B2B PROCEDURE:

CUSTOMER AND SITE DETAILS NOTIFICATION PROCESS

PREPARED BY:	AEMO Markets
VERSION:	3.6
EFFECTIVE DATE:	10 November 2021
STATUS:	Final

Approved for distribution and use by:

APPROVED BY:	Information Exchange Committee
DATE:	1 December 2020

VERSION RELEASE HISTORY

Version	Date	Author	Comments
2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes.
2.1	15/05/2014	AEMO	Update to Customer Details Reconciliation Process.
2.2	21/11/2014	AEMO	Minor amendment update from previous 2.1 consultation. Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.0	06/03/2017	AEMO	Update based on rules changes: • National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12; • National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and • National Electricity Amendment (Updating the Electricity B2B Framework) Rule 2016 No. 6.
3.1	01/12/2017	AEMO	Update based on IEC B2B Procedure Errata.
3.2	20/7/2018	AEMO	Updated based on rule change: • National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 No. 3.
3.3	10/12/2019	AEMO	Updated to incorporate the definitions of LifeSupportStatus allowable values previously included in B2B Guide v1.3.
3.3.1	1/1/2020	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.4	1/10/2021	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.4.1	1/10/2021	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.5	10/11/2021	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures.
3.6	10/11/2021	IEC	Updated to clarify Life Support procedures.

CONTENTS

FIGURES

TABLES

1. INTRODUCTION

1.1. Purpose and Scope

(a) This B2B Procedure: Customer and Site Details Notification Process (Procedure) is *published* by AEMO in accordance with clause 7.17.3 of the NER.

(b) This Procedure specifies the standard process and data requirements for the communication, updates and reconciliation of Customer, Life Support and Site details.

(c) This Procedure has effect only for the purposes set out in the NER and NERR. All other national and jurisdictional regulatory instruments and codes prevail over this Procedure to the extent of any inconsistency.

(d) The Life Support Request and the Life Support Notification have been created to enable industry participants to meet their obligations under the NERR. Participants are responsible to ensure that they are meeting their obligations. The AER will be the determining body as to whether participants are meeting their obligations.

1.2. Definitions and Interpretation

(a) The Retail Electricity Market Procedures – Glossary and Framework:

(i) is incorporated into and forms part of this Procedure; and

(ii) should be read with this Procedure.

(b) In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specification unless this Procedure provides otherwise, the relevant B2B Technical Delivery Specification shall prevail to the extent of the inconsistency.

(c) The terms Initiator and Recipient have been used throughout the document to designate the sender and receiver of each transaction. Where a specific role is called out, the transaction should only be sent and received by the designated role (e.g. Current Retailer, DNSP, MPB).

(d) All times (related to the conduct of the work) refer to the local time for the Site (where the work requested is to be carried out). Local time is inclusive of daylight saving time changes.

1.3. Related Documents

Table 1: Related Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework
B2B Procedure Technical Delivery Specification	
B2B Procedure Service Order Process	
B2B Procedure Meter Data Process	
B2B Procedure One Way Notification Process	
B2B Guide	
Metrology Procedure: Part A	http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering

1.4. Guidance Notes

(a) This document contains Guidance Notes that provides the reader with a reference point where an obligation for services is provided for in the NEM.

(b) A number of timing requirements that represent common industry practice have also been included. These timings are not associated with the communication of B2B transactions, do not have a head of power and are not enforceable.

(c) Guidance Notes are indicated by the use of [Guidance Note #] at the commencement of the clause in this procedure and highlighted in grey.

(d) The table below lists the document or documents for reference.

Table 2: Guidance Notes

Reference	Document Name
[Guidance Note 1]	This is an accepted or common industry practice that does not reference a specific legal or jurisdictional requirement
[Guidance Note 2]	National Energy Retail Rules (NERR)
[Guidance Note 3]	Service Level Procedure Metering Data Provider Services
[Guidance Note 4]	National Electricity Rules (NER)
[Guidance Note 5]	Essential Services Commission (ESC) Electricity Distribution Code (Victoria)
[Guidance Note 6]	Service Level Procedures: Metering Provider Services
[Guidance Note 7]	Victorian Electricity Distributors Service & Installation Rules
[Guidance Note 8]	SA Power Networks Service & Installation Rules
[Guidance Note 9]	Electricity Distribution Network Code (Queensland)
[Guidance Note 10]	Metrology Procedures – Part B
[Guidance Note 11]	Electricity Distribution Code (South Australia)

2. TRANSACTION LIST AND PROCESS

2.1. Transaction List

(a) Included in this procedure are the following transactions:

(i) CustomerDetailsNotification

(ii) CustomerDetailsRequest

(iii) SiteAccessNotification

(iv) SiteAccessRequest

(v) LifeSupportNotification

(vi) LifeSupportRequest

2.2. Process Diagrams

(a) Figures 1-4 show the processes for the provision and reconciliation of Customer, Life Support and Site Access data, including:

(i) Where the CustomerDetailsNotification is provided by the Recipient in response to an Initiator's CustomerDetailsRequest. On most occasions, the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest. In this case, the Initiator will provide the Recipient with the required CustomerDetailsNotification.

(ii) Where an Initiator sends a SiteAccessRequest and a Recipient sends a SiteAccessNotification.

(iii) Where an Initiator sends a LifeSupportRequest and a Recipient sends a LifeSupportNotification.

(iv) Reconciliation of Customer or Life Support Details.

(b) The triangles at the bottom of Figures 1-4 indicate the timing points for the process.

