

IMPACT & IMPLEMENTATION REPORT (IIR)

Issue number	IN011/20		
Impacted jurisdiction(s)	<ul style="list-style-type: none"> • New South Wales–Australian Capital Territory • Queensland • South Australia • Victoria 		
Proponent	Mark Riley	Company	AGL
Affected gas market(s)	<ul style="list-style-type: none"> • Retail 	Consultation process (ordinary or expedited)	Ordinary
Industry consultative forum(s) used	GRCF	Date industry consultative forum(s) consultation concluded	Friday, 12 June 2020
Short description of change(s)	Add CDR and CDN (non-CSV version) to east coast gas market systems		
Procedure(s) or documentation impacted	See Section 2		
Summary of the change(s)	Update the gas business processes, IT systems, and underpinning technical protocols to incorporate aseXML CustomerDetailsNotification (CDN) and CustomerDetailsRequest (CDR) transactions		
IIR prepared by	Arjun Pathy	Approved by	Michelle Norris
Date IIR published	3 July 2020	Date consultation concludes	31 July 2020
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IMPACT & IMPLEMENTATION REPORT – DETAILED REPORT SECTION

CRITICAL EXAMINATION OF PROPOSAL

1. DESCRIPTION OF ISSUE

Currently, the business processes for provision of up to date customer contact details differ between the gas retail market (GRM) from the electricity retail market (ERM). The major differences are:

- (a) The ERM has a CustomerDetailsRequest (CDR) transaction that allow the distributor to request the retailer to send a CustomerDetailsNotification (CDN) transaction.
- (b) The GRM uses a comma-separated-values (CSV) file in an aseXML payload for the CDN transaction, whereas the ERM uses a non-comma-separated values (CSV) file in an aseXML payload (The CDN in gas is transaction number T70; for further details see section 4.6.2 (Amend Customer Details) of the PBP3 B2B interface Definitions document, which you may view [here](#)).

These transactions (CDN and CDR) were enhanced for the ERM in February 2019 as part of the ERM Life Support (LS) program of work, which included adopting the r38 version of the aseXML schema.

In mid-April 2020, AEMO issued a Gas Market Issue (GMI) that proposed enhancements to the CDN transaction and the adoption of the CDR transaction and for these enhancements to be combined with the gas LS enhancements to form a single IT system release cycle targeting Q4 (Oct-Dec) 2021. The GMI noted that these changes are integral to the current Gas Retail Consultative Forum (GRCF) LS program of work (IN003/20) in that the gas LS changes provide only the additional gas LS patient details and not the account holder details (which would be provided and requested by the CDN and CDR transactions respectively). The GMI also noted that the lack of a CDR transaction means a gas distribution business cannot easily query a gas retailer to check customer details, which results in manual requests for information and spreadsheets' being shared between businesses.

GRCF feedback on the GMI was supportive: nine participants were supportive (including all distributors who submitted feedback) and two were opposed¹. At the 21 May 2020 GRCF meeting, the GRCF agreed that there was sufficient consensus on the initiative to warrant AEMO's proceeding with a PPC for the change². A summary of the feedback to this PPC is set out in section 8.

2. REFERENCE DOCUMENTATION

2.1. Customer and Site Details Notification Process

As outlined in Section 1, the proposed changes are based off the existing CDN and CDR transactions in the ERM. The documentation for these transactions can be found in the Customer and Site Details Notification Process document [here](#).

2.2. Technical Protocol (TP) documentation

Please refer to Attachment B for a list of affected Technical Protocols (TP).

¹ Those in favour were: AGL, AGN, Alinta Energy, APA Group, AusNet Services, EnergyAustralia, Jemena Gas Networks, Multinet Gas, and Red and Lumo Energy. Those opposed were: Origin Energy and Simply Energy.

² See the draft minutes circulated following this meeting.



2.3. Gas Life Support documentation

The existing changes to gas retail market systems proposed as part of consultation IN003/20 (Gas Life Support) can be found [here](#).

3. OVERVIEW OF CHANGES

The changes proposed are:

- To move to an aseXML payload in an aseXML transaction for the CDN transaction.
- To adopt the CDR aseXML transaction.

