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:

Completion Date:

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1. Service Orders

Old Clause No	New Clause No	Comments
2.2, Figure 3	2.1.1, Figure 1	The title of the swimlanes is not readable making it hard to comment. In order for the process to work in an effective and efficient manner the technical delivery needs to support one to many transactions.
2.2	2.1.1, Figure 2	The text in the steps is not readable making it hard to comment.
2.7.4	2.6	Powershop believe that the notified party should receive a notification of a ServiceOrderResponse to ensure all effected parties are notified. This process should work as a one to many automated process, that would not require participants to raise multiple transactions. The technical delivery should support an automated process such as this.
N/A	2.8	Powershop believe that the notified party should receive a notification of the status of the work requested. This process should work as a one to many automated process, that would not require participants to raise multiple transactions. The technical delivery should support an automated process such as this.

2.11	2.9	Powershop believe that the notified party should receive a notification of a cancelled service order. This process should work as a one to many automated process, that would not require participants to raise multiple transactions. The technical delivery should support an automated process such as this.
2.13.7	2.13.3 (d)(i)	Powershop does not see any benefit in having to provide detail on why a re-energisation outside of normal business hours is required. Having to prvde this detail does not make for an efficient process due to the person having to detail the reason. Powershop request AEMO provide detail on how this will benefit the customer and industry, or remove the requirement.
2.13.7	2.13.3 (e)	Powershop believe that that a DNSP should have to provide evidence that there is no access to a main switch. Due to the adverse customer impact of not re-energising a customer property adaquete controls and paper-trails shuld be in place.
2.13.8	2.13.4 (d) (iii)	Powershop prefer the clause should be amended to obligate the customer to immediately contact their retailer to arrange a payment plan. If the customer does not want to talk to the retailer the DNSP should proceed with the disconnection.
2.13.8	2.13.4 (d) (iv)	Powershop believe that this caluse should be expanded to obligate the DNSP to ensure that the disconnection does not proceed if the cancellation is phoned through on the day the disconnection was to

		take place. Powershop has experienced situations in the past where we have phoned a distrubtor to cancel a disconnection on the day a disconnection is to take place, only to be advised that the DNSP required one business day to cancel a disconnection – which is not the case and can result in a wrongful disconnection and an adverse customer experience.
N/A	3.3, Figure 9	Powershop belive that same day re-energistaions must be made availavble in NSW. Having no same day re-energisation option available in NSW is a rule for yesteryear, the future of energy in NSW will include remote smart meters – AEMO should therefore accomodate for there functionality and obligate DNSP's to carry-out same day re-energistation when a smart meter is in place. If this this is not an option Powershop seeks clarification as to why samed ay is not aviable.
4.1, Figure 17	4.1, Figure 11 - NotifiedPartyID	Powershop believe that it should be a mandatory requirement that notified parties be notified of the following works at a site; Supply Service, Re-energisation and De-energisation. Any works undertaken at a site that have a dirtect customer impact should result in all effected participants being made aware of the works so that the respective participant can handle any customer enquires should they arise. This should be undertaken in an automated one to many transaction to ensure effectiveness and efficney.

2. CSDN

Old Clause No	New Clause No	Comments
9.2.4.2	4.3.2 (a)	To ensure the safety of life support customers Powershop belive that a phone number should also be a mandatory information requirement for life support customers.
N/A	4.6 (a)	This task should be supported by a one to many transacxtion, fully supported by the technical specification.

3. Meter Data

Old Clause No	New Clause No	Comments

4. OWN

Old Clause No	New Clause No	Comments

5. RoLR Part B

Old Clause No	New Clause No	Comments

6. Glossary and Framework

Clause	Heading	Comments