B2B Procedures

- Service Orders
- Customer and Site Details
- Meter Data
- One Way Notification
- RoLR Part B

Retail Electricity Market Procedures – Glossary and Framework.

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: *CitiPower / Powercor*

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1. Service Orders

Old Clause No	New Clause No	Comments
	Table 1 Service Order Types and Sub Types {page 6}	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.
	Table 1: Table of B2B Transactions and Participants {page 7}	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.
	4.1 Service Order Request Transaction Data {page 38}	CitiPower Powercor suggests that when Service Order Coordination is required, a new field should be added to identify the Participant ID of the Party performing the coordination. This will allow appropriate validation to be performed by the Coordinator when the service Order is received and to ensure that one party doesn't become the

		default Coordinator for all requests. The Coordinator then has the option of reviewing these requests and rejecting any, where prior consultation has not occurred.

2. CSDN

Old Clause No	New Clause No	Comments
		CitiPower Powercor strongly endorses the proposed CDN changes, particularly the addition of email addresses and additional Life Support fields. The industry has been debating these changes for a number of years and this will be an opportune time to implement these changes. Firstly, we welcome and are very supportive of the email address being supplied for all customers. In 2015, along with Origin Energy we submitted an Issues Change Form (ICF) to the Electricity Retail Consultative Forum (ERCF) proposing this change. Customers are regularly telling us that they support being contacted via a variety of communication channels, we have several regulatory obligations to contact customers and having an email address we can work towards enhancing that customer experience. We also strongly support the proposed Life Support changes. Earlier this year, CitiPower Powercor mailed to 2,700 Life Support customers to obtain missing customer contact details. Through this process we identified that approximately 25% of those customers no longer had a Life Support requirement at the premises. Any

		changes that enhance this process will be beneficial. We understand the AER is looking to propose a Rule change with the AEMC around the registration and de-registration of new Life Support customers but we do not believe this Rule change will impact the proposed changes in the CSDN Procedure. For example, if a new Life Support customer does not provide the evidence in a timely manner and the Life Support requirement is subsequently removed from the premises then a new CDN will be received to remove those details. Otherwise all Life Support details provided initially will remain. At a minimum, we suggest the Life Support Contact Name and a Phone Number should be provided in CDN, regardless of the AER rule change, these details will be prudent in managing Life Support customers particularly during extended outages. Additionally, where the retailer has a mobile number this should always be supplied even if not a primary contact number. This should be captured in the 'Phone Number' description.
	4.3.2 Life Support	CitiPower Powercor suggests that a MP and MC, like the Distributor, should also have an obligation to notify the Retailer upon becoming aware of a Life Support situation. For example, the MP when installing a meter may become aware of the Life Support requirement at the premises and should also have an obligation to notify the Retailer with the relevant details. Conversely, upon becoming aware Life Support is no longer required at the premises, the MP or MC should also notify the Retailer.

	5.1 Customer Details Request Table 3: Data Requirements for CDR {page 15} 'Site Visit Required'	CitiPower Powercor seeks clarification on the use of 'Site Visit Required' Reason in the Customer Details Request. Under what circumstances would the Initiator (Distributor) send a CDR with reason of 'Site visit required', as opposed to, for example 'Missing Customer Details'? Also, is there an obligation on the Retailer to then request the Initiator (Distributor) to make a site visit?
	5.2 Customer Details Notification Table 4: Data Requirements for CDN {page 16} 'Email address'	CitiPower Powercor suggests that the 'Email address' fields character limit be increased to a minimum of 160 characters. A character limit of 40 will be too short for some email addresses.
	5.2 Customer Details Notification Table 4: Data Requirements for CDN {page 16}	CitiPower Powercor suggests that Sensitive Load requires the list of values to be used to be updated in the Procedure.
	5.2 Customer Details Notification Table 4: Data Requirements for CDN {page 17}	CitiPower Powercor suggests that the 'Life Support Equipment' field character limit be increased to a minimum of 160 characters as 40 may be too short in some instances.

	'Life Support Equipment'	
	5.3 Site Access Request	CitiPower Powercor seeks clarification on the use of Reason types 'No Hard Details on file for NMI'. What is the definition of Hard Detail? When would this Reason be used?
	5.4 Site Access Notification {page 19} and 5.6 Pre Installation Data Response {page 20} 'Hazard Description'	CitiPower Powercor suggests that 'Electrical Safety Issue' should be added to the list of Hazard Description options. This informs the Recipient of an electrical safety issue on site.
	5.6 Pre Installation Data Response (Table 2) {page 20} 'Network Tariff'	CitiPower Powercor seeks clarification on the field 'Network Tariff'. A NMI could have multiple Network tariffs, e.g. Control Load, Hot Water, and Solar, how would all these be captured in this field? Or are we required to just supply the Light and Power Network Tariff? We suggest making this a NMI level field ((aggregated values separated by comma (where different) e.g. generation tariff and consumption tariff)). The character length of this field should then be increased to 40 characters.
	5.6 Pre Installation Data Response (Table 2) {page 20} 'Meter Serial Number, NMI & Network Tariff'	CitiPower Powercor suggests some sites may have multi-element or multiple meters and therefore the Response should allow for relevant responses divided into NMI suffix levels to reflect meter details as against just site details. (In other Responses there is allowance for repeating groups)

