



# B2B E-HUB PARTICIPANT ACCREDITATION AND REVOCATION PROCESS

## B2B PARTIES

PREPARED BY: AEMO MARKETS

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NEW SOUTH WALES QUEENSLAND SOUTH AUSTRALIA VICTORIA AUSTRALIAN CAPITAL TERRITORY TASMANIA WESTERN AUSTRALIA

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## VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
1.0	1 Dec 2017	First Issue. Document incorporates: <ul style="list-style-type: none"> <li>National Electricity Amendment (Expanding competition in metering and related services) Rule 2015 No. 12</li> </ul> National Electricity Amendment (Updating the electricity B2B framework) Rule 2016 No. 6
1.1	1 Dec 2017	Amended to incorporate requirements for MSATS Browser (LVI).
1.2	3 Jun 2019	Amended to incorporate feedback from participants after the commencement of accreditation and to incorporate requirements for Third Party B2B Participants
<a href="#">1.3</a>	<a href="#">24 Oct 2021</a>	<a href="#">Update to incorporate National Electricity Amendment (Wholesale demand response mechanism) Rule 2020 No. 9</a>

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## 1. INTRODUCTION

### 1.1. Purpose and Scope

- (a) This is the Accreditation and Revocation process AEMO adopts when accrediting a person as a *B2B e-Hub Participant* to use the *B2B e-HUB* and the circumstances under which accreditation can be revoked.
- (b) This Procedure has effect only for the purposes set out in the NER. The NER and the National Electricity Law prevail over this Procedure to the extent of any inconsistency.
- (c) The purpose of this accreditation is to ensure that the applicant's processes and IT systems are ready to interact with AEMO's systems safely and securely and will deliver data in the appropriate format after accreditation in accordance with the B2B. The accreditation will not include requirements related to the quality of the data in the transactions or any back office processes.
- (d) The accreditation is performed by the applicant conducting a self-certification process in the *B2B e-Hub's* pre-production environment. Refer to MSATS User Guide for the self-certification process.

### 1.2. Definitions and Interpretation

The Retail Electricity Market Procedures – Glossary and Framework:

- (a) is incorporated into and forms part of this process; and
- (b) should be read with this process.

### 1.3. Related AEMO Documents

Title	Location
Retail Electricity Market Procedures – Glossary and Framework	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Glossary-and-Framework</a>
B2B Procedure: Service Order Process	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
B2B Procedure: Customer and Site Details Notification Process	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
B2B Procedure: Meter Data Process	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
B2B Procedure: One Way Notification Process	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
B2B Procedure: Technical and Delivery Specification	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
B2B Guide	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Business-to-business-procedures</a>
NEM RoLR Processes Part A and Part B	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>



Title	Location
Guide to MSATS B2B	<a href="http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">http://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>

## 2. ACCREDITATION PROCESS

### 2.1. Preparation

#### 2.1.1. Mandatory Requirement

- (a) Any person considering using the *B2B e-Hub* must apply for accreditation and must prepare for the accreditation process. This entails carrying out a number of activities, each of which is described in the remainder of section 2.
- (b) The application for accreditation will be based on Participant IDs. A separate Participant ID will be required for each *market* Role and transaction testing related to each *market* Role must be completed.

#### 2.1.2. Pre-Reading

- (a) AEMO expects the key business personnel of a *B2B e-hub Participant* applicant to be familiar with the regulatory and technical requirements pertaining to the accreditation.
- (b) The table below indicates the pre-reading applicants must complete prior to approaching AEMO about submitting an application to be accredited.

Document
Chapters 7, 10 & 11 of the NER
B2B Procedure: Customer and Site Details Notification Process
B2B Procedure: Service Order Process
B2B Procedure: Meter Data Process
B2B Procedure: One Way Notification Process
B2B Procedure :Technical Delivery Specification
B2B Guide
NEM RoLR Processes Part B
Meter Data File Format Specification NEM 12 & 13
aseXML Guidelines
Guide to Transition of aseXML
B2B mapping to aseXML (guide)
Guide to MSATS B2B
SMP User Guide/ Technical Guideline

#### 2.1.3. Outcomes of Accreditation

Accreditation of a person as a *B2B e-Hub Participant* means that they will be able to:

- (a) Connect to the *B2B e-Hub*;
- (b) Use the *B2B e-Hub* to send to and receive from other *B2B e-Hub Participants*:
  - o documents that conform to the current aseXML schema; and
  - o CSV data where applicable.