These have been prepared using Sections 5.1 and 5.2 of the ERM Customer and Site Details Notification Process.

A full description of the required TP changes from this transaction is provided in Attachment B.

4. LIKELY IMPLEMENTATION EFFECTS AND REQUIREMENTS

The changes proposed as part of consultation IN003/20 (Gas Life Support), if they proceed, will already obligate east coast gas retail markets to adopt schema version r38. The implementation effects for the transition to schema version r38 are detailed in the IN003/20 IIR [here](#).

Below is a summary of what AEMO envisages will be the [incremental requirements](#) beyond those that already form part of IN003/20 on AEMO, retailers, and distributors. This IIR therefore does not consider broader r38 aseXML uplift mentioned in IN003/20.

4.1 Effect on Retailers and Distributors

All retailers and distributors will need to make IT system changes, which will include:

- Modify gas gateways to send and receive the modified aseXML payload version of the CDN transaction and the inclusion of the new CDR transactions.
- Incorporate the modified aseXML payload version of the CDN transaction and the inclusion of the new CDR transactions into gas retail market systems.

4.2 Effect on AEMO

AEMO will need to make the following IT system changes:

- In relation to the FRC HUB modify the pre-production/certification environment responders to support the modified aseXML payload version of the CDN transaction and the inclusion of the new CDR transactions.
- In relation to aseXML schema transformation engine for Wagga Wagga and Tamworth network modify this system so it can validate, send and receive the modified aseXML payload version of the CDN transaction and the new CDR transactions.
- In relation to NSW Low Volume Interface (LVI) modify this interface so it can validate, send and receive the modified aseXML payload version of the CDN transaction and the new CDR transactions.

Underpinning these system changes, AEMO will need to amend several TP documents, as detailed in Attachment B.

This change will not impact participants who fall into the Self Contracting User (SCU) registerable capacity under the National Gas Rules (NGR).



5. OVERALL COST AND BENEFITS

This change entails both tangible benefits (in terms of regulatory fines avoided) and non-tangible benefits (in terms of better customer experience and compliance with relevant Gas Codes).

Benefits identified during pre-consultation and in feedback to the PPC were:

- Regulatory obligations for managing customer data and Life Support registrations require that all parties have effective, efficient and auditable transaction trails. The LifeSupportNotification only fulfils this requirement for the details of the life support customer, not for those of the account holder (these are contained in the CDN transaction).
- The proposed changes would facilitate better communication between gas retail market participants, which would assist distributors in managing their regulatory obligations and compliance with various Rules, including the newer Life Support obligations. This is especially salient considering distributors have identified that they currently have poor customer details.
- When distributors issue planned outage notices (e.g. for meter replacements) or need to manage accidental outages, there is often a need to have the retailer generate updated details manually, which may not occur for unplanned outages. This is resolved by the proposed changes in that the information for each MIRN is sent in an individual transaction by the FRO retailer to the distributor each night when the account is created or when some aspect of those details change (e.g. when a phone number changes). Equally, if the distributor wishes to check or query the customer details for a MIRN, the distributor can send the retailer an CDR which will automatically be replied to with a CDN.
- Replacing the .csv payload with the individual aseXML elements means that the distributor can choose to validate the information on an individual MIRN basis, rather than having to process and manage and validate the contents of a .csv file.
- Moving the process to an aseXML-transactional process would ensure that the distributor has received the latest information from the retailer and that the distributor can transactionally request an update which can be fulfilled automatically, and often in a short time frame.
- The change will harmonise transactions across electricity and gas retail markets.

Further, as outlined above, nine of the 11 respondents³ to the pre-consultation were supportive of the changes and expressed that the benefits would be greater than the cost for these changes. Analogously, five of the six respondents to the PPC identified that the benefits would be greater than the cost for these changes.

In terms of AEMO costs and benefits, AEMO has not formally costed the changes proposed in this IIR, since they constitute minor additional changes to the work that AEMO needs to undertake in relation to the gas life support changes (IN003/20). AEMO therefore does not expect the incremental cost to be high. There is no direct benefit for AEMO.

