

## B2B Procedures

- Customer and Site Details
- Service Orders (version change)
- Meter Data (version change)
- One Way Notification (version change)
- Technical Delivery Specification (version change)

## CONSULTATION – First Stage

## CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant:*** Aurora Energy

***Completion Date:*** 26/04/2018

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## 1. Long Term Solution Preference

Aurora Energy long term solution preference is option 2 – central repository. However Aurora Energy would like to understand the life cycle of this option. For example if the same customer with Life support churns, who takes ownership of the process? Aurora Energy would also like to understand the timeframe for when AEMO would be implementing the ‘long term solution’. This will also help we can understand how long we will be using the intrim process, as well as preparing for the Long Term solution changes.

## 2. Customer and Site Details Notification Process

*Please delete any rows where there are no participant comments*

*(Note: only sections that have changed as part of Work package 3 are listed in the table below)*

Clause	Heading	Aurora Energy Participant Comments
Figure 2	Overview of generic request and notification process	Does not state this needs to be via email
4.3.1(e)	Initiating a Customer Details Notification	4.4.1 (f) (ii) states The DNSP may update however 4.3.1(e) states Must update
4.3.3	Vacant Site	Advises to send out a CDN with the sensitive load of “none” which contradicts the 15 day grace period in the rules
4.4 (b)	Life support notification	Should it not advise when sending an email that the sender should use their Life support email address as per the ROCL as well as sending it to the ROCL recipient
Table 5	LS equipment	Where it states other – should the sender include the actual type of equipment as well as the list is not extensive and may be usefull to include for future proofing