## 2.2. Application

- (a) To commence the accreditation process, an applicant must submit an application using the form published on the AEMO website or contained in Appendix A and a completed accreditation checklist and associated documentation if the applicant is a *Third Party B2B Participant*. The Demand Response Service Provider is exempt from providing the accreditation checklist as the information required in the checklist is covered by the DRSPs registration application. This checklist is published on our website and is contained in Appendix C.

### 2.2.1. Third Party B2B Participant

- (a) A *Third Party B2B Participant* is a *B2B e-Hub Participant* who is not also a *Distribution Network Service Provider, retailer, Local Retailer, Metering Coordinator, Metering Provider* or *Metering Data Provider* ~~or Demand Response Service Provider.~~
- (b) As a *Third Party B2B Participant* is not a ~~registered or accredited participant within the listed in 2.2.1 (a)~~NEM, AEMO requires *Third Party B2B Participants who are not Registered Participants or are not intending to become a Registered Participant* ~~them~~ to complete an accreditation checklist and provide associated documentation. This provides AEMO with the confidence that the applicant has procedures and policies in place to meet their obligations as a *Third Party B2B Participant*.

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### 2.2.2. Participant ID

- (a) In order to be able to access the *B2B e-Hub* applicants require a Participant ID. Applicants can use existing Participant IDs that have been allocated to them. These Participant IDs are to be included in section A.4 of the application form.
- (b) Some roles allow for the same Participant ID to be allocated to them. For example a FRMP role and a RoLR role are the same Participant ID, a LNSP role and initial MC (as per the definition in the NER) role are the same Participant ID.
- (c) If a new Participant ID is required please ensure section A.4.1 of the application form is completed.

## 2.3. Queuing Policy

- (a) AEMO expects all applicants to act in good faith and respond promptly to queries from AEMO when applying for accreditation in accordance with this Procedure. The applicants' responsiveness when addressing requests for further information will be taken into consideration when AEMO is required to assess more than one application at a time.
- (b) Upon receipt of an application, AEMO will review it to ensure all relevant information has been completed. Within 5 business days of receiving an application AEMO will advise whether the application has been accepted or rejected.
- (c) Accepted applications will be placed in a queue according to the date and time of receipt by AEMO.

### 2.3.1. Applicant Responsiveness during Accreditation Process

- (a) AEMO will prioritise its assessment of each application on the basis of the responsiveness demonstrated by each applicant in its pursuit of accreditation.
- (b) If AEMO considers that any application is inadequate AEMO will notify the applicant.
- (c) The applicant will be given a reasonable amount of time within which to provide the requested information.

- (d) If an applicant does not provide adequate responses to AEMO's queries, or provide requested information during the accreditation process within the nominated timeframe, the application will be placed at the end of the queue until the requested information is received.

#### **2.3.2. Deemed Withdrawal of Application**

- (a) If an application has been placed at the end of the queue and the applicant does not provide the requested information within 3 months of being placed at the end of the queue, the application will be deemed to have been withdrawn and the applicant will be advised.

## **2.4. Pre-Production Assessment**

### **2.4.1. General**

- (a) Prior to completing the application form a participant must review the transactions required to be tested for their role. If the applicant believes that there is not a requirement for them to test all of the transactions for the role they are performing, then they will need to discuss with AEMO's Metering team and gain approval for those transactions not to be tested.
- (b) After the application has been accepted by AEMO, *B2B e-Hub Participants* will require access to AEMO's *B2B e-Hub*.
- (c) Access will be granted when all of the relevant IT requirements have been met.
- (d) MarketNet is mandatory for Business to Market (B2M) and where the applicant wishes to use FTP for B2B.
- (e) MarketNet will be required to gain access to the Pre-Production environment to enable the participant to perform self-accreditation testing.
- (f) APIs can be used and require an Internet connection and/or MarketNet connection.
- (g) The applicant will need to submit separate forms to AEMO for the purpose of connecting to MarketNet and *B2B e-Hub*.

