B2B Guide

CONSULTATION

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant**: AGL*

***Completion Date**: 2 Dec 2016*

Table of Contents

1. Guide 3

1. Guide

Clause	Heading	Comments AGL - Guide
	General	Table 1 in section 4 of the guide is very helpful but further work needed. More work needed on who is the initiator and notified parties Eg more scenarios / examples
	1.3	Related documents should refer to NER, NERR and other AEMO procedures
	1.3	Related documents – suggest change location to *Document Title* and *Published By* . Links go out of date quickly
	2(b)	Suggest ReDrafting the terminology used in the service order process has been changed to include two groups of services: Supply Service Works and Metering Service Works and. To the terminology used in the service order process has been changed to include two groups of services: Supply Service Works undertaken by the DNSP and Metering Service Works undertaken by the Metering Service Provider ~~and~~.

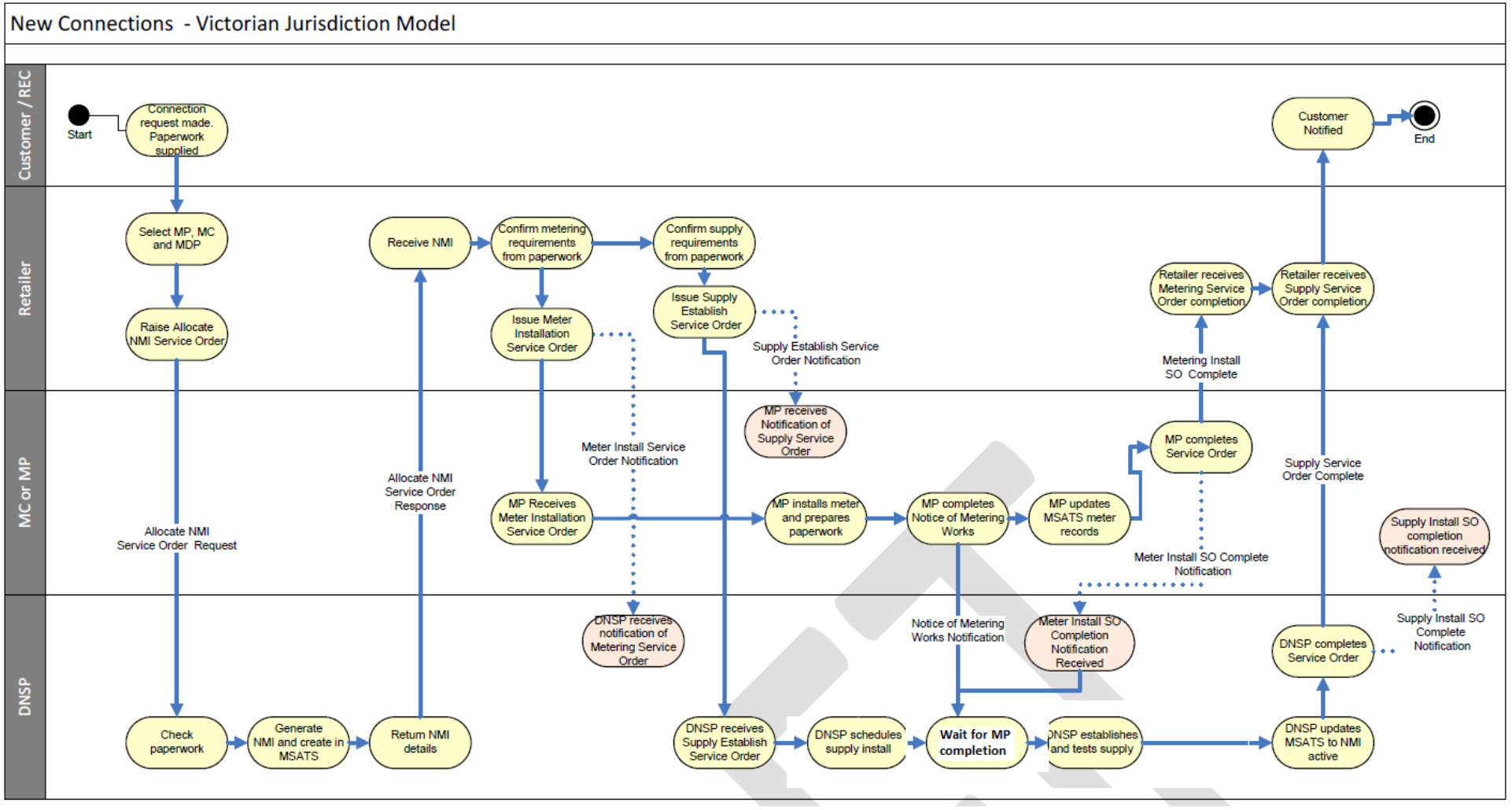
Clause	Heading	Comments AGL - Guide
	2(c)	Note information may need amending depending on outcome of provision of information to notified parties (eg Simply Energy proposal).
	2(d)(i)	Suggest Rewording (i) Additional information is now available in relation to Life Support customers. This information has been included as a result of Industry requests which had previously been deferred for consideration during Power of Choice and proposed changes resulting from an AER Rule Change directed at Life Support.
	2(e)(i)	Suggest amendment Introduce concept of pre-defined One Way Transactions Which ones will be in the procedure will need review after procedure finalised.
	2(f)	May also require updating following finalisation of procedure.
	3.1(a)	Additional drafting (a) The initiator is the party who initiates the Service Order, CSDN or One Way Notification. (b) In some specific instances…….