As noted in Section 4, this initiative will proceed only if initiative IN003/20 proceeds. As such, the costs of implementing CDN / CDR do not include the cost of upgrading to r38 (which would be necessary already from IN003/20) but rather only include the incremental changes additional to that uplift. Participants have expressed during pre-consultation that the incremental cost of implementing CDN/CDR on top of the changes proposed in IN003/20 is not expected to be high. As such, the benefits in aggregate are expected to outweigh the costs.

³ Those in favour were: AGL, AGN, Alinta Energy, APA Group, AusNet Services, Energy Australia, Jemena Gas Networks, Multinet Gas, and Red and Lumo Energy. Those opposed were: Origin Energy and Simply Energy.



6. MAGNITUDE OF THE CHANGES

Given that this proposal involves system changes, and those changes are being bundled with the gas life support changes, AEMO believes that the magnitude of these additional changes would *not be substantial*, however if changes were implemented separately, the magnitude of these changes would be *material*.

7. AEMO'S PRELIMINARY ASSESSMENT OF THE PROPOSAL'S COMPLIANCE WITH SECTION 135EB:

As part of the first-round consultation (PPC), AEMO put forward the following assessment regarding compliance with section 135EB of the National Gas Rules:

Consistency with National Gas Law (NGL) and NGR	AEMO's view is that the proposed change is consistent with the NGL and NGR. AEMO also believes that this change is consistent with Part 7 of the National Energy Retail Rules (NERR), Part 7 of the Victorian Energy Retail Code, and section 4A of the Victorian Gas Distribution System Code.
National Gas Objective	As outlined in Section 6, it is AEMO's view that this change would facilitate efficient operation of the retail gas market by providing a cost-effective solution allowing timely transmission of customer information. Therefore, AEMO's view is that the change is consistent with the National Gas Objective.
Any applicable access arrangements	AEMO's view is that the proposed change is not in conflict with existing Access Arrangements.

No participant put forward any opposing views in relation to AEMO's assessment in relation to consistency with NGL and NGR or applicable access arrangements during the first-round consultation.

Simply Energy were the only participant put forward an opposing view in relation to AEMO's assessment of the NGO during the first-round consultation. Section 8 (Consultation Forum Outcomes) provides further information about the cost issues raised by Simply Energy and AEMO's further assessment. AEMO still maintains its original assessment described in the previous points as noted above.

8. CONSULTATION FORUM OUTCOMES

AEMO received six responses to the PPC, these being from AGL, EnergyAustralia, Multinet Gas Networks, Origin Energy, and Simply Energy. Of these, all but Simply Energy supported the changes. Simply Energy believes that the costs of implementing this initiative will outweigh any benefits. Simply Energy stated that the addition of the CDR transaction will result in significant cost as it will involve costs to implementing new system modules to valid the new CDR transaction as well as costs to manually handle any transaction that fail validation. It is worth noting that no other participant contested the PPC's assessment that the incremental cost of implementing the CDN and CDR transaction on top of the changes proposed in Gas Life Support (IN003/20) is not expected to be high.

Taking into account the benefits mentioned in section 5 of this IIR and that the overwhelming majority of participants did not oppose the notion that implementing the CDN and CDR transaction is not expected to be high-cost, AEMO believes that the benefits across industry satisfactorily outweigh the costs.



Based on the findings described in this section, AEMO believes the adoption of the aseXML CDN and CDR meets the National Gas Objective.

No participant raised substantial changes to the proposed Technical Protocols. A number of editorial or otherwise minor changes are proposed in Attachment D, and AEMO's responses are given in that section.



IMPACT & IMPLEMENTATION REPORT – RECOMMENDATION(S)

9. SHOULD THE PROPOSED PROCEDURES BE MADE)?

AEMO recommends the changes proposed in Attachment B. This includes a number of editorial or otherwise minor changes put forward during the first-round consultation. These additional changes are described in Attachment D.

10. PROPOSED TIMELINES

Subject to all necessary approvals, AEMO will implement the changes described in this IIR targeted to take effect sometime between Q4 (Oct-Dec) 2021 and Q2 (Mar-Jun) 2022. In order to achieve this timeline, AEMO proposes the following key milestones:

- IIR issued 3 July 2020.
- IIR consultation closes 31 July 2020.
- AEMO Decision issued late August 2020.