### **2.4.2. MarketNet**

- (a) MarketNet is AEMO's network that provides *Registered Participants*, *Metering Providers* (MPBs), *Metering Data Providers* (MDPs) and *Embedded Network Managers* (ENMs) access to the Market Management System (MMS) and Market Settlement and Transfer Solution (MSATS).
- (b) An application form and supporting documentation can be found on the AEMO website at <http://www.aemo.com.au/Electricity/IT-Systems/NEM>

### **2.4.3. API Gateway**

- (a) AEMO's API Gateway provides B2B communication options using web services; or using direct connections from a compatible participant gateway.
- (b) The Gateway to Gateway (push/push pattern) communication method provides options for faster communication to/from the e-Hub and other participant gateways.
- (c) The web services API (push/pull pattern) communication method provides a more modern interface than FTP, however it follows a similar "deliver and wait" message exchange process as FTP, so remains slower than the push/push methods.

For more information on the available API Gateway services refer to the published SMP Technical Guide.



#### 2.4.4. FTP

- (a) AEMO's legacy FTP remains part of the B2B e-Hub services and can be used for B2B and B2M. FTP is only available over MarketNet.

#### 2.4.5. MSATS Browser

- (a) AEMO's legacy MSATS Browser remains part of the *B2B e-Hub* services. The MSATS Browser, also known as Low Volume Interface (LVI), is only available over MarketNet.
- (b) Applicants using the MSATS Browser to send and receive B2B communications will not be required to adhere to section 2.5 of this document but will be required to complete the application form.

## 2.5. Applicant System Testing

In order for AEMO to grant access to pre-production environments for the purpose of assessing an applicant's ability to fulfil messaging requirements the following must be completed to AEMO's satisfaction:

- (a) Applicants must complete and submit the application forms in Appendix A
- (b) *Third Party B2B Participants* must complete the checklist and associated documentation in Appendix C where relevant. Upon completion and submission of the application forms referred to in Appendix A and for *Third Party B2B Participants* completion of the checklist and associated documentation in Appendix C to AEMO's satisfaction, AEMO will grant an applicant access to pre-production for the purposes of assessing an applicant's ability to fulfil messaging requirements.

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All participants who currently use B2B via FTP will not be required to demonstrate Stage 1 of the testing requirements.

For re-accreditation a discussion with AEMO will be required to determine the extent of testing required.

#### 2.5.1. Test Stages

##### Stage One - Messaging

Applicants are required to demonstrate to AEMO that their IT systems can fulfil the messaging requirements. These are:

- FTP - Establishing aseXML file sending and receiving.
- APIs – Establishing API message sending and receiving.

##### Stage Two – Transactions

Applicants are required to demonstrate to AEMO that their IT systems can produce and send transactions that can be accepted by other participants.

Applicants must test transactions based on their role in the market.

Each transaction test takes the same format:

- The initiator sends the transaction.
- The recipient acknowledges the transaction.
- The recipient provides a transaction acknowledgement.
- The initiator acknowledges the transaction acknowledgment.



Appendix B provides a list of transactions that have been flagged as mandatory and each type of Participant must test these transactions unless approval has been granted by AEMO for exemptions of certain transaction tests. There is also a list of transactions that are flagged as required and these would need to be tested if the applicant is going to use these transactions.

## 2.6. Completion of Review

At the conclusion of AEMO's review of an application, there will be one of two outcomes:

- (a) The application is successful (with or without conditions).
- (b) The application is not successful.

The remainder of this section considers these two outcomes.

### 2.6.1. AEMO Accredits Applicant

To be successful, an applicant must have:

- (a) completed the application form and relevant transaction scripts;
- (b) for *Third Party B2B Participants*: completion of the checklist and provision of associated documents to AEMO's satisfaction
- (c) demonstrated the capabilities required to communicate using the *B2B e-Hub*.

If the application is successful, AEMO will accredit the applicant as a *B2B e-Hub Participant*.

### 2.6.2. Application not Successful

If AEMO considers that the applicant has not met the requirements of the application, AEMO will notify the applicant of:

- (a) which criteria have not been met;
- (b) how the applicant should address the matter; and
- (c) the date by which the applicant must address the unmet criteria for reconsideration by AEMO.

