

B2B Procedures

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

CONSULTATION – Draft Report

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: *AGL*

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1. Service Order Process.

Participant Name	Old Clause No	New Clause No	Comments
AGL			AGL supports the general reference changes within the document.

1.1 Metering Service Works

Participant Name	Old Clause No	New Clause No	Comments
AGL	4.1 Table 13		<p>Purpose of Visit classification Name</p> <p>AGL suggest that Purpose of Visit be renamed – Purpose of Request or SO Purpose as not all SOs will require a physical visit (eg remote configuration).</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the New Connection enumeration may not be necessary as the requirement can be determined through other processes but does note that it is a clear requirement to the Meter Providers.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the Additional Meter enumeration may not be necessary as the requirement can be determined through other processes but does note that it is a clear requirement to the Meter Providers.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the Part of BTS Temp to Perm enumeration is sufficiently unclear in its use, especially as it is expected that the enumeration New Connection would be used</p> <p>AGL seeks clarity on how this enumeration would be used differently to New Connection or is it a specific variation on New Connection?</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the Part of Supply Alteration enumeration has value, as the current sub-type Supply Alteration only exists in the Supply Works SO sub-Type and not the Metering SO Sub-Type.</p>

Participant Name	Old Clause No	New Clause No	Comments
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the proposed Bidirectional Flow at Premises enumeration could be deleted as the Metering Required Field clearly specifies the type of output required (eg import/export), however there may be some value for clarity of SO purpose.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the proposed Relocate Existing Meter enumeration should be deleted as it replicates an existing Metering SO sub-Type.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the proposed Replace Existing Meter enumeration should be deleted as it adds no value with a Metering SO Sub-Type Exchange.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL believes that the proposed Bypassed Customer enumeration can add some value in ensuring clarity to the Metering SO.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggests that Communications Remove enumeration can add value in ensuring clarity to the Metering SO and tracking of customer requests for the removal of communications.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggests that as Comms Removal has been included, Communications Install now needs to be included, to reverse the removal process.</p>

Participant Name	Old Clause No	New Clause No	Comments
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggests that a new Purpose type – Revenue Protection be added as an associated purpose for Meter Test / Investigate to clearly identify requests which may require care and consideration taken by the Metering business when attending the site.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggests that None (or blank) be included as a valid purpose type as the sub-type and Regulatory Classification can be sufficient information for a process.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggests that Abolishment be added as a purpose type to clearly differentiate between a single meter abolishment versus a metering installation abolishment identified by this enumeration.</p>
AGL	4.1 Table 13		<p>Purpose Sub-Types</p> <p>AGL suggest that Family Failure and Retailer Led be an additional Purpose of Visit to clearly separate the meter malfunction (which would assume a customer impact) versus Family Failure which has different regulatory requirements.</p>
AGL	4.1 Table 13	Customer Start / End Date	<p>AGL notes the inclusion of these fields but with the new rules designating regulatory periods, AGL suggest that the SO date would be the start date for any works or the scheduled date field would be used, which would also provide the work date.</p> <p>As such, AGL suggests that these fields be removed.</p>

Participant Name	Old Clause No	New Clause No	Comments
AGL	4.1 Table 13	Customer Notification	AGL notes that based on the Customer Notification Method there are fields for Address and e-mail but no field for Phone/SMS. For consistency, use of this field should require the CustomerContactTelephoneNumber field to be populated.
AGL	4.1 Table 13	Escalation	Escalation AGL does not support the use of VIP in the escalation types. As the field is subjective and misused. Compliant/Ombudsman/No Supply are categories which have specific triggers and can be clearly linked to other activities.
AGL	4.1 Table 13	Exemption Code	AGL suggest that if this field is populated by AEMO in NMI Standing data, then it is not required for the Service Order.

Participant Name	Old Clause No	New Clause No	Comments
AGL		General Suggestion	<p>During the assessment of the SO/Purpose combinations more varied outcomes were considered, such as a New Connection with a customer refusal for communications equipment.</p> <p>A possible solution is to populate the Meter Install Code with MRAM in this instance.</p> <p>This is shown diagrammatically below:</p> <div data-bbox="1184 574 1998 922" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">SO Combination Example</p> <p>Scenario: New connection – Customer 4A</p> <p>Scenario: Customer requested comms off</p> </div>

Participant Name	Old Clause No	New Clause No	Comments
AGL		General Suggestion	<p>The consultation underway has focussed largely on the inclusion of new fields in the B2B SO, with less focus on the specific combinations of enumerations.</p> <p>Some work has been undertaken to review the various combination of SO sub-types with the new Purpose and regulatory Classification Field.</p> <p>AGL suggests that a more complete piece of work be done by the B2B WG to assess the various combinations and provide an update to the B2B SO procedure and guide on suitable combinations and unavailable combinations either as a sub-consultation or via workshop process.</p> <p>AGL suggests that once these tables are established, they be included in the SO procedures and B2B Guide to ensure clarity and consistency in their use.</p> <p>A sample of the combination table is shown below.</p>

