@santos.com	08 8116 7267
Marcus Mitford	Simply Energy	Marcus.Mitford@simplyenergy.com.au	03 8807 1169
Hillary Nguyen	TRUenergy	industrydev@truenergy.com.au	0433 247 179

5.5 Queensland Distributor Contacts

Person	Organisation	Email	Phone
Rebecca Cregan	Envestra	rebecca.cregan@apa.com.au	08 8113 9157
Rebecca Cregan	APT AllGas	rebecca.cregan@apa.com.au	08 8113 9157

5.6 Queensland Retailer Contacts

Person	Organisation	Email	Phone
Noelene Ballard	AGL	nballard@agl.com.au	03 8623 8433
Neil Hyde	Australian Power & Gas	nhyde@serviceworks.com.au	0425 755 555
Jessica Gerrard	Origin Energy	Jessica.Gerrard@originenergy.com.au	03 8665 7893