If the applicant fails to address the unmet criteria by the date specified by AEMO, the application is deemed to have been withdrawn.

### 3. RE-ACCREDITATION

Reaccreditation will be required if a participant:

- (i) makes any significant changes to their transaction and/or gateway system; or
- (ii) is implementing a new transaction and/or gateway system; or
- (iii) is changing delivery methods, eg moving from FTP to Web Services/APIs

Participants must advise AEMO of the scope of any proposed change to its gateway, system or delivery method and AEMO will determine the extent of re-accreditation needed.

### 4. REVOCATION PROCESS

- (a) AEMO may revoke a *B2B e-Hub Participant's* accreditation if:
  - (i) The Participant is no longer a *B2B Party*; or
  - (ii) The Participant is not complying with the Rules or the procedures authorised under the Rules
- (b) Revocation of the *B2B e-Hub Participants* accreditation will be immediate for any *B2B e-Hub Participant* who is no longer a *B2B Party*.
- (c) At AEMO's discretion *B2B e-Hub Participants* may be issued a notice of non-compliance for any failure to comply with 4(a)(ii).
  - (i) The notice of non-compliance will include a timeframe in which the *B2B e-Hub Participant* must rectify the non-compliance.
  - (ii) If rectification of the non-compliance is not completed within the timeframe included in the notice of non-compliance AEMO may revoke the *B2B e-Hub Participants* accreditation and access to the *B2B e-Hub*.



**APPENDIX A. APPLICATION FORM**

**A.1 Applicant Details**

Applicant: .....

(full name, eg The First Energy Company Pty Ltd (trading as Energy First))

ABN: .....

The Applicant is applying for accreditation for the B2B e-Hub in the *National Electricity Market (NEM)*, being managed by *AEMO* under the *Rules*.

**A.2 Declaration**

I .....

(insert name)

.....

(insert title)

DECLARE that I am authorised by the Applicant to submit this Application on the Applicant's behalf and CERTIFY that the contents of this Application and any further submission are true and correct.

..... Signature	...../...../20..... Date
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**A.3 Contact Details**

**A.3.1 Contact Details for Head Office and any Branch Office/s**

Please provide the following details for the Head Office and any Branch Office/s:

Office Name*	
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Street Address			
State		Postcode	
Postal Address			
State		Postcode	
Phone		Fax	
Email			

\* Type "Head Office" or name of branch

### A.3.2 Accreditation Contact

Contact name and details of the relevant person for AEMO to contact regarding this application. Due to the accreditation being a technical accreditation it would be prudent that the contact be a person of a technical nature.

Name (e.g. Dr George William Smith)			
Position		Branch	
Phone		Fax	
Mobile		Email	

### A.4 Information Required For AEMO'S Market Systems

Will the Applicant be using an existing Participant ID? (provide all roles and Participant ID's applying for accreditation)

- Yes Participant ID: \_\_\_\_\_ Role: \_\_\_\_\_  
 Participant ID: \_\_\_\_\_ Role: \_\_\_\_\_
- No Please complete this Section.

#### A.4.1 Participant ID

Suggested Participant ID (Maximum 8 characters).  B2B must be the last 3 characters for all <i>Third Party B2B Participants</i>  Example: KRIZOB2B	
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**A.4.2 MarketNet Connection**

For details regarding options and entitlements for connections to AEMO’s communications network, including requests for additional bandwidth, please refer to the *Guide to Information Systems*, available from the AEMO website ([Information Systems](#) page).

Will the Applicant be using an existing MarketNet connection?

Yes, the Applicant is to use an existing MarketNet connection, identified by

Participant ID ..... and/or ABN .....

No, the Applicant requires new connection(s) of the following types:

**Primary Connection**

AEMO recommends “VPN (VIRTUAL PRIVATE NETWORK) LAN TO LAN” as the Primary Connection method (fast setup and uses your existing internet connectivity).

<input type="checkbox"/> VPN (VIRTUAL PRIVATE NETWORK) LAN TO LAN	<input type="checkbox"/> TELSTRA ETHERNET LITE (BDSL) ALLOW UP TO 2 MONTHS FOR SETUP.
<input type="checkbox"/> VPN VARIABLE	

**Secondary Connection**

Secondary connection method should be different from the Primary connection, to support path diversity.

