

## B2B Procedures

- Customer and Site Details (procedure changes)
- Service Order (procedure changes)
- Meter Data (version change)
- One Way Notification (version change)
- Technical Delivery Specification (procedure changes)
- B2B Guide (document changes)

## CONSULTATION – Second Stage

### CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant: PLUS ES***

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## 1. Customer Site Details Notification Process Service Order Process

Old Clause No	New Clause No	Comments
		n/a

## 2. Service Order Process

Old Clause No	New Clause No	Comments
	2.18 (d)	<p>PLUS ES supports the objective of what this clause is seeking to achieve however objects to the wording of the clause and the restrictions it imposes on a contestable MPB.</p> <p>The majority of the contestable MPB’s metering is remote enabled. Remote connectivity implies the ability to enable a change in the energisation status without visiting the metering installation and could be accomplished almost near real time. A contestable MPB may also have some non-remote enabled metering installations but this volume is very minute. i.e MRAM metering.</p> <p>It is not equitable to place a generic obligation on the contestable MPB, which has been defined by the practices of regulated businesses, as their operational models are different.</p> <p>Referencing the above PLUS ES proposes that the clause is amended to:</p> <ul style="list-style-type: none"> <li>○ Allow the contestable MPB the flexibility to action the Service Orders in accordance to their processes, capabilities, and bilateral agreements with the requesting party, whilst mitigating the customer being left off supply or</li> <li>○ Alternatively, the clause is divided into 2 separate clauses: one for energisation effected via remote services and one where the action requires a physical site visit, i.e. MRAM metering.</li> </ul> <p>For example, a Re-en SO has been received on a Monday for the Friday of that week and within the same day a De-en SO is received to be actioned on the Tuesday of that same week. The metering installation is remote enabled. There is no reason why the contestable MPB should have a regulated process to cancel the De-en SO. They should have the option to action and complete the SO appropriately and then continue to action the Re-en SO for Friday. This is one of the benefits remote enabled metering can deliver.</p>

### 3. Technical Delivery Specification

Old Clause No	New Clause No	Comments
		n/a

### 4. B2B Guide

Old Clause No	New Clause No	Comments
	6.1.5	<p>PLUS ES proposes a review of how the intent of this section is defined.</p> <p>Either the word 'Unauthorised' needs to be replaced or the definition of 'Unauthorised connection' needs to be defined concisely and accurately.</p> <p>For example, the below wording imply that the connection is unauthorised which is not accurate.</p> <p>Where this has been done by a party other than the network (unauthorised), or by the network and this has not been recorded, the status in MSATs will indicate that the NMI is still de-energised.</p> <p>An ASP could re-energise the NMI - authorised party, requested by the customer hence, authorised connection. Also, the Network not updating the NMI status to A after re-energisation does not categorise the re-energisation as unauthorised.</p>

Old Clause No	New Clause No	Comments
	6.1.5 – Process flow	<p data-bbox="831 300 1205 328">PLUS ES suggests the following:</p> <ul data-bbox="880 368 2078 775" style="list-style-type: none"><li data-bbox="880 368 1935 451">• The pre cursor/trigger should be NMI status = D and actual meter data is received by Participants.</li><li data-bbox="880 480 2056 775">• The following step by the Retailer is to “Determine if Energisation was Unauthorised” and they cannot do that without trying to engage the customer and/or DB. i.e.:<ul data-bbox="976 587 2063 775" style="list-style-type: none"><li data-bbox="976 587 2063 670">○ An incoming Retailer may have requested for the energisation and DB forgot to update the NMI status or NMI status hasn’t been updated due to the 5 bus days timeframe</li><li data-bbox="976 692 2063 775">○ An ASP has connected the customer’s supply and has not submitted the NOSW or the DB has not actioned the NOSW</li></ul></li></ul>