Figure 1: Notifications Process - Generic Notifications Process

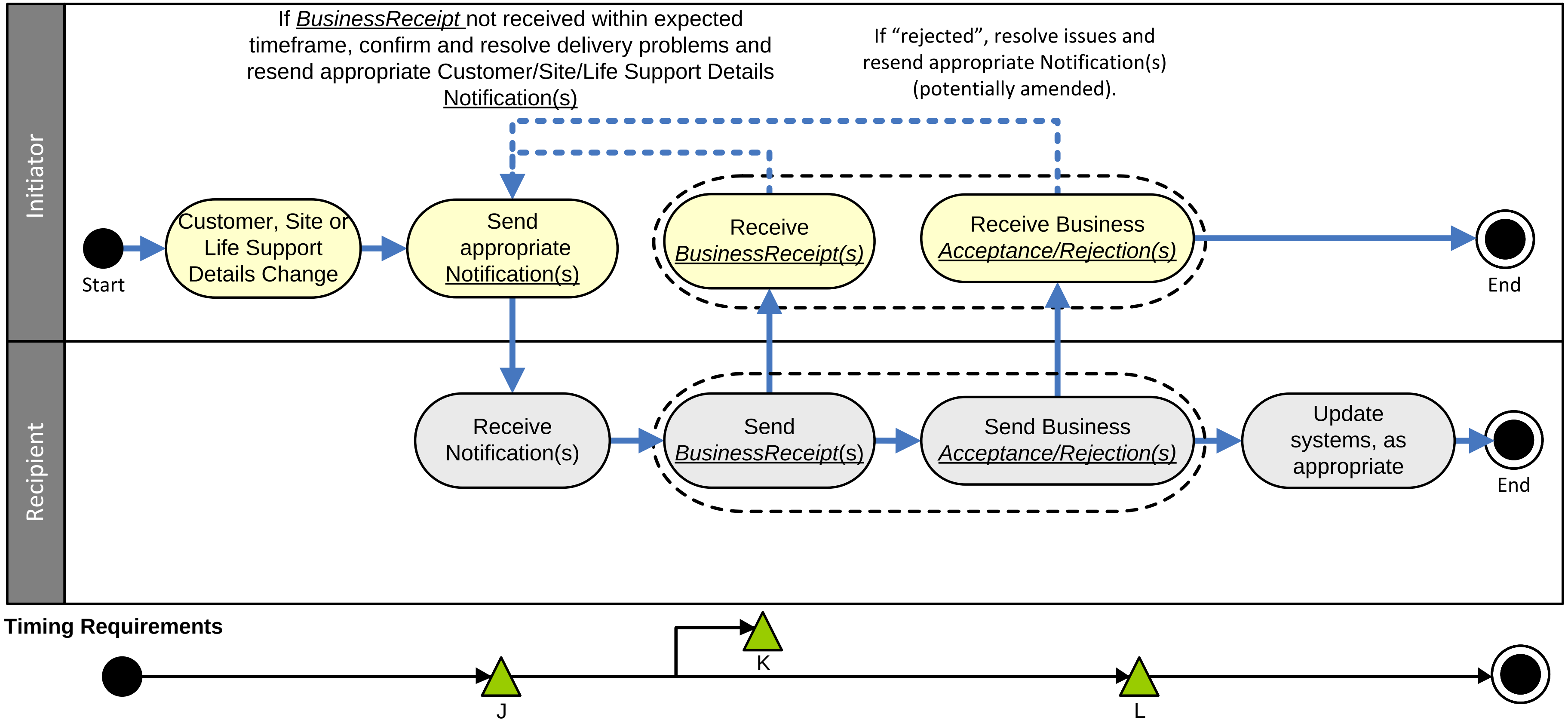


Figure 2: Overview of generic request and notification process

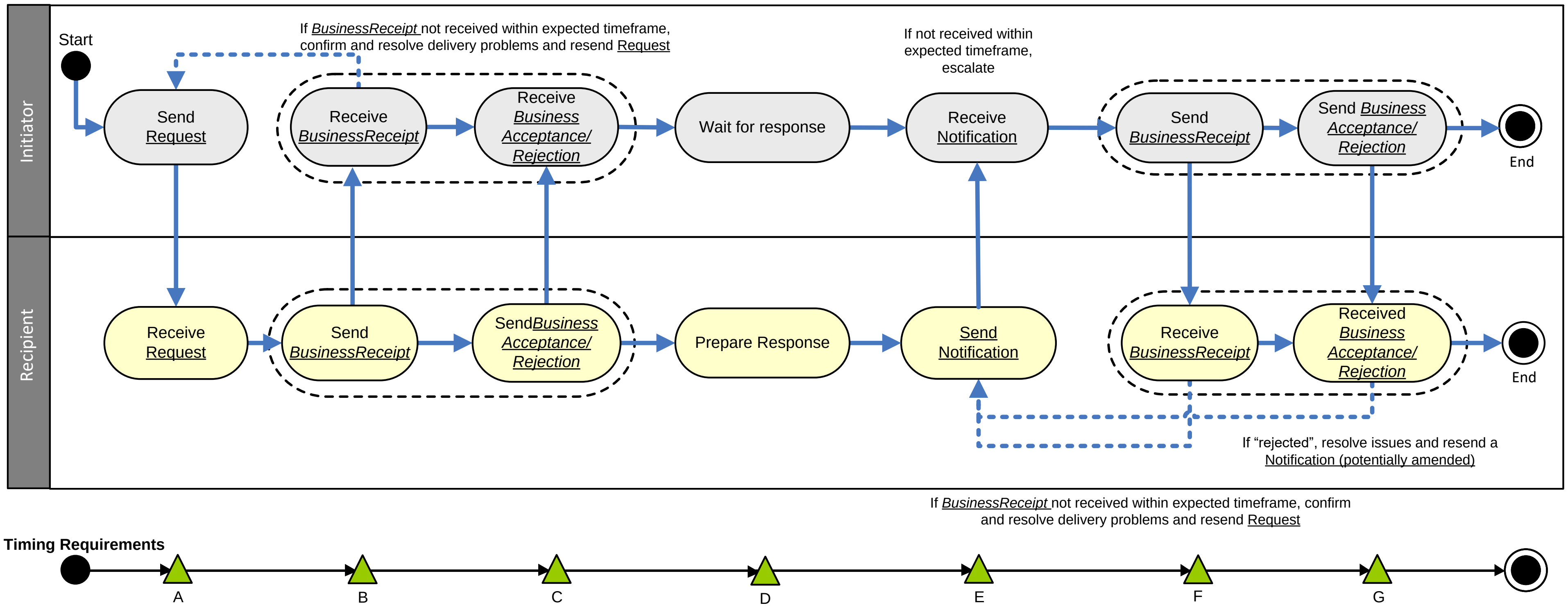