<input type="checkbox"/> VPN (VIRTUAL PRIVATE NETWORK) LAN TO LAN	<input type="checkbox"/> TELSTRA ETHERNET LITE (BDSL) ALLOW UP TO 2 MONTHS FOR SETUP.
<input type="checkbox"/> VPN VARIABLE	

### A.4.3 Delivery Method

There are four types of delivery methods.

They are:

- FTP
- API Gateway (push/push pattern)
- API Web Services (push/pull pattern)
- MSATS Browser

Please select which method you are seeking accreditation for:

FTP       API Gateway       API Web Services       MSATS Browser

#### Network Connection

Will you connect over MarketNet or the Internet? (FTP and MSATS Browser is only available over MarketNet)

MarketNet       Internet

#### FTP

AEMO's MarketNet application covers the details required for FTP.

#### API Gateway

Applicants are required to provide their API Gateway URL's

#### HTTPS URL's

This is the applicants API Gateway HTTPS URLs for AEMO's hub to connect to.

The addresses provided should be accessible either via MarketNet or the Internet

The URL recommended format is: [https://<web service host>/<business\\_function>/<APIversion>](https://<web service host>/<business_function>/<APIversion>)

The HTTPS port must be between 9318 and 9330

The API URL provided for each service should be unique.

e.g.

<https://preprod.participant.com.au:9318/ws/B2BMessagingAsync/1.0>

<https://preprod.participant.com.au:9318/ws/HubMessageManagement/1.0>

<https://prod.participant.com.au:9318/ws/B2BMessagingAsync/1.0>

<https://prod.participant.com.au:9318/ws/HubMessageManagement/1.0>

#### Preproduction

The following service end-points must be provided for B2B accreditation.

API Service	HTTPS URL	Description
B2BMessagingAsync		Required to support B2B async with other participants using B2B.
HubMessageManagement		Required to support Hub generated alerts to participants.



Inbound IP range (if the URL IP Address is likely to change)

The following service end-points are optional and are not applicable for B2B accreditation. These may be requested separately at any-time outside the B2B accreditation process as outlined in the SMP Technical Guide.

API Service	HTTPS URL	Description
B2BMessagingSync		Supports B2B sync communications only to other participants using the B2B sync service.
P2PMessagingSync		Supports Peer-2-Peer sync communications only to other participants using the P2P sync service.

#### Production

The following service end-points should be provided for B2B accreditation.

API Service	HTTPS URL	Description
B2BMessagingAsync		Required to support B2B async with other participants using B2B.
HubMessageManagement		Required to support Hub generated alerts to participants.

Inbound IP range (if the URL IP Address is likely to change)

Will you use the HTTPS URL above for disaster recovery (DR) (recommended configuration)?

Yes  No

The following service end-points are optional and are not applicable for B2B accreditation. These may be requested separately at any-time outside the B2B accreditation process as outlined in the SMP Technical Guide.

API Service	HTTPS URL	Description
B2BMessagingSync		Supports B2B sync communications only to other participants using the B2B sync service.
P2PMessagingSync		Supports Peer-2-Peer sync communications only to other participants using the P2P sync service.



### API Web Services

Applicants are required to provide their Inbound IP Address range

Please provide details of any additional requirements for your connection:

[Click here to enter text.](#)

#### **A.4.4 B2B Notice**

Please provide B2B Notice email address that will be used by AEMO to advise Participants that a particular Participant is having problems with their gateways and/or systems or are planning an outage that may impact others. Please refer to B2B Notice for Electricity B2B document, available on AEMO's website for more information.

B2B Notice email address:	
---------------------------	--

Please complete and send to  
AEMO Information and Support Hub  
supporthub@aemo.com.au

## APPENDIX B. TEST TRANSACTIONS

The below table indicates the typical initiators and recipients based on who wants the work to be performed and who is going to perform the work. The below table does not preclude the use of bilateral agreements to suit particular business models.

As service order responses have the same mandatory fields and are not service order type specific the completion of one service order response will meet the requirements for self-accreditation.

*Third Party B2B Participants* may not use the standard transactions as part of their business model. If this is the case *Third Party B2B Participants* are required to discuss with AEMO the requirements to enable the participant the ability to pass accreditation testing.