The date on which these changes will take effect will be published in a separate notice (Notice of Effective Date). AEMO proposes to issue that notice by the end of March 2021. The target effective date for these changes is Q4 (Oct-Dec) 2021. These timelines align with those published in the Notice of Decision for the gas life support changes (IN003/20).



ATTACHMENT A – IIR RESPONSE TEMPLATE

The IIR response template has been attached separately to this document. There are two sections in the template:

- Section 1 seeks feedback on AEMO's examination of the proposed changes.
- Section 2 seeks feedback on the marked-up changes to the TP described in Attachments C.

Anyone wishing to make a submission to this IIR consultation are to use this response template.

Submissions close 31 July 2020 and should be emailed to grcf@aemo.com.au.

ATTACHMENT B – TECHNICAL PROTOCOL REFERENCE DOCUMENTATION (SEE SECTION 2)

The following table lists Technical Protocol (TP) documents that need to be amended. The table also provides a summary of the changes between the procedures proposed in this IIR and the current published version of the TP documents, as well as between the procedures proposed in this IIR and the procedures proposed in the IIR. Attachment C contains a draft version of the TP showing tracked changes between the current published version and the changes proposed in this IIR.

Ref#	Title of document and any notes.	Current Ver #	Summary of the changes between proposed procedures and the current procedures published with the <u>IN003/20 IIR</u>
Victoria			
1	<p>Participant Build Pack 1 - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MIRN and Meter states.</p> <p>Marked up showing differences between current version.</p>	3.5	<ol style="list-style-type: none"> 1. Add the CDR transactions (72) to the Process Flow Table tab. 2. Update “Elements” tab to include the new CDR and updated CDN elements
2	<p>Participant Build Pack 3 - Interface Definitions</p> <p>Marked up showing differences between current version.</p>	3.6	<ol style="list-style-type: none"> 1. Update section 4.6 to incorporate the amended CDN and the new CDR transactions 2. Update Appendix A (Data Dictionary) to include the new CDN and CDR aseXML element names.
2a	<p>Participant Build Pack 1 – Process Flow Diagrams</p>	3.6	<ol style="list-style-type: none"> 1. Change “aseXML CSV” to “aseXML” for the CDN diagram.
3	<p>Gas Interface Protocol – Victoria</p> <p>Marked up showing differences between current version.</p>	21.0	<ol style="list-style-type: none"> 1. Update the version history to include IN011/20 as well as IN003/20. 2. Update the version number for the Participant Build Pack 1 – Process Flow Diagrams



Ref#	Title of document and any notes.	Current Ver #	Summary of the changes between proposed procedures and the current procedures published with the <u>IN003/20 IIR</u>
Queensland			
4	Gas Interface Protocol – QLD Marked up showing differences between current version	20.0	<ol style="list-style-type: none"> 1. Update the version history to include IN011/20 as well as IN003/20. 2. Update the version number for the Participant Build Pack 1 – Process Flow Diagrams
NSW/ACT			
5	NSW/ACT specific Participant Build Pack 5 Marked up showing differences between current version	5.0	<ol style="list-style-type: none"> 1. Update section 3 (Transaction Changes) to changes to CDN (70) and new CDR (72). The update includes that they are flagged as “No change” (NC), meaning that technical details within the Victorian Participant Build Pack applies for the new CDR and updated CDN transactions.
6	NSW/ACT Wagga Wagga and Tamworth specific Participant Build Pack 6 Marked up showing differences between current version	3.0	<ol style="list-style-type: none"> 1. Update the version history to include IN011/20 as well as IN003/20.
7	Gas Interface Protocol – NSW/ACT Marked up showing differences between current version	9.0	<ol style="list-style-type: none"> 1. Update the version history to include IN011/20 as well as IN003/20.
South Australia			
8	AEMO Specification Pack - FRC B2B System Interface Definitions	4.6	<ol style="list-style-type: none"> 1. Update section 4.6 to incorporate the amended CDN and the new CDR transactions 2. Update Appendix A (Data Dictionary) to include the new CDN and CDR aseXML element names.



Ref#	Title of document and any notes.	Current Ver #	Summary of the changes between proposed procedures and the current procedures published with the <u>IN003/20 IIR</u>
	Marked up showing differences between current version		
9	AEMO Specification Pack- Specification Pack Usage Guidelines Marked up showing differences between current version	8.1	1. Update the version history to include IN011/20 as well as IN003/20.