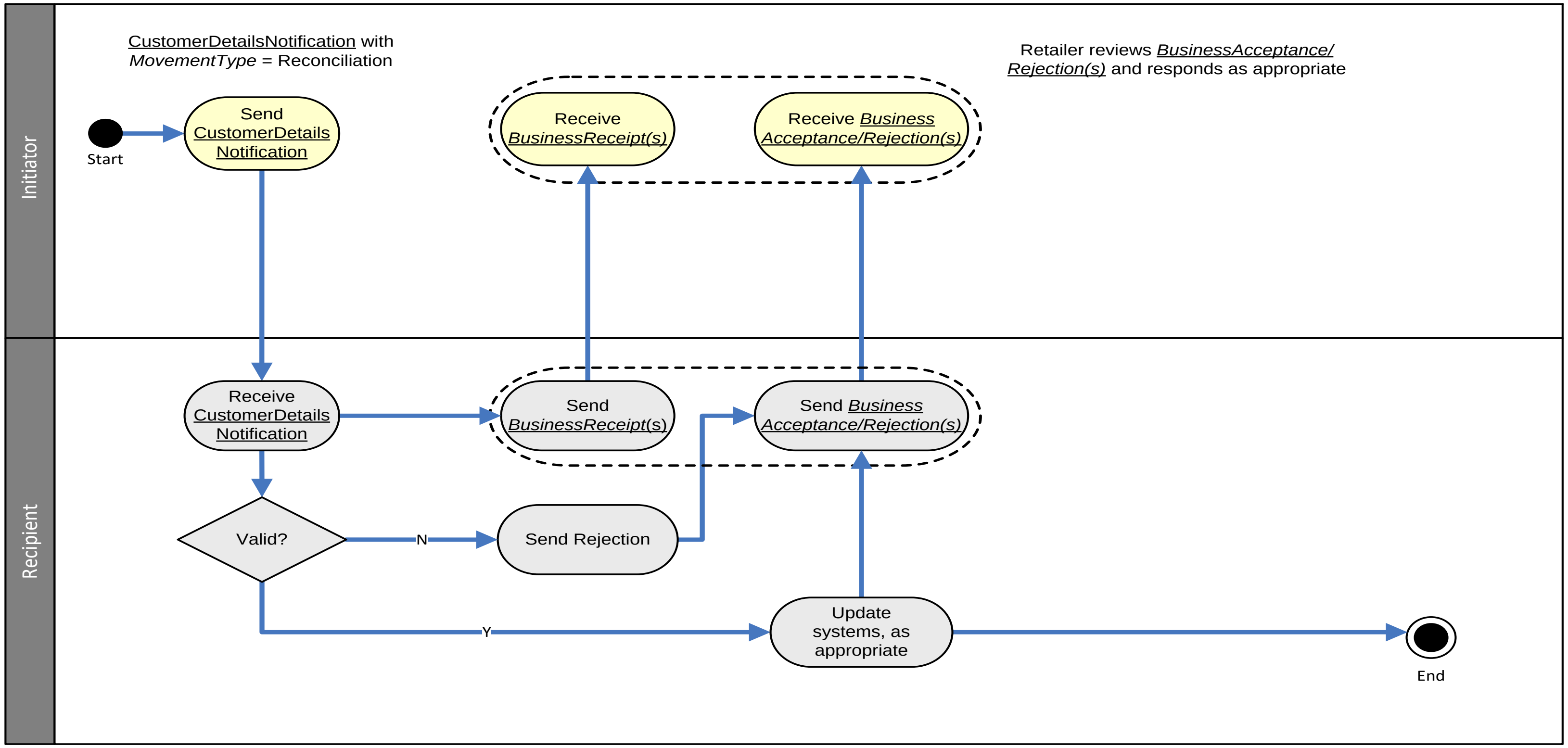


Figure 3: Overview of Customer Details Reconciliation Process



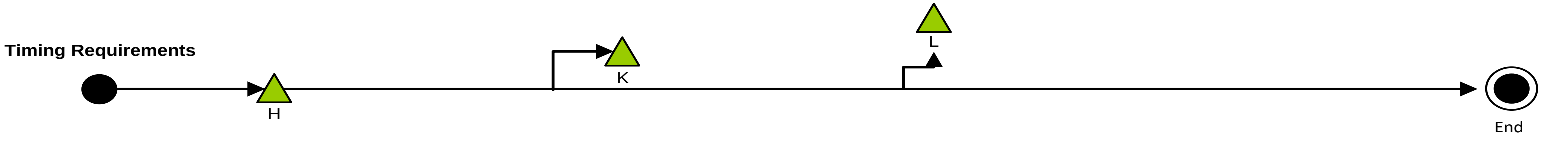
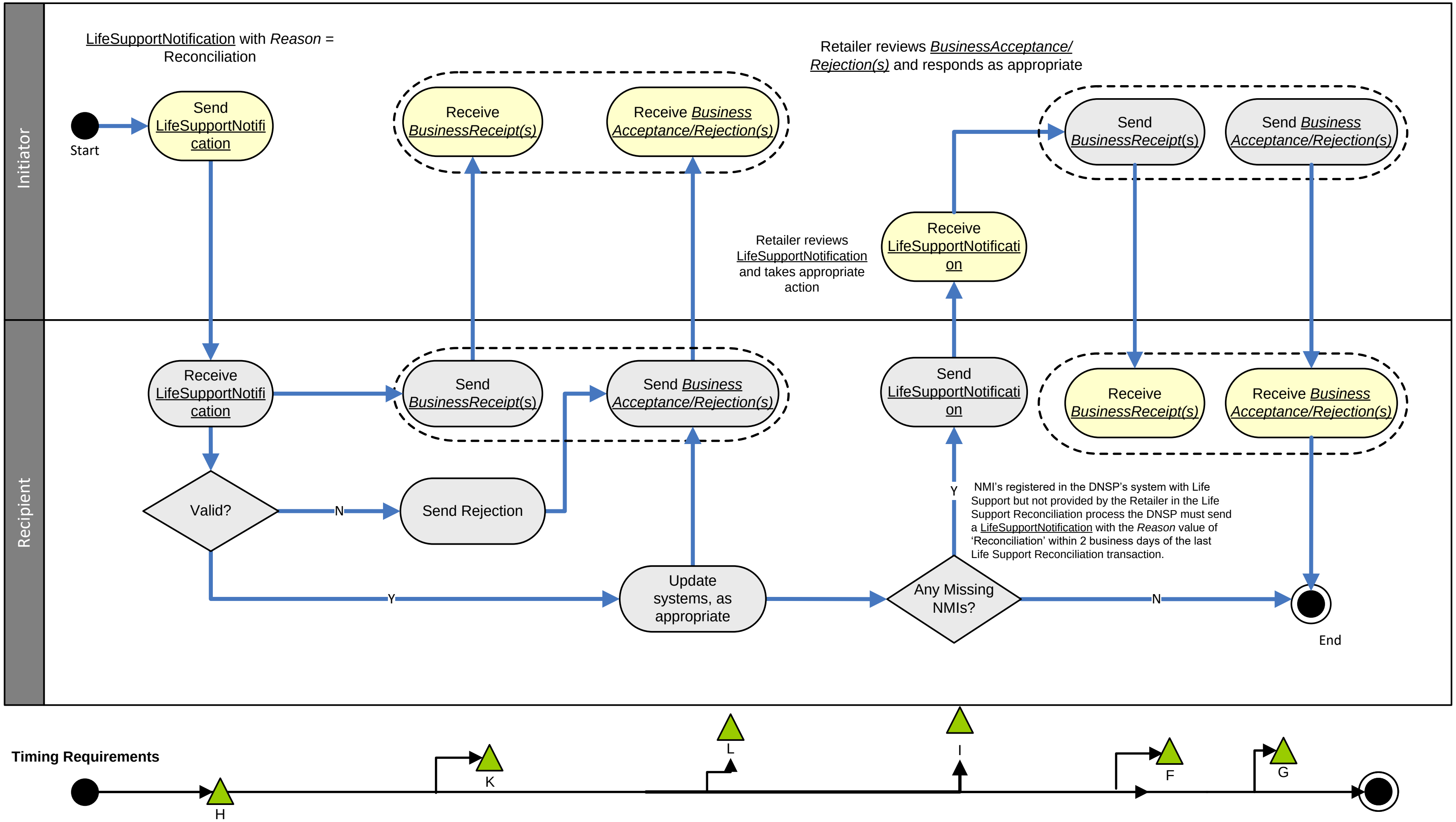