Clause	Heading	Comments AGL - Guide
	3.1(b)	Additional drafting The Recipient is the party who receives the Service Order, CSDN or One Way Notification and is responsible for taking an action in the market. For a given……
	3.1(c)	Additional drafting The Notified Party is a party who needs to know about an activity happening within them,arket but is not expected to take an immediate action within the market based on the receipt of a notification.. These parties can however, implement internal business processes based on that notification. For a given……
	3.4	May require amendment once technical solutionis finalised
	4	Table 1 should be further updated in the initiator column to reflect where transactions can be initiated by a Prospective and / or Current Retailer. Prospective Retailers are only entitled to access re-en services and Allocate NMI. Previous Retailers may request some services (such as meter investigation) to resolve customer and settlement issues.
	4 table 1	Where there is a choice of initiator e.g. “MC or RB”, the party who is not the intiator should become a notified party

Clause	Heading	Comments AGL - Guide
	5.1.1.1	RePaginate so that each state is ona page of its own with an introductory paragraph and then the process map.
	5.1.1 C iii and iv	Metering Service works Meter Install is mentioned to be raised in both points iii and iv. It is only required in one point
	5.1.1.1 example process maps	Meter Install and Supply establish are required for a New Connection; As per the B2B guide, the retailer can send the SOs at the same time and let the DNSP and MP work out when to do their work through the notification model; *or* the retailer can wait for the completion to come back on the first SO before they send off the second SO. In the process map, the Retailer sends both service orders at the same time. In this scenario a "wait for MP completion" process step in the DNSP swimlane is required, as per below.
	5.1.2	Check naming for meter service orders – may be adjusted in procedures.
	5.2.4(a)	Amend text where the customer is flagged with Life Support by the reconciling party during the reconciliation process. ~~at the time of the Reconciliation.~~
	5.2.5(b)	… Site Access Data and each participant will maintain their own records.

Clause	Heading	Comments AGL - Guide
	5.3	This section on OWNs will require updating following procedure udpates.
	5.3.1.1	Additional text This transaction is provided by the party actioning a meter exhcnage program and provides early advice of planned meter exchanges ~~is designed for use during mass meter rollout~~
	5.3.1.3	Amend text This planned interruption notification is intended to facilitate the requirement under the NERR ~~rules~~ for a Retailer to advise a DNSP about a planned outage of a NMI which they are scheduling ~~wish to perform~~. ~~This transaction is always in one direction from a Retailer to a DNSP~~ AGL Note – this transaction could be used by a Meter Services Provider to request outage notifications for meter maintenance works as part of the MP work schedule. Suggest delete last sentence.
	6.2.1	This clause neds amendment. CSDN is required between current retailer and DNSP. The current retailer may choose to use his method by agreement with third parties.
	6.2.2	Amend 'A participant' to 'Any participant'

Clause	Heading	Comments AGL - Guide
	6.4(d)	Update to start date/time, end date/time and duration
	6.6	Note AGL proposal for additional One Way Notifications
	6.1.3	AGL believes a new clause is required that indicates that a recipient of a service order may not cancel or reject a service order based on the outcomes of a service order on which they are a notified party.
	Appendix I	Table 1 – De-energisation Requirement for Assurance Notification is to the DNSPs only. AGL questions whether this requirement applies to third party providers. Also – if this is a mandatory requirement then it should be included in the procedures.


New Connections - Victorian Jurisdiction Model
Customer / REC
Retailer
MC or MP
DNSP
Start
Connection request made. Paperwork supplied
Customer Notified
End
Select MP, MC and MDP
Raise Allocate NMI Service Order
Receive NMI
Confirm metering requirements from paperwork
Confirm supply requirements from paperwork
Issue Meter Installation Service Order
Issue Supply Establish Service Order
Supply Establish Service Order Notification
Retailer receives Metering Service Order completion
Retailer receives Supply Service Order completion
Metering Install SO Complete
MP receives Notification of Supply Service Order
Meter Install Service Order Notification
MP completes Service Order
Supply Service Order Complete
Allocate NMI Service Order Response
MP Receives Meter Installation Service Order
MP installs meter and prepares paperwork
MP completes Notice of Metering Works
MP updates MSATS meter records
Supply Install SO completion notification received
Allocate NMI Service Order Request
Meter Install SO Complete Notification
DNSP receives notification of Metering Service Order
Notice of Metering Works Notification
Meter Install SO Completion Notification Received
DNSP completes Service Order
Supply Install SO Complete Notification
Check paperwork
Generate NMI and create in MSATS
Return NMI details
DNSP receives Supply Establish Service Order
DNSP schedules supply install
Wait for MP completion
DNSP establishes and tests supply
DNSP updates MSATS to NMI active