

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: EnergyAustralia

Completion Date: 24/04/2018

Table of Contents

Customer and Site Details 3

Option and commentary for long term solution 5

Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
EnergyAustralia	4.2(a)	Add clause	Suggest adding “The initiator of the Customer Details Request will always be the current DNSP” for clarification
EnergyAustralia	4.3.1(e)	Modify clause	<p>Guidance Note requires the Sensitive Load Field to be updated to ‘None’ if Life Support Is removed. There might be instances where the site is previously classified as “Life Support” and “Sensitive Load”, does not have a requirement for “Life Support”, and still has a requirement for “Sensitive Load”.</p> <p>Suggest that the clause is updated to:</p> <p>Where the requirements for Life Support are no longer appropriate (for example an occupier no longer meets the jurisdictional requirements to be classified as a Life Support customer) a Retailer must send a CustomerDetailsNotification containing NMI, LastModifiedDateTime, a MovementType value of “Update”, <u>and if applicable</u>, SensitiveLoad value of “None” to the relevant DNSP and the DNSP must update their records accordingly.</p>

Participant Name	Old Clause No	New Clause No	Comments
EnergyAustralia	4.4.1(c)	Modify clause	<p>Clarity to clauses on flagging life support. Retailers might have different practices in flagging/unflagging life support customers when notified of a life support requirement on a future date.</p> <p>Suggest modifying 4.4.1(c) as below:</p> <p>(c) In addition to (a), where the Retailer is the Current Retailer or becomes the Current Retailer, they must send a CustomerDetailsNotification <u>advising of life support</u>. In this case, the changes are effective from the earliest date <u>earlier of the dates</u> notified between the parties in the <u>CustomerDetailsNotification or LifeSupportNotification</u>.</p>
EnergyAustralia	4.4.1(e)(i)	Modify clause	<p>Suggest modifying clause for clarity and consistency:</p> <p>(i) They must send the other party an email <u>a notification</u> as specified in (a)</p>
EnergyAustralia	4.4.1(e)(iii)	Modify clause	<p>Same as above, clarity to clauses on flagging life support. Retailers might have different practices in flagging/unflagging life support customers when notified of a life support requirement on a future date.</p> <p>Suggest modifying clause to:</p> <p>(iii) The changes are effective from the later of the dates specified in the email notification <u>notification in e(i) or the CustomerDetailsNotification in e(ii)</u>.</p>

Option and commentary for long term solution

Participants are asked to provide comment on 2 options and what they believe would be the best outcome for customers and industry, with the options being:

Option 1 – B2B Transaction

Option 2 – Central repository

The option is to be implemented by end of 2019.

EnergyAustralia's preference is to continue with B2B processes, and for implementation of a robust B2B solution that involves changes to the CDN and creating an automated life support notification.

This would involve:

- Creating an automated Life Support notification which contains the additional information relating to life support required (as contained in Table 5 of the proposed changes to the B2B Procedure: Customer and Site Details Notification Process) which can be sent to the distributor or prospective retailer, and
- making changes to the CDN to remove "Life support" value from the Sensitive Load field, and to create a mandatory (Y/N) field for life support which then triggers the LS-OWN

Our view is that Option 2 is more complex to implement, and that Option 1 is a simple and cost effective way that will achieve a robust method of complying with the requirements, and will allow for robust implementation and testing for the proposed timeframe of end 2019.

Notwithstanding, we are in favour of considering changes to MSATS or a central repository, particularly if this fits into any future major changes to MSATS in the longer term.

EnergyAustralia is keen to continue to engage in the AEMO consultation process. If you wish to discuss in further detail please contact Shawn Tan at Shawn.Tan@energyaustralia.com.au or +61 3 8628 1512.