	5.6 Pre Installation Data Response (Table 2) {page 20} ‘Access Detail’ and ‘Hazard Description’	CitiPower Powercor recommends making the ‘Access Detail’ and ‘Hazard Description’ fields longer, at least 160 characters. Also, in many instances we will have abbreviations in existing standing data and therefore suggest that abbreviations be allowed. We don’t propose undertaking data cleansing which would result in delays and manual effort. We could publish a glossary of abbreviations and their full meanings.
	5.6 Pre Installation Data Response (Table 2) {page 20} ‘Energisation Status’	CitiPower Powercor suggests that the ‘Energisation Status’ field character limit be increased to a minimum of 60 characters as 30 may be too short in some instances. Also, ‘De-energisation at Meter’ should relate to “In the Meter” not via removal of tails etc. De-energisation at the customers “Main Switch” appears beyond any participants control and its status can change at the whim of the customer? Is this referring to manual disconnection by the DNSP via the Service Fuse or upstream at the pole or pit?

3. Meter Data

Old Clause No	New Clause No	Comments
	Figure 3 Provide or Verify Meter Data Process {page 11}	Process flow is missing.
	Table 4 Investigation Code Explanations {page 16}	Footnotes are missing.
	2.5.1 Common	Can you please provide clarity on the permitted date range for PMD transactions? Reference to no more than 13 months of meter data for PMD transactions has been removed. CitiPower Powercor strongly recommends that this reference is reinstated as we have built system rules around this requirement and subsequent system changes will be costly for what appears to be of no benefit to anyone. We believe 13 months of data is sufficient.
	2.5.4 Verify Meter Data	Can you please provide clarity on the permitted date range for VMD transactions? Reference to no more than 13 months of meter data for VMD transactions has been removed. CitiPower Powercor strongly

		recommends that this reference is reinstated as we have built system rules around this requirement and subsequent system changes will be costly for what appears to be of no benefit to anyone. We believe 13 months of data is sufficient.

4. OWN

Old Clause No	New Clause No	Comments
	Figure 6 (Planned Interruption Notification) {page 10}	CitiPower Powercor suggests that the Retailer Service Order number should be added to this transaction. This field should have a 'Use' of M. This would ensure tracking capability of the Planned Interruption Notification through its whole lifecycle and through multiple systems.
	Figure 7 (Meter Fault and Issue Notification) {page 12} 'METERID'	CitiPower Powercor suggests that a new field 'METERID' is added to this transaction. The 'Use' of this field would be M. Being able to capture the meter number/s will assist with associating this transaction with other transactions that follow.
	Figure 7 (Meter Fault and Issue Notification) {page 12} 'SUPPLYON'	This field is an indicator as to whether supply is available at the site, but where a customer has been left off supply there should be an urgency to replace the meter. For example, a meter with a failed display will be left in "SUPPLYON" and hence there is no urgency to respond, whereas, a meter with fire or overload damage will be left in "SUPPLYOFF" and therefore should be prioritised or urgently attend to. There is no detail in the "SUPPLYOFF" method to indicate how the supply has been de-energised, e.g. Service Fuse, Pole, PIT, etc. so as to indicate the need for the DNSP to co-ordinate attendance to get

		the customer back on supply.
	Figure 8 (Metering Works Notification field values) {page 16} 'CHANNEL'	CitiPower Powercor recommends that Column 24 – CHANNEL, 'Use' should be changed from R to M. Having this information completes mapping the meter in our source systems thereby reducing exceptions and manual effort required in completing this process. If this information is received with every notification it will also ensure tariff information is provided to the market in a timely manner making it a more efficient process and eliminate the need for the Retailer to query if not populated.
	Figure 8 (Metering Works Notification field values) {page 15} 'CONNECTEDRATIO'	CitiPower Powercor recommends that Column 27 – CONNECTEDRATIO, 'Use' should be changed from R to M. Having this information assist in validating data in ensuring the meter has been installed correctly and that correct meter data is being provided. Having this information in all instances will result in fewer queries to the MP and reduce under or over billing a customer; particularly in the instance where the customer is under billed they can find themselves being rebilled for a significantly higher amount at a later date.
	Figure 8 (Metering Works Notification field values) {page 15} 'REGISTEREDID'	CitiPower Powercor recommends that Column 14 – REGISTEREDID, 'Use' should be changed from M/N to M. Having this information completes mapping the meter in our source systems thereby reducing exceptions and manual effort required in completing this process. If this information is received with every notification it will also ensure tariff information is provided in a timely manner to the market making it a more efficient process

	Figure 8 (Metering Works Notification field values)	CitiPower Powercor strongly recommends that a new field called 'Meter Interval Length' is added to this transaction. The 'Use' of this field would be M. This field is required to identify whether the meter interval length is 15 or 30 minutes or some other variation. An MDP could send a mixture of Meter Interval Lengths for various installations so having this information will be extremely important to update our systems in a timely manner and thereby reduce manual effort correcting exceptions which have flow on impacts to network billing. Having the Meter Interval Length information allows us to accurately load meter data received from other MDP's.

5. RoLR Part B

Old Clause No	New Clause No	Comments

6. Glossary and Framework

Clause	Heading	Comments