**Table 1 B2B Transactions**

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Mandatory /As required	Potential Notified Parties
Service Orders	<u>ServiceOrderRequest</u> Supply Service Works	Allocate NMI	The first step in a new connection process	Retailer	DNSP	M	N/A
Service Orders	<u>ServiceOrderResponse</u> Supply Service Works	Allocate NMI	The first step in a new connection process	DNSP	Retailer	M	N/A
Service Orders	<u>ServiceOrderRequest</u> Supply Service Works	Establish Permanent Supply	Establish supply - Part of overall new connections process. This service order is not required in NSW whilst the Accredited Service Provider Scheme is in operation for service works.	Retailer	DNSP	M	MDP/MP/MC
Service Orders	<u>ServiceOrderResponse</u> Supply Service Works	Establish Permanent Supply	Establish supply - Part of overall new connections process. This service order is not required in NSW whilst the Accredited Service Provider Scheme is in operation for service works.	DNSP (except NSW)	Retailer	M	MDP/MP/MC

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Mandatory /As required	Potential Notified Parties
Service Orders	<u>ServiceOrderRequest</u> Supply Service Works	Supply Abolishment	Abolish supply	Retailer	DNSP	M	MDP/MP/MC
Service Orders	<u>ServiceOrderResponse</u> Supply Service Works	Supply Abolishment	Abolish supply	DNSP	Retailer	M	MDP/MP/MC
Service Orders	<u>ServiceOrderRequest</u> Metering Service Works	Exchange Meter	Swap an existing meter or meter installation to a new one	Retailer or MC	MP	M	DNSP/MDP
Service Orders	<u>ServiceOrderResponse</u> Metering Service Works	Exchange Meter	Swap an existing meter or meter installation to a new one	MP	Retailer or MC	M	DNSP/MDP
Service Orders	<u>ServiceOrderRequest</u> Metering Service Works	Install Meter	Install one or more meters or metering installations	Retailer or MC	MP	M	DNSP/MDP/MC
Service Orders	<u>ServiceOrderResponse</u> Metering Service Works	Install Meter	Install one or more meters or metering installations	MP	Retailer or MC	M	DNSP/MDP/MC
Service Orders	<u>ServiceOrderRequest</u> Metering Service Works	Remove Meter	Remove meter where there are 2 or more meters The removal of redundant meters. A Remove Meter used to remove the last meter on site should be accompanied with a Supply Abolishment sent to the DNSP.	Retailer or MC	MP or DNSP for Type 5/6 or VIC)	M	DNSP/MDP/MC

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Mandatory /As required	Potential Notified Parties
Service Orders	<u>ServiceOrderResponse</u> Metering Service Works	Remove Meter	Remove meter where there are 2 or more meters The removal of redundant meters. A Remove Meter used to remove the last meter on site should be accompanied with a Supply Abolishment sent to the DNSP.	DNSP (type 5/6 or VIC) or MP	Retailer or MC	M	DNSP/MDP/MC
Service Orders	<u>ServiceOrderRequest</u> Re-energisation	Recipient Discretion	Re-Energise the customer using standard practice	Retailer	DNSP or MP or MC	M	MDP/DNSP/MP/MC
Service Orders	<u>ServiceOrderResponse</u> Re-energisation	Recipient Discretion	Re-Energise the customer using standard practice	DM or MP or MC	Retailer	M	MDP/MP/MC
Service Orders	<u>ServiceOrderRequest</u> De-energisation	Recipient Discretion	De-Energise the customer using standard practice	Retailer	DNSP or MP or MC	M	MDP/DNSP/MP/MC
Service Orders	<u>ServiceOrderResponse</u> De-energisation	Recipient Discretion	De-Energise the customer using standard practice	DNSP or MP or MC	Retailer	M	MDP/MP/MC
Service Orders	<u>ServiceOrderRequest</u> Miscellaneous	N/A	Request that is not covered by another service order	Retailer or DNSP or MP or MDP or MC	Retailer or DNSP or MP or MDP or MC	As required	As agreed
Service Orders	<u>ServiceOrderResponse</u> Miscellaneous	N/A	Request that is not covered by another service order	Retailer or DNSP or MP or MDP or MC	Retailer or DNSP or MP or MDP or MC	As required	As agreed
Customer and Site Details Notification	<u>CustomerDetailsRequest</u>	N/A	Request from a DNSP or an MP to a Retailer to supply the Customer and Life-support details	DNSP or MP or MC	Retailer	M for DNSP As required for MP or MC	N/A