SO Sub-Type / Purpose Combination Table

Metering SO Sub-Type						Purpose of Visit			Purpose of Request						
	New connection	Additional Meter	Part of BTS Temp to Perm	Part of supply alteration	Bidirectional Flows at premises	Relocate- Existing-Meter	Replace- Existing-Meter	Bypassed Customer	Communications Remove	Communications Add	Revenue Protection	None	Site Abolishment	Family Failure	Other
Install Controlled Load						existing SO Subtype [Move Meter]	existing SO Subtype [Exchange Meter] - however reason for exchange not clear					Y		Y Network Relays	Y
Move Meter			Y-is it used and by whom	Y- Is this used and by whom	Use Metring RequiredField				Use Meter Install code - MRRAM	Use Meter Install code - COMMS 4x		Y			Y
Install Meter	Y	Y	Y-is it used and by whom	Y	Use Metring RequiredField				Use Meter Install code - MRRAM						Y
Remove Meter												Y- Supply retained	Y		Y
Exchange Meter			Y-is it used and by whom	Y	Y			Y			Y	Y-Use Metring RequiredField		Y	Y
Meter Reconfiguration					can use Metering Required field				Y	Y		Y			Y
Meter Investigation-Inspect											Y				Y
Meter Investigation-Test											Y	Y			Y
Change Timeswitch Settings												Y			Y
Reseal Device												Y			Y

Regulatory Classification

Metering SO Sub-Type	Purpose of Visit	Regulatory Classification				
		Customer Initiated	Malfunction	Retailer Led Deployment	Shared Fuse	Other
Install Controlled Load	None	Y	Y	Y	Y	Y
	Family failure				Y	Y
	Other	Y	Y	Y	Y	Y
Move Meter	Part of BTS Temp to Perm	Y				Y
	Part of supply alteration	Y			Y	Y
	None	Y			Y	Y
	Other	Y	Y	Y	Y	Y
Install Meter	New connection	Y				Y
	Additional Meter	Y		Y	Y	Y
	Part of BTS Temp to Perm	Y				Y
	Part of supply alteration	Y		Y	Y	Y
	Other	Y	Y	Y	Y	Y
Remove Meter	None	Y	Y	Y	Y	Y
	Site Abolishment	Y			Y	Y
	Other	Y	Y	Y	Y	Y
Exchange Meter	Part of BTS Temp to Perm	Y				Y
	Part of supply alteration	Y		Y	Y	Y
	Bidirectional	Y		Y	Y	Y
	Bypassed		Y			Y
	Revenue Protection		Y		Y	Y
	None	Y	Y	Y	Y	Y
	Family Failure		Y - only for MP FF meters			Y
Meter Reconfiguration	Other	Y	Y	Y	Y	Y
	Comms Removed	Y				Y
	Comms Add	Y				Y
	None	Y		Y	Y	Y
	Other	Y		Y	Y	Y
Meter Investigation-Inspect	Revenue Protection		Y		Y	Y
	Other	Y	Y	Y	Y	Y
Meter Investigation-Test	Revenue Protection		Y		Y	Y
	None	Y			Y	Y
	Other	Y	Y	Y	Y	Y
Change Timeswitch Settings	None	Y	Y			Y
	Other	Y	Y	Y	Y	Y
Reseal Device	None	Y	Y - advice from a third party			Y
	Other	Y	Y	Y	Y	Y

Malfunction used so as not to require None as an enumeration

Malfunction used so as not to require None as an enumeration

1.2 Supply Abolishment

Participant Name	Old Clause No	New Clause No	Comments
AGL	2.1 Table 3		AGL supports the additional information relating to NSW Supply Abolishment Service Orders
AGL	2.1 Table 3		AGL notes the additional information relating to the ACT jurisdiction, and suggest that as the process directs all parties to Evo Energy, Evo Energy will need to develop further processes to ensure meter abolishment is also undertake by the relevant MC.

1.3 Allocate NMI

Participant Name	Old Clause No	New Clause No	Comments
AGL	4.1 Table 13		AGL notes the inclusion of NCONUML in the customer type field.

2. Meter Data Process

Participant Name	Old Clause No	New Clause No	Comments
AGL	2.4.3 (a)		AGL supports the inclusion of the Unmetered Device Market Loads in the data delivery to AEMO

3. One Way Notification Process

Participant Name	Old Clause No	New Clause No	Comments
AGL	Various		At this point in time AGL does not support the removal of the MXN transaction as it has a number of processes associated with this transaction.
AGL	Various		AGL Notes That There Has Been Some Discussion About Also Modifying The PIN Transaction To Include The Service Order Number, and believes that this should also be considered more widely.
AGL	Various		AGL seeks clarity on whether the MXN can continue to be used, although it would no longer be supported – eg will the AEMO hub reject a transaction containing the MXN ?
AGL	4.2.3		AGL supports the inclusion of Service Order ID in MFN
AGL	4.2.3		AGL supports the inclusion of an additional definition reason (Meter Exchange Notice)
AGL	Various		Noting the proposed broader usage of the Meter Fault Notification transaction, AGL suggests that this transaction should be renamed to recognise its broader usage.

4. Technical Delivery Specification

Participant Name	Old Clause No	New Clause No	Comments
AGL	5.8		AGL supports the changes for transaction sizes – 10MB/1000 transactions