ATTACHMENT C – DOCUMENTATION CHANGES (SEE SECTION 3)

Draft versions of the TPs showing tracked changes between the current version and the proposed changes are attached separately to this document.

ATTACHMENT D – GENERAL FEEDBACK GIVEN TO PPC

Section 1 - Comments on the technical requirements and implementation date

Topic	Ref #	Company	Response	AEMO Response (AEMO only)
<p>Sections 1 to 9 of the PPC sets out details of the proposal.</p> <p>Does your organisation support AEMO's assessment of the proposal?</p> <p>If no, please specify areas in which your organisation disputes AEMO's assessment (include PPC section reference number) of the proposal and include information that supports your organisation rational why you do not support AEMO's assessment.</p>	1	AGL	<p>AGL believes that AEMO has assessed the impacts and benefits of adopting the aseXML CDN/CDR and supports the implementation of these changes.</p> <p>Noting various discussions regarding usage and processes, AGL strongly supports a process workshop later in 2020 to ensure clarity between participants in the usage of CDN/CDR.</p> <p>Noting that CDN/CDR has been brought across from Electricity, which included an option of CDN/CDR reconciliation, the issue of whether CDN/CDR reconciliation should be discussed at this workshop.</p>	<p>AEMO notes AGL's support for the proposal.</p> <p>AEMO is able to provide additional time either side of a GRCF meeting if participants need to discuss CDN/CDR reconciliation.</p>
	2	EnergyAustralia	EnergyAustralia supports AEMO's assessment of the proposal and supports the implementation of aseXML CDN/CDR transactions in the GRM.	AEMO notes EA's support for the proposal.
	3	Multinet Gas Networks	Yes MGN support the assessment of the proposal with the exception of the minor details mentioned below.	AEMO notes MGN's support for the proposal.



	4	Origin Energy	<p>Origin agrees that this initiative should only proceed if initiative IN003/20 proceeds.</p> <p>We reiterate our position on bundling East Coast and WA changes associated with schema upgrades and associated initiatives. This means that program management and testing for all transactions can be done at the same time creating efficiency.</p> <p>In terms of timeline, Origin Energy recommends AEMO implement this work bundle Q4 2022, due to several Retail initiatives currently being prioritised. Q4 2022 is the optimum time to implement all gas changes.</p> <p>The deferral of 5MS is proposed for 1 July 2022. Should this rule change take effect this presents a risk to deliver Gas market changes prior to 1 July 2022. Compounding this are other initiatives, such as Wholesale Demand Response, Energy Consumer Rights, MSATS Standing Data Review (including Planned Interruption) and Customer Switching are proposed to be delivered 2021 or spill into 2022. Therefore, Q4, 2022 or later presents the least risk and optimal time to deliver the scale of change required as a bundled piece of work.</p>	<p>AEMO notes Origin's support for the initiative (contingent on the progression of IN003/20).</p> <p>Given the ongoing GRCF feedback that Q4 2021 is an acceptable date for the adoption of schema version r38, and given the fact that several gas-only participants (as well as WA-only participants) have scoped and costed to that date, AEMO will retain the Q4 2021 implementation period for the suite of changes that have been proposed.</p>
	5	Red and Lumo Energy	<p>Red Energy and Lumo Energy (Red and Lumo) support the assessment provided by AEMO for the IN011/20 to modify the CDN and CDR.</p>	<p>AEMO notes Red and Lumo's support for the proposal.</p>