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Mandatory /As required	Potential Notified Parties
Customer and Site Details Notification	<a href="#">CustomerDetailsNotification</a>	N/A	Customer and Life support details issued to DNSP or MP after update or on request	Retailer	DNSP and if agreed MP or MC	M for DNSP As required for MP or MC	N/A
Customer and Site Details Notification	<a href="#">SiteAccessRequest</a>	N/A	Request from a Retailer to obtain a copy of the Site access and hazard information.	Retailer or MP or DNSP or MC	Retailer or MP or DNSP or MC	As Required	N/A
Customer and Site Details Notification	<a href="#">SiteAccessNotification</a>	N/A	Publication of Site access and hazard information. Typically this is from a Retailer to a DNSP or MP whenever the data changes, but can also be from a DNSP or MP to a Retailer based on receiving a site access request	Retailer or DNSP or MP or MC	DNSP or MP or Retailer or MC	As Required	N/A
One Way Notifications	<a href="#">NoticeofMeteringWorks</a>	N/A	Informs the DNSP about the details of a recently completed metering works	MP or MC	DNSP	As Required	N/A
One Way Notifications	<a href="#">MeterFaultandIssueNotification</a>	N/A	Informs a Retailer about a meter fault. Can be from an MP, MC or a DNSP in the case of Type 5 and 6 meters	MP or DNSP or MC	Retailer	As Required	N/A
One Way Notifications	<a href="#">PlannedInterruptionNotification</a>	N/A	Informs a DNSP about planned interruptions on the network	Retailer or MC	DNSP	As Required	N/A

B2B Procedure	Transaction Type	Sub Type	Purpose	Initiator/s	Recipient	Mandatory /As required	Potential Notified Parties
One Way Notifications	<a href="#">NotifiedParty</a>	N/A	A special purpose transaction used to inform Notified parties of the state of a service order process. <b>(to be tested only if party is going to use this transaction)</b>	Retailer or MC	Any	As Required	Any
Meter Data Process	<a href="#">ProvideMeterDataRequest</a>	N/A	Request to provide meter data	Retailer or DNSP or MDP <u>or</u> DRSP	MDP	M	N/A
Meter Data Process	<a href="#">ProvideMeterDataResponse</a>	N/A	Response to provide meter data	MDP	Retailer or DNSP or MDP <u>or</u> DRSP	M	N/A
Meter Data Process	<a href="#">VerifyMeterDataRequest</a>	N/A	Request to verify meter data	Retailer or DNSP or New MDP <u>or</u> DRSP	MDP or old MDP	M	N/A
Meter Data Process	<a href="#">VerifyMeterDataResponse</a>	N/A	Response to verify meter data	MDP	Retailer or DNSP or MDP <u>or</u> DRSP	M	N/A
Meter Data Process	<a href="#">MeterDataNotification</a>	N/A	Provision / delivery of meter data to market participants	MDP	Retailer or DNSP or MDP or MC <u>or</u> DRSP	M	N/A