Figure 4: Overview of Life Support Reconciliation Process



3. TIMING REQUIREMENTS

3.1. Definition of Timing Points and Timing Periods

(a) The Timing Points are shown in Figures 1-4.

(b) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for all transaction notifications are the same.

(c) The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for all transaction requests are the same.

(d) The Timing Points are defined in Table 3.

(e) For additional Timing Requirements for the Life Support Reconciliation process, refer to section 4.7.

Table 3: Timing Point Definitions

Timing Point	Definition
A	When an Initiator issues a Request to a Recipient.
B	When an Initiator receives a *BusinessReceipt* for a Request from the Recipient.
C	When an Initiator receives a *BusinessAcceptance/Rejection* for a Request from the Recipient.
D	When the Request has been actioned.
E	When the Recipient sends a Notification to the Initiator.
F	When the Recipient receives a *BusinessReceipt* for a Notification from the Initiator.
G	When the Recipient receives a *BusinessAcceptance/Rejection* for a Notification from the Initiator.
H	When the Initiator issues a Customer Details Reconciliation or Life Support Reconciliation to a Recipient.
I	When the Recipient issues a LifeSupportNotification to an Initiator about a Life Support Reconciliation under section 4.7.
J	When the Initiator sends a Notification to the Recipient.
K	When the Initiator receives a *BusinessReceipt* for a Notification from the Recipient.
L	When the Initiator receives a *BusinessAcceptance/Rejection* for a Notification from the Recipient.

(f) The Timing Periods are defined in Table 4:

Table 4: Timing Period Definitions

Timing Period	Description of Timing Period	Usage
BusinessReceipts for Requests	From the sending of the Request by the Initiator to the receipt of the *BusinessReceipt* for the Request from the Recipient. Commences at Timing Point A and ends at Timing Point B.	Used by the Initiator to determine whether a Request has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original request, or do both.
BusinessAcceptance/Rejection for Requests	From the sending of the Request by the Initiator to the receipt of the *BusinessAcceptance/Rejection* for the Request from the Recipient. Commences at Timing Point A and ends at Timing Point C.	Used by the Initiator to determine whether a Request has been accepted (and will subsequently be actioned by the Recipient). If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a CustomerDetailsNotification	From receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the CustomerDetailsNotification has not been received before this period expires, the Initiator may escalate the non-receipt.

Timing Period	Description of Timing Period	Usage
Providing a SiteAccessNotification	From receipt of the SiteAccessRequest to the sending of the SiteAccessNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the SiteAccessNotification has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a LifeSupportNotification	From receipt of the LifeSupportRequest to the sending of the LifeSupportNotification by the Recipient. Commences at Timing Point A and ends at Timing Point E.	If the LifeSupportNotification has not been received before this period expires, the Initiator may escalate the non-receipt.
BusinessReceipts for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessReceipt* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point F.	Used by the Recipient to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Recipient may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Recipient to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the Initiator. Commences at Timing Point E and ends at Timing Point G.	Used by the Recipient to determine whether the response has been accepted by the Initiator and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Recipient may escalate the non-receipt.
BusinessReceipts for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessReceipt* for the Notification from the Recipient. Commences at Timing Point J and ends at Timing Point K.	Used by the Initiator to determine whether a Notification has been received and can be read. If the *BusinessReceipt* has not been received before this period expires, the Initiator may escalate the non-receipt, resend the original notification, or do both.
BusinessAcceptance/Rejection for Notifications	From the sending of the Notification by the Initiator to the receipt of a *BusinessAcceptance/Rejection* for the Notification from the Recipient. Commences at Timing Point J and ends at Timing Point L.	Used by the Initiator to determine whether the response has been accepted by the Recipient and the request can be closed. If the *BusinessAcceptance/Rejection* has not been received before this period expires, the Initiator may escalate the non-receipt.
Providing a LifeSupportNotification as part of a Life Support Reconciliation under section 4.7.	From the initiation of the Life Support Reconciliation to when the Recipient is expected to raise any LifeSupportNotifications to the Initiator. Commences at Timing Point H and ends at Timing Point I.	Used by the Recipient to send a LifeSupportNotifications for *NMIs* with Life Support but were not provided by the Initiator in the Life Support Reconciliation.