	6	Simply Energy	<p>Simply Energy understands that this initiative will proceed only if initiative IN003/20 proceeds (Gas Life Support) so that the costs of implementing CDN / CDR do not include the cost of upgrading to r38. However, the cost of schema upgrade is not as material as compared to the cost of a new transaction, i.e. CDR. As with any new transaction, new event/rejection codes need to be implemented and which require manual intervention via exception management. This adds to the on-going cost of implementation, significantly.</p> <p>Consistent with Simply Energy’s earlier feedback provided for the GMI, Simply Energy do not support the proposal, due to the following:</p> <ul style="list-style-type: none"> • the transactions do not necessarily need to be mirrored with electricity markets where it can be simplified for gas; • CDN is already in place for the gas markets and, based on our assessment, it works, regardless of it being csv file based; • to simplify and reduce the overall cost of implementation across the industry, Simply Energy believes there is no benefit to pursue the changes suggested in the PPC for CDR; • Gas processes are different to Electricity and we do not need to mimic 	<p>AEMO notes that Simply Energy does not support the proposal, as well as the reasons for which the proposal would not be beneficial to Simply Energy.</p> <p>Given the broader support for the initiative, AEMO believes this initiative still passes the NGO, as identified in Section 5.</p>
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			<p>transactions that are not required and as such, we see no benefit to 'fully align' the transactions used in gas and electricity retail markets.</p> <p>Moreover, we understand that Gas Life Support initiative IN003/20 can be dealt in isolation to this PPC. In Electricity Retail Market, CDN/CDR was not changed due to the introduction on LSN/LSR and as such, we see no reason to change the existing CDN logic in Gas, in order to implement LSN/LSR in Gas Retail Market.</p> <p>In summary, Simply Energy believes that this would be a 'cost-only' exercise in implementing this PPC and the cost outweighs the benefit due to:</p> <ul style="list-style-type: none">• additional cost of implementing new processes;• additional cost of implementing ase-xml logic instead of csv logic;• additional cost of implementing CDR transactions, and underlying system validations;• additional cost of handling for CDR transactions, exception management, agent training, etc.	
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Section 2 - Feedback on the documentation changes.

Victoria

Participant Build Pack 1 - Table of Transactions, Table of Elements, List of Job Enquiry Codes, Address Elements and MIRN and Meter states.

Item #	Who	Sect	Issue / Comment	Proposed Red strikeout means delete <u>blue underline</u> means insert text and	AEMO (AEMO only)	Response
7	AGL	PBP 1 – Ref 70	As the CDN would be used to both provide new and amended customer details, suggest that the Tran Type be amended	<u>Provide and a</u> Amend Customer Contact Details		Please see AEMO's response to Ref #8.
8	AGL	PBP 1 – Ref 70	Amend trigger to reflect aseXML usage	<u>Provide new and amended</u> Change to Customer Contact Details (eg Fred Drakes now Vasbert Drakes)		AEMO will make the proposed change.
9	EA	Ref 70	Suggestion to include wording in Trans Type to acknowledge use of CDN for provision and amendment of customer details	<u>Provide and A</u> amend Customer Contact Details		Please see AEMO's response to Ref #8.
10	EA	Ref 70	Suggestion to include wording to specify use of customer contact information for planned work as well as emergencies and faults.	Provide customer contact information to DB's for emergency and fault, <u>and planned work</u> call management		Please see AEMO's response to Ref #11.
11	AGL	PBP 1 – Ref 70	Amend usage to better reflect network use of customer information.	Provide customer contact information to DB's for <u>planned work</u> , emergency and fault call management		The scope of this proposal is to address technical requirements to modify an existing transaction and to add a new transaction. The scope doesn't include modifying how the contact information is to be used. Because participants haven't been given the opportunity to properly consider the additional usage (e.g. adding planned work) of customer contact information <u>AEMO doesn't support</u> the idea of including this change. Instead AEMO has added this initiative to the retail market issues/change register

					(IN017/20). Its worth noting that running this as a separate consultation means it will be implemented much earlier than Q4 2021.
12	AGL	PBP 1 – Ref 71	As the aseXML transaction would replace this transaction, suggest this transaction be deleted.		<p>The scope of this proposal is to address technical requirements to modify an existing transaction and to add a new transaction. The scope doesn't include deleting a different transaction. The proposal to delete the T71 Amend (Customer Details Six Monthly Refresh) transaction wasn't raised during the GMI feedback stage. Other participants may not share the same view as AGL therefore AEMO proposes that this be included as part of a "residual" consultation for all east coast TP changes to be included in the Q4 2021 release.</p> <p>This transaction is also mention in page 25 of Participant Build Pack 1 - Csv Data Format Specification. Click here to view this document.</p> <p>AEMO has added this initiative to the retail market issues/change register (IN018/20).</p>
13	AGL	PBP 1 – Ref 72	Amend usage to better reflect network use of customer information.	Request customer contact information for planned work , emergency and fault call management	AEMO will make the proposed change because CDR is new unlike T70 which is an existing transaction.
14	EA	Ref 72	Suggestion to include wording to specify use of customer contact information for planned work as well as emergencies and faults.	Request customer contact information for emergency and fault, and planned work call management	Please see AEMO's response to Ref #13.