## APPENDIX C. THIRD PARTY B2B PARTICIPANT ACCREDITATION CHECKLIST

No	Topic	Description	Applicant Response
1	Entity	If the applicant is an unincorporated partnership, please provide evidence of the legitimacy of the partnership, such as a partnership agreement.	
2	Entity	If the applicant is part of a conglomerate or group of companies, please provide a diagram detailing the relationships between the applicant and each other member in the conglomerate or group.	
3	Resources	Please provide a copy of the applicant's organisation chart and position descriptions for each technical and management role. Where the applicant forms part of a larger, unrelated business, the organisation chart should focus on that part of the organisation that is relevant to the type of application being made, and indicate how that part of the organisation links back to the rest of the organisation. For example, if a shopping centre owner/operator seeks to be accredited and registered as an ENM, the organisation chart should provide a granular picture of that part of the organisation proposed to be providing <i>embedded network management services</i> , and indicate the links back to the upper echelons of the organisation.	
4	Compliance	Please provide a description of the applicant's compliance management system, including copies of compliance policies and procedures addressing relevant energy laws, safety and environmental laws, workplace laws and other laws that are relevant to the applicant's requested category of accreditation.	
5	Compliance	Please provide details of compliance training undertaken by each worker employed by the applicant, and all sub-contractor employees. This includes records of relevant training undertaken by individuals and the results of any testing.	
6	Compliance	How is worker/sub-contractor employee knowledge assessed in relation to the NER and applicable procedures under the NER?	
7	Compliance	In the last 7 years, has the applicant been the subject of an Australia Energy Regulator (or any of its state-based predecessors) investigation or ever been charged with offences against electricity regulatory laws/rules/codes? If so, what were the outcomes?	
8	Compliance	Please provide a copy of the applicant's data retention policy and procedures covering all aspects of data handling.	



9	Compliance	Please provide a copy of the applicant's delegation policies or manual, indicating how each worker and each sub-contractor's employees are delegated the authority to perform functions under the NER and each applicable procedure under the NER.	
10	Compliance	Please provide a copy of the applicant's change management policies and procedures. How are these audited?	
11	IT Systems	Please provide a description of the applicant's IT system architecture, system capacity, scalability and interfaces between the applicant's infrastructure and other relevant systems for all transactions to the MSATS participant inbox, including relevant diagrams and other supporting documentation.	
12	IT Systems	Please provide a copy of relevant policies and procedures for the back-up of data collected by the applicant's systems.	
13	IT Systems	Please provide a copy of the applicant's IT policies and procedures for secure access to systems, including read/write authorisations, cyber security measures and virus defence strategies.	
14	IT Systems	Please provide a test summary report, associated test results and certifications or accreditation for each system, including details of all defects, workarounds for any outstanding defects in the applicant's IT systems, including functional, end-to-end system and regression testing, which has been formally approved by an authorised person.	
15	Risk Management	Please provide a copy of the applicant's risk management policies and procedures, anti-fraud and corruption policies and procedures. How are these audited?	
16	Confidentiality	Please provide a copy of the applicant's policies and procedures for the handling of information that is confidential within the context of Chapter 7 of the NER, and how the applicant will preserve the confidentiality of that information.	
17	Confidentiality	Please provide a copy of the applicant's confidential information policy, privacy policy or any other relevant policy in the context of the confidentiality of information under Chapter 7 of the NER, policies and procedures on access to IT systems and access to the applicant's work premises.	
18	Confidentiality	Please provide a copy of the applicant's policies and procedures concerning third party access rights to <i>metering data</i> and <i>NMI standing data</i> howsoever held by the applicant.	
19	Confidentiality	Please confirm how the applicant will ensure that any overseas sub-contractors have systems in place that comply with Australian privacy laws.	
20	Confidentiality	Does the applicant enter into individual contracts of employment with its workers? If yes, please provide a sample indicating how confidentiality is addressed in these contracts.	

21	Dispute Resolution	<p>Please provide a copy of the applicant's dispute resolution process that covers disputes between the applicant and:</p> <ul style="list-style-type: none"> <li>• End Users;</li> <li>• its sub-contractors;</li> <li>• other Participants; and</li> </ul> <ul style="list-style-type: none"> <li>• AEMO.</li> </ul>	
22	Dispute Resolution	<p>Please provide the applicant's policies and procedures for the training of workers/sub-contractor employees in the implementation of the applicant's dispute resolution processes.</p>	
23	Insurance	<p>Please provide a copy of the following certified insurance certificates and policies: public liability of \$5 million per occurrence , and professional indemnity of \$1 million per occurrence.</p>	
24	Sub-Contractors	<p>Does the applicant use or intend to use sub-contractors to perform any of its responsibilities under the NER or applicable <i>service level procedures</i>? If yes, answer the remaining questions regarding the use of sub-contractors.</p>	
25	Sub-Contractors	<p>Please provide the following for each sub-contract: The name and ABN of each sub-contractor. Please confirm that each sub-contract entered into is in writing and provide a summary of the services being provided, how confidentiality and AEMO's audit rights will be addressed, and the term of the sub-contract.</p>	