

## 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 – First Stage CONSULTATION PARTICIPANT RESPONSE TEMPLATE

***Participant:*** Red Energy and Lumo Energy (Red and Lumo)

***Completion Date:*** 06/07/2021

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# 1. Issues Paper Questions

Topic	Question	Comments
2.1.1 Remove Unstructured Site Address	Question 1: Do you support the Changes in respect of Removal of Unstructured Site Address? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)	Red Energy and Lumo Energy (Red and Lumo) support this proposed change.
2.1.1 Remove Unstructured Site Address	Question 2: If the Changes in respect of Removal of Unstructured Site Address were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?	Red and Lumo do not support the proposed implementation date of 7 November 2022. The clean up of the structured address in MSATS and removal of the unstructured address must be completed by 7 November 2022 as part of the work being undertaken via the MSDR. It is our preference to have a transition period from the 7 November 2022 of at least 6 months to ensure that the MSATS address changes have been appropriately completed and reflected in retailer systems. We would therefore support this change becoming effective as of the second quarter of 2023, or 7 November with a 6 month transition noted.
2.1.2 Add Section and Delivery Point (DP) Number	Question 3: Do you support the changes detailed with regards to Add Section and Delivery Point (DP) Number? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)	Red and Lumo do not support the proposal. It would be our preference to create new fields to represent Section and DP Number in the ADDRESS format definition. Repurposing existing fields introduces an element of complexity in both system build and human entry.
2.1.2 Add Section and Delivery Point (DP) Number	Question 4: If the changes proposed in this document with regards to Add Section and Delivery Point (DP) Number were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?	Red and Lumo support the proposed implementation date of 7 November 2022.
2.2 Changes to Person Name Given and Person Name Title fields	Question 5: Do you support the changes detailed with regards to Person Name fields? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)	Red and Lumo support these proposed changes.
2.2 Changes to Person Name Given and Person Name Title fields	Question 6: If the changes proposed in this document with regards to Person Name fields were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?	Red and Lumo support the proposed implementation date of 7 November 2022. We would not support these changes being brought in any earlier than this date.
2.3 Treatment of Coincident De-Energisation and Re-Energisation SOs by	Question 7: Do you support the changes detailed with regards to Coincident Service Order Logic for non-regulated businesses? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)	Red and Lumo support this proposal.

Non-Regulated Businesses		
2.3 Treatment of Coincident De-Energisation and Re-Energisation SOs by Non-Regulated Businesses	Question 8: If the changes proposed in this document with regards to Person Name fields were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?	Red and Lumo believe this question should be in regards to the Coincident De-Energisation and Re-Energisation SOs by Non-Regulated Businesses. We support the proposed implementation date of 7 November 2022, and in fact would support this coming in sooner rather than later.
2.4 Unauthorised Connection Process	Question 9: Do you support the inclusion of the process flow with regards to Unauthorised Connection Process? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")	Red and Lumo support this proposal.
2.4 Unauthorised Connection Process	Question 10: If the process flow proposed in this document with regards to Unauthorised Connection Process is included in the B2B Guide, would your organisation have any issues with an implementation date of 7 November 2022?	Red and Lumo understand this proposal is not intended to be a change from current practice, and simply clarification of the steps performed. We therefore are happy to support an implementation date of 7 November 2022 or much earlier.
2.10 Questions on proposed changes	Question 11: Are there better options to accommodate the proposed change that better achieve the stated objectives? What are the related pros and cons? How would they be implemented?	Red and Lumo see the introduction of Section Number and DP number specific fields as a positive as opposed to the current practice of using the special instructions field. However, it would be better to have these two values given their own dedicated fields. The benefits of having dedicated fields makes the process development and training much simpler to deliver against from an operational perspective. It also allows for more accurate reporting development. Using the same field for multiple purposes across multiple states introduces more complexity to build for in terms of both systems and reports.
2.10 Questions on proposed changes	Question 12: What are the main challenges in adopting these proposed changes? How should these challenges be addressed?	
2.10 Questions on proposed changes	Question 13: What are the costs and/or benefits if the proposed changes were not made? Consider the perspectives of process, training, system and customer impacts.	
2.10 Questions on proposed changes	Question 14: Do you have any other suggestions, comments or questions regarding this consultation? If you have any comments outside of the scope of this consultation, please reach out to your relevant B2B-WG representatives.	