15	MGN	Ref 72	Process Flow table: Purpose states: Request customer contact information for emergency and fault call management The CDR will also be used for other purposes not just emergency and fault call management	Should this not state: To request customer contact information to assist with Life Support obligations and management of planned and unplanned outages.	Please see AEMO's response to Ref #13.
16	MGN	Elements; Life Support contact name	Has code listed as Y should be N		AEMO agrees with MGN that that the code for Life Support contact name in PBP 1 Table of transaction (element tab) should be "N". Similar to item 12 response, AEMO proposes that this be included as part of a "residual" consultation for all east coast TP changes to be included in the Q4 2021 release AEMO has added this initiative to the retail market issues/change register (IN018/20).
17	MGN	Elements: Life Support Equipment	Has code listed as N should be Y		AEMO agrees with MGN that that the code for Life Support equipment in PBP 1 Table of transaction (element tab) should be "Y". Similar to item 12 response, AEMO proposes that this be included as part of a "residual" consultation for all east coast TP changes to be included in the Q4 2021 release will make the proposed change. AEMO has added this initiative to the retail market issues/change register (IN018/20).

Participant Build Pack 3 - Interface Definitions

Item #	Who	Sect	Issue / Comment	Proposed	text and	AEMO (AEMO only)	Response
				Red strikeout means delete <u>blue underline</u> means insert			

18	AGL	S2.2 Table	Amend transaction table reference Add 72 (CDR)		AEMO will make the proposed change.
19	AGL	CI 4.6.2.1	Customer Details Notification These Event Codes below, relate to CSV process flows and need to be replaced with aseXML responses: 3665, 3666, 3670, 3672, 3674, 3677		AEMO agrees with AGL that the event code relate to the CSV and therefore superfluous. AEMO proposes to add codes 3603 (Recipient is not responsible for the proposed MIRN), 201 (Data missing), and 202 (Data invalid), as well as new gas event codes corresponding to electricity codes 1970 and 1939 as mentioned in the electricity B2B procedures as part of a "residual" consultation for all east coast TP changes to be included in the Q4 2021 release. AEMO has added this "residual" consultation initiative to the retail market issues/change register (IN018/20).
20	MGN	S4.6.1	The CDN will also be used for other purposes not just emergency and fault call management	Changes to Customer Details information is initiated by the Retailer and sent to the Distributor to maintain the most up to date Customer Contact Information. The Distributor uses this information to support contact management in relation to emergency and fault calls. <u>The Distributor uses this information to support contact management in relation to life support, planned works, emergency and fault calls.</u>	The original scope of this proposal was to address only the technical requirements to modify an existing transaction and to add a new transaction. The original scope doesn't include modifying how the contact information is to be used. Because participants haven't been given the opportunity to properly consider the additional usage (e.g. adding planned work) of contact information <u>AEMO doesn't support</u> the idea of including this change. Instead AEMO has added this initiative to the retail market issues/change register (IN017/20). Its worth noting that running

						<p>this as a separate consultation means it will be implemented much earlier than Q4 2021.</p>
Participant Build Pack 1 – Process Flow Diagram						
21	AGL	CI 1.7	Diagram 4.1 needs amendment to remove the text 'CSV' from the diagram (aseXML <u>CSV</u>).			AEMO will make the proposed change.
Gas Interface Protocol – Victoria						
Item #	Who	Sect	Issue / Comment	Proposed	text and	AEMO (AEMO only) Response
				<p>Red strikeout means delete</p> <p><u>blue underline</u> means insert</p>		
			No comments received			

Queensland

Gas Interface Protocol - Queensland								
Item #	Who	Sect	Issue / Comment	Proposed	text	and	AEMO (AEMO only)	Response
				Red strikeout means delete <u>blue underline</u> means insert				
			No comments received					

NSW/ACT

NSW/ACT specific Participant Build Pack 5.