3.2. Other Timing Requirements

(a) [Guidance Note 1] Timing requirements for the CustomerDetailsNotification, LifeSupportNotification and SiteAccessNotification can be agreed between the Initiator and the Recipient.

(b) Timing requirement for *BusinessReceipts* is set out in the B2B Procedure Technical Delivery Specification.

(c) Timing requirement for *BusinessAcceptance/Rejection* for Notifications is set out in the B2B Procedure Technical Delivery Specification.

(d) [Guidance Note 2] Subject to clause (a), the Retailer provides a CustomerDetailsNotification within two Business Days of receiving the CustomerDetailsRequest.

(e) [Guidance Note 2] In the absence of a relevant request, the CustomerDetailsNotification and/or SiteAccessNotification must be provided within one business day of the relevant data being updated or changed.

(f) [Guidance Note 1] A Current Retailer must send a CustomerDetailsNotification within five business days of the following events:

  (i) following the completion of the CATS change of retailer process.

  (ii) for a new connection, once the site has been energised.

  Refer to Timing Requirement for Sending CustomerDetailsRequests.

(g) [Guidance Note 1] In the absence of a CustomerDetailsNotification and following receipt of the completion of the CATS Change Retailer transaction, the Initiator may send a CustomerDetailsRequest for a *NMI* after the fifth business day.

(h) [Guidance Note 1] In the absence of a CustomerDetailsNotification and following notification of an energised *NMI*, the Initiator may send a CustomerDetailsRequest after the fifth business day.

4. BUSINESS RULES

4.1. Common Business Rules for Notifications

(a) The Initiator must only send a single daily Notification of each type (where relevant) covering all changes made to the *NMI's* details that day, ensuring the most recent details are provided. This restriction does not apply to the LifeSupportNotification.

(b) For the purposes of registration and deregistration or updating of life support details between Retailers and DNSP's, the parties must use the LifeSupportNotification and not the CustomerDetailsNotification.

(c) Prior to sending a LifeSupportRequest, it is expected that the prospective Retailer has obtained consent from the customer.

(d) The Initiator must provide all available information that they hold for each Notification transaction, not just information changes. Non-completion of non-Mandatory fields, is taken to mean that the Initiator does not have the absent information or cannot supply it under the Privacy Act.

(e) It is within a Recipient's sole discretion as to whether they decide to update their records on the basis of the information provided by the Initiator.

(f) A ServiceOrderRequest does not replace the need to send relevant Notifications. For example, a Re-energisation ServiceOrderRequest, which includes *Hazards*, does not replace the SiteAccessNotification that would provide the same information. The information in the ServiceOrderRequest is treated as pertinent to the work requested only, and the SiteAccessNotification is treated as the official, enduring update.

(g) The Initiator must only send updates where the Customer or Initiator initiated the Changes. The Initiator must not send updates based on information received from MSATS or other Participants. This prevents the cyclical transmission of information. The current Retailer may send a new or amended CustomerDetailsNotification in response to receiving the LifeSupportNotification from the DNSP.

(h) The details provided in a CustomerDetailsNotification and SiteAccessNotification must be the current details as at the date and time that the Notification was generated. The *LastModifiedDateTime* may be historical in certain situations. For Life Support changes refer to section 4.5 and 4.6.

(i) If the Recipient does not accept the information provided by the Initiator, they must send a *BusinessAcceptance/Rejection* with an appropriate *EventCode* and details of the Initiator's data being rejected.

(j) [Guidance Note 1] The Initiator must investigate and provide an updated notification where necessary within 5 business days upon receiving a rejection of a notification transaction.

4.2. Customer Details Request

(a) [Guidance Note 1] An Initiator sends a CustomerDetailsRequest when they reasonably believes that the information in the CustomerDetailsNotification has not been previously provided in a Notification transaction or that the information they hold is or may be incorrect.

(b) [Guidance Note 2 and Guidance Note 4] Any authorised party entitled to the information can generate a CustomerDetailsRequest to the Current Retailer for the *NMI*.

(c) An Initiator must only send a maximum of one CustomerDetailsRequest per *NMI* per day.

(d) The Current Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest from a DNSP or any other Initiator where agreed.

(e) If parties wish to obtain mass updates of information, parties must reach agreement to use this transaction.

4.3. Customer Details Notification

4.3.1. Initiating a Customer Details Notification

(a) The Initiator of the CustomerDetailsNotification will always be the Current Retailer.

(b) [Guidance Note 2] The Current Retailer must confirm the specific contact for the management of outages and supply issues for each *NMI* and provide this information via the CustomerDetailsNotification.

(c) [Guidance Note 2 and 5] The Current Retailer must send the relevant Notifications to the DNSP whenever they become aware of changes in customer information.

(d) [Guidance Note 1] The Current Retailer must send the relevant Notifications to Recipient(s) as agreed whenever they become aware of changes in customer information.

(e) [Guidance Note 2] Where the requirements for Life Support are no longer appropriate (for example an occupier no longer meets the requirements to be classified as a Life Support customer) a Retailer must send a CustomerDetailsNotification containing NMI, *LastModifiedDateTime*, a *MovementType* value of "Update" and *SensitiveLoad* value updated as per clause 4.3.2. This does not negate the requirement to send an updated LifeSupportNotification.

(f) Current Retailers may send a CustomerDetailsNotification to other Recipients as agreed.

4.3.2. Sensitive Load Field

(a) Where life support is required at the premise the SensitiveLoad field must have a value of 'Life Support'. For the registration, update and deregistration of Life Support refer to Life Support Notification sections 4.1(b), 4.3.1(e), and 4.5.

(b) Where the initiator reasonably believes there are economic, health or safety issues associated with loss of supply to the NMI, the SensitiveLoad field should have a value of 'Sensitive Load'.

(c) If neither of the above conditions apply then the SensitiveLoad field should have a value of 'None'.

4.3.3. Vacant Sites

(a) [Guidance Note 2] If a Site is vacant, the Initiator must send a CustomerDetailsNotification containing *NMI, LastModifiedDateTime*, a *MovementType* value of 'Site Vacant' and *SensitiveLoad* of 'None' to the relevant Recipient who may update their records accordingly.

4.4. Customer Details Reconciliation

(a) Current Retailers can agree with any party to conduct regular reconciliations.

(b) If parties agree to use the B2B Procedures for the purposes of Customer Details Reconciliation, the following applies:

i. The Customer Details Reconciliation must use the CustomerDetailsNotification with *MovementType* of 'Reconciliation'.

ii. The use of *BusinessAcceptance/Rejections* for the Customer Details Reconciliation will be a subset to that used for the CustomerDetailsNotification. The Recipient can only reject for reasons as specified in Table 12.

iii. A Customer Details Reconciliation transaction does not replace the requirement for the Notification of changes in customer information, as described in the CustomerDetailsNotification process.

4.5. Life Support Notification

(a) The initiator of the LifeSupportNotification can be a Current Retailer, prospective Retailer or a DNSP.

(b) [Guidance Note 2] Where the DNSP or Retailer is informed by a customer that they require life support or there are changes to the life support information or requirement, they must advise the other party using the LifeSupportNotification with the information defined in Table 9.

(c) [Guidance Note 2] Following a change of Retailer, where the DNSP is the registration process owner, the DNSP must send the Current Retailer a LifeSupportNotification.

(d) [Guidance Note 2] The Retailer or DNSP must only send a LifeSupportNotification with a LifeSupportStatus of 'Deregistered' when they have successfully completed all pre-requisite Deregistration steps under the relevant Rule or Code. The date in the DateRequired field must only be a current or past date and not a future date.

(e) [Guidance Note 1] In the absence of a relevant request, the LifeSupportNotification must be provided within one business day of the relevant data being updated or changed.

4.6. Life Support Request

(a) [Guidance Note 2] Where a Retailer or DNSP requires a confirmation of a current life support status at a *NMI* they may send a LifeSupportRequest to the other party.

(b) [Guidance Note 2] The Recipient of a valid LifeSupportRequest must provide a LifeSupportNotification and use best endeavours to respond within 2 business days and no later than 5 business days.

(c) If a LifeSupportNotification is not received within 5 business days the Initiator may contact the Recipient.

(d) The party responding to a LifeSupportRequest does not need to be the registration process owner.

(e) An initiator must only send a maximum of one LifeSupportRequest per *NMI* per day.

(f) If parties wish to obtain mass updates of information, parties must reach an agreement to use this transaction.

(g) The Recipient of a LifeSupportRequest must not treat this transaction as a notification that there is life support at the premises

4.7. Life Support Reconciliation

(a) Current Retailers can agree with any party to conduct regular reconciliations.

(b) [Guidance Note 1] Current Retailers and DNSPs must conduct a reconciliation of Life Support Details for NMIs with Life Support customers at least quarterly.

(c) Where agreed between Participants, the Life Support Reconciliation process may be conducted more frequently.

(d) The Current Retailer and DNSP must agree to the timing of the Life Support Reconciliation process.

(e) Subject to section 4.7(d), the Current Retailer (FRMP) must initiate the Life Support Reconciliation process by sending a LifeSupportNotification with Reason of 'Reconciliation' to the DNSP for NMIs where it:

(i) is the Current Retailer (FRMP); and

(ii) has either a current life support registration or a future life support registration.

(f) The Retailer must not send a LifeSupportNotification with Reason of 'Reconciliation' to the DNSP for NMIs where they are not the Current Retailer (FRMP).

(g) The use of *BusinessAcceptance/Rejections* for the Life Support Reconciliation process will be as detailed for All Notifications in Table 12. The DNSP can only reject for reasons as specified in Table 12.

(h) For *NMI*s registered in the DNSP's system with Life Support but not provided by the Current Retailer in the Life Support Reconciliation process the DNSP must send a LifeSupportNotification with the *Reason* value of 'Reconciliation' within 2 business days of the last Life Support Reconciliation transaction being received.

(i) If no LifeSupportNotifications with *Reason* value 'Reconciliation' have been received by the Current Retailer from the DNSP after 2 business days of sending the last Life Support Reconciliation transaction, the Life Support Reconciliation process is considered to have been completed.

(j) A Life Support Reconciliation transaction does not replace the requirement for the Notification of changes in Life Support information, as described in the LifeSupportNotification process.

4.8. Site Access Request

(a) [Guidance Note 2 and Guidance Note 4] Any authorised party entitled to the information can generate a SiteAccessRequest to another related party for the *NMI*.

(b) An Initiator must only send a maximum of one SiteAccessRequest per *NMI* per day.

(c) The Recipient must provide a SiteAccessNotification in response to a valid SiteAccessRequest.

(d) If parties wish to obtain mass updates of information, parties must reach agreement to use this transaction.

4.9. Site Access Notification

(a) [Guidance Note 2] The Current Retailer must send the SiteAccessNotification to the DNSP whenever they become aware of changes in Site Access information.

(b) Parties that are not the Retailer should only send a SiteAccessNotification on receipt of a valid SiteAccessRequest.

(c) The Recipient must not generate a new SiteAccessNotification when they update their systems as a result of an incoming SiteAccessNotification from another party.

(d) The Recipient must provide a SiteAccessNotification in response to a valid SiteAccessRequest.

(e) [Guidance Note 1] The Current Retailer must send a SiteAccessNotification to Recipient(s) other than the DNSP as agreed whenever they become aware of changes in Site Access information.

5. TRANSACTIONS

Key to Usage

M = Mandatory (must be provided in all situations).
R = required (if this information is available or has changed).
O = Optional (may be provided).
N = Not relevant (not to be provided).

Participants must ensure that each B2B Transaction complies with the usage, definitional and format rules detailed in Tables 5-11:

5.1. CustomerDetailsRequest Data

Table 5: Data Requirements for CustomerDetailsRequest

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMIChecksum	CHAR(1)	O	*NMI* Checksum.