Item #	Who	Sect	Issue / Comment	Proposed Red strikeout means delete <u>blue underline</u> means insert	text and	AEMO (AEMO only)	Response
			No comments received				

NSW/ACT Wagga Wagga and Tamworth specific Participant Build Pack 6

Item #	Who	Sect	Issue / Comment	Proposed Red strikeout means delete <u>blue underline</u> means insert	text and	AEMO (AEMO only)	Response
			No comments received				

Gas Interface Protocol – NSW/ACT

Item #	Who	Sect	Issue / Comment	Proposed Red strikeout means delete <u>blue underline</u> means insert	text and	AEMO (AEMO only)	Response
			No comments received				

SA

AEMO Specification Pack - FRC B2B System Interface Definitions						
Item #	Who	Sect	Issue / Comment	Proposed	text and	AEMO Response (AEMO only)
				<p>Red strikeout means delete</p> <p><u>blue underline</u> means insert</p>		
22	EA	4.6.1. Overview	Suggestion to include wording to acknowledge use of CDN contact info by the network for planned works.	The Network Operator uses this information to support contact management in relation to emergency and fault calls and notification of planned works .		The scope of this proposal is to address a technical requirement to modify an existing transaction and to add a new transaction. The scope doesn't include modify how the contact information is to be used. Because participants haven't been given the opportunity to properly consider the additional usage (e.g. adding planned work) of contact information <u>AEMO doesn't support</u> the idea of including this change. Instead AEMO has added this initiative to the retail market issues/change register (IN017/20). It's worth noting that running this as a separate consultation means it will be implemented much earlier than Q4 2021.
23	AGL	CI 4.6.2	Suggest slight amendment to recognise usage and provision of information	<p>4.6.2 Amend Customer Details</p> <p>Customer Contact information assists the Network Operator in terms of handling emergency and fault calls and notifying customers of planned works.</p> <p>The Retailer has the primary contact relationship with the customer and is more likely to be notified of any changes to Customer Contact details.</p> <p>Under the National Energy Retail Rules, changes to Customer Contact details are to be supplied to the Network Operator on establishment of a new customer or amendment of a customer's details at a MIRN.</p>		Please see AEMO's response to Ref #22

				<p>The Retailer must provide a <u>CustomerDetailsNotification</u> in response to a <u>valid CustomerDetailsRequest</u>. See section 4.6.3 for further details on <u>CustomerDetailsRequest</u>.</p> <p>The CustomerDetailsNotification transaction is used by a Retailer to notify the Network Operator of changes to Customer contact details.</p> <p>The activity diagram below shows a high-level view of this process.</p>	
24	EA	4.6.2 Amended Customer Details	Suggestion to include wording to acknowledge use of CDN contact info by the network for planned works.	Customer Contact information assists the Network Operator in terms of handling emergency <u>and fault calls and notification of planned works</u> .	Please see AEMO's response to Ref #22.
25	AGL	CI 4.6.2.1 Transaction Data Elements	Suggest slight amendment to recognise usage and provision of information	The CustomerDetailsNotification /CSVCustomer transaction is used by the User to notify the Network Operator of changes to a MIRN's customer contact details <u>including establishment or closure of an account</u> .	Please see AEMO's response to Ref #22

AEMO Specification Pack- Specification Pack Usage Guidelines

Item #	Who	Sect	Issue / Comment	Proposed	text	AEMO	Response
				<p>Red strikeout means delete</p> <p><u>blue underline</u> means insert</p>	and	(AEMO only)	
			No comments received				

Section 3⁴ – Additional feedback that is not part of this consultation but warrants further investigations / discussions.

Topic	Ref #	Company	Response	AEMO Response (AEMO only)
Does your organisation have any feedback / suggestions that closely relate to the scope or impacts this consultation, but the nature of the feedback / suggestion warrant further investigations / discussion? If so, please included your feedback / suggestions.			No comments received	

⁴ Note - This feedback will be reviewed by AEMO at a later date, therefore will not be used for this consultation. AEMO will complete a preliminary assessment of the feedback assess the feedback and it may then form part of another consultation or the annual prioritisation process