Field	Format	Use	Definition/Comments
Reason	VARCHAR(40)	M	Allowed values • Returned Mail • Missing Customer Details • Confirm Life Support • No response to rejected CDN • Transfer Complete, no CDN Received • New Connection, no CDN Received • Data Quality Issue • Other • Rec – confirm no SensitiveLoad (Reconciliation only) (obsolete, no longer used for CDR) Notes regarding the allowed values “Returned Mail” means the DNSP/MC/MPB has received returned mail with the current *PostalAddress* held by the DNSP/ MC/MPB. “Missing Customer Details” means the DNSP/ MC/MPB reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in has occurred). “Confirm Life Support” means the MC/MPB requires confirmation of whether the Connection Point has a Life Support requirement or not. Only to be used if agreed between parties. Life support should be confirmed between a Retailer and DNSP using the LifeSupportRequest process in 4.6. “No response to rejected CDN” means that a DNSP/ MC/MPB has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received. “Transfer Complete, no CDN Received” means a transfer has completed for the NMI and the DNSP/ MC/MPB believes a CDN has not yet been received within the allowed timeframe. “New Connection, no CDN Received” means a new connection has completed for the NMI and the DNSP/ MC/MPB believes a CDN has not yet been received within the allowed timeframe. The DNSP/ MC/MPB must provide which specific data they are querying in the *SpecialNotes* field. “Data Quality Issue” means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP/MC/MPB must provide which specific data they are querying in the *SpecialNotes* field. “Other” must only be used for scenarios not covered by the specified allowed values. The DNSP/ MC/MPB must provide the details of the reason in the *SpecialNotes* field. “Rec - confirm no SensitiveLoad” means the DNSP/ has a NMI is flagged for Life Support, but it was not included in the CustomerDetailsReconciliation transaction(s) provided by the Retailer.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the Recipient wishes to convey to the Initiator. Mandatory if Reason is “Other” or “Data Quality Issue”.

5.2. CustomerDetailsNotification Data

Table 6: Data Requirements for CustomerDetailsNotification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMIChecksum	CHAR(1)	O	*NMI* Checksum.
CustomerName	PERSONNAME	M/N	Mandatory if *BusinessName* is blank. Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
BusinessName	BUSINESSNAME	M/N	Mandatory where the *CustomerName* is blank. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
BusinessContactName	PERSONNAME	R	Must be the name of the person who is the contact for the management of outages and supply issues for each *connection point*. Only one *BusinessContactName* can be supplied. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
PostalAddress	ADDRESS	M/N	Must be the Customer's postal address for outage notifications. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
DeliveryPointIdentifier	NUMERIC (8)	R	The DPID for the *PostalAddress* as per *Australian Standard* AS4590. Not Required where the Site is vacant.
PhoneNumber1	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.
PhoneNumber2	TELEPHONE	R	Must be the phone number of the person who is the contact for the management of outages and *supply* issues for each *connection point*. Where the Initiator has obtained a telephone number for the purpose of contacting the Customer for *supply* issues, the number is to be provided in the CustomerDetailsNotification. Refer to B2B Procedure:Technical Delivery Specification Not required where the Site is vacant.

Field	Format	Use	Definition/Comments
EmailAddress	VARCHAR(100)	R/N	Must be the email address of the person who is the contact for the management of outages and supply issues for each connection point. Where the Initiator has obtained an email address for the purposes of contacting the Customer for supply issues, the email address is to be provided in the CustomerDetailsNotification. Not required where the Site is vacant.
SensitiveLoad	VARCHAR(20)	M	This field indicates whether or not there are economic, health or safety issues with loss of *supply* of the *connection point*. Allowed Values • Life Support • Sensitive Load • None The value 'Life Support' applies to the customer at the Connection Point, where a customer relies on the life support equipment. The LifeSupportNotification is to be used for registration/update and deregistration of life support. The value 'Sensitive Load' is used to indicate that the Initiator reasonably believes there are economic, health or safety issues with loss of supply to the Connection Point, other than Life Support. Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided. 'None' also applicable if the Site is vacant.
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes • Site Vacant • Update Allowed Customer Details Reconciliation Code • Reconciliation
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

5.3. SiteAccessRequest Data

Table 7: Data Requirements for SiteAccessRequest

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMIChecksum	CHAR(1)	O	NMI Checksum
Reason	VARCHAR(40)	M	The Initiator should provide a Reason for the request in this field, Allowed Values: - New Retailer for site - Records old and need to be updated - No Access details on file for NMI - No Hazard Details on file for NMI - Site Visit Required - Other
SpecialNotes	VARCHAR(240)	O/M	Any additional information the Initiator wishes to convey to the Recipient. Mandatory if Reason is "Other".

5.4. SiteAccessNotification Data

Table 8: Data Requirements for SiteAccessNotification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*
NMIChecksum	CHAR(1)	O	*NMI* Checksum
AccessDetails	VARCHAR(160)	M	If the Customer has supplied any special access details, the Initiator must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer reports no access requirements"; or <Description of access requirement> This information is permanent for the Site and can only be changed by a new SiteAccessNotification.

Field	Format	Use	Definition/Comments
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. Standard values One or more of the following standard values can be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Electrical Safety Issue • Asbestos Fuse • Asbestos Board • Not Known To Initiator Any other hazards should be fully described, without using abbreviations. This information is permanent for the Site and can only be changed by a new SiteAccessNotification.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

5.5. LifeSupportNotification Data

Table 9: Data Requirements for LifeSupportNotification

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMI Checksum	CHAR(1)	O	NMI Checksum.
SiteAddress	ADDRESS	O	Site Address. Refer to B2B Procedure:Technical Delivery Specification.
Reason	VARCHAR (14)	M	Allowable Values: • Update • Reconciliation
RegistrationOwner	YESNO	M/N	Value of YES must only be used, where the Initiator of the LifeSupportNotification was the party that completed or is in the process of completing the initial Life Support registration directly with the customer Value of NO should be used when the Initiator of the LifeSupportNotification was not the party who commenced or completed the Life Support registration process but is raising the LifeSupportNotification to communicate changes to the other party e.g. Life Support customer contact details or has undertaken a Life Support Deregistration. Not required where *LifeSupportStatus* is None.

Field	Format	Use	Definition/Comments
LifeSupportStatus	VARCHAR (50)	M	<u>Allowable Values:</u> • Registered - No Medical Confirmation • Registered - Medical Confirmation • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None <u>Notes regarding the allowable values</u> "Registered - No Medical Confirmation" means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise but have not yet provided medical confirmation to the Retailer or Distributor notified. "Registered - Medical Confirmation" means the customer has advised the Retailer/Distributor that they require life support equipment at the identified premise and the Retailer/Distributor notified has received medical confirmation from the customer. "Deregistered - No Medical Confirmation" means the Retailer/Distributor who was initially notified of the life support equipment has attempted to gain medical confirmation from the customer, but the customer has not obliged. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise with the customer as per the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC) and the customer did not provide medical confirmation during the deregistration process. "Deregistered - Customer Advice" means a customer has advised the Retailer/Distributor that the person who required life support equipment has vacated the premises or no longer requires the life support equipment. The Retailer/Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC). "Deregistered - No Customer Response" means, where a Distributor has registered a customer's premises on the advice of the Retailer, the Distributor has commenced deregistration of the premises when it becomes aware that the customer has transferred to a new Retailer. The Distributor has completed the necessary steps to formally deregister the life support requirement at the identified premise as per the NERR, the *Energy Retail Code* (VIC), or the *Electricity Distribution Code* (VIC). "None" means that the premises doesn't have a current Life Support requirement.
DateRequired	DATE	M/N	For a registration of Life Support, this date will be the date Life Support protections commence at the premises. For additional information, refer to clause 4.5(b). For a deregistration of Life Support, this date will be the date Life Support protection ceases to be provided at the premises and must only be a current or past date. For additional information, refer to clause 4.5(d). For response to a Life Support Request, this will be the effective date of the Life Support registration in the participants system. Not required when *LifeSupportStatus* is None.

Field	Format	Use	Definition/Comments
LSEquipment	VARCHAR(50)	R/N	Allowable values: • Oxygen Concentrator • Intermittent Peritoneal Dialysis Machine • Kidney Dialysis Machine • Chronic Positive Airways Pressure Respirator • Crigler Najjar Syndrome Phototherapy Equipment • Ventilator For Life Support • Other 'Other' means an equipment that a registered medical practitioner certifies is required for a person residing at the customer's premises for life support and is not already listed above. Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None Note: Where more than one allowable value is required, select one of the allowable values and provide the additional allowable value in the *SpecialNotes* field.
LSContactName	PERSONNAME	R/N	Must be the name of the person who is the contact for the management of Life Support requirements. Refer to B2B Procedure:Technical Delivery Specification. Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
LSPostalAddress	ADDRESS	R/N	Must be the Customer's postal address for Life Support requirements. Refer to B2B Procedure:Technical Delivery Specification. Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
LSPhoneNumber1	TELEPHONE	R/N	Must be the phone number of the person who is the contact for the management of Life Support requirements. Refer to B2B Procedure:Technical Delivery Specification. Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None

Field	Format	Use	Definition/Comments
LSPhoneNumber2	TELEPHONE	R/N	Must be the phone number of the person who is the contact for the management of Life Support requirements. Refer to B2B Procedure:Technical Delivery Specification. Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
LSContactEmailAddress	VARCHAR(100)	R/N	Must be the email address of the person who is the contact for the management of Life Support requirements where the initiator has obtained Consent for the express use of the email address for this purpose.Not required when *LifeSupportStatus* is • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None
PreferredContactMethod	VARCHAR (20)	O	Allowable values: • Postal Address • Site Address • Email Adress • Phone
SpecialNotes	VARCHAR (240)	O/M	Any additional information the Initiator wishes to convey to the Recipient. Mandatory when *LSEquipment* is Other.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Initiator's system.

5.6. LifeSupportRequest Data

Table 10: Data Requirements for LifeSupportRequest

Field	Format	Use	Definition/Comments
NMI	CHAR(10)	M	*NMI*.
NMI Checksum	CHAR(1)	O	NMI Checksum.
Reason	VARCHAR (30)	M	Allowed Values • Confirm Life Support • Data Quality Issue • No response to rejected LSN • Other Notes regarding the allowed values "Confirm Life Support" means the Retailer or DNSP only requires the current life support status and associated information held by the recipient and does not require the recipient to confirm details from the customer. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The Retailer or DNSP must provide which specific data they are querying in the *SpecialNotes* field. "No response to rejected LSN" means that a Retailer or DNSP has rejected a previous LSN where it was reasonably expected the Retailer or DNSP would send through a new LSN with updated/corrected information, which has not yet been received. "Other" must only be used for scenarios not covered by the specified allowed values. The Retailer or DNSP must provide the details of the reason in the *SpecialNotes* field.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the Intitator wishes to convey to the Recipient. Mandatory if Reason is "Other".

5.7. BusinessAcceptance/Rejection

Table 11: BusinessAcceptance/Rejection

Field	Structure	Use	Definition/Comments
EventCode	EVENTCODE	M	A code to indicate the reason for the rejection. Applicable Business Events are defined in Table 12.
KeyInfo	VARCHAR(10)	M	The *NMI* of the B2B Transaction being rejected.
Context	EVENTCONTEXT	O	The data element in the received Business Document (e.g. *HazardDescription*) that causes the Business Event.
Explanation	UNLIMITED VARCHAR	M/O	An explanation of the Business Event. Must be provided where the Business Event requires an *Explanation*.

5.7.1. Applicable Business Events

(a) Participants must use the most relevant Business Event. Where multiple *EventCodes* are applicable these may be provided.

(b) Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the *BusinessAcceptance/Rejection* in accordance with the aseXML Guidelines.

Table 12: Business Events

Business Document	Business Signal	Business Event	Explanation Required	Severity	Event Code	Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data.	No	Error	1932	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	Not applicable for CustomerDetailsReconciliation.
SiteAccessRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data.	No	Error	1932	
SiteAccessNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	
All Notifications	*BusinessAcceptance/ Rejection*	Recipient is not responsible for the supplied NMI.	Yes	Error	1923	
		Not Current FRMP.	No	Error	1939	
		Data missing (mandatory fields). Details provided in *Explanation.*	Yes	Error	201	Standard aseXML.
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML. Not applicable for CustomerDetailsReconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML.