B2B Procedure Customer and Site Details Notification Process
Clause 2.2.5 Customer Details Reconciliation
Amendments for Review

Additional amendments to Clause 2.2.5.e.4 and 2.2.5.g of the B2B Procedures Customer and Site Details Notification Process have been made. AEMO invites industry to review these amendments and provide feedback by **COB Tuesday 25 February 2014**.

This feedback will be reviewed by the BMRG on 6 March and a recommendation provided to the IEC for their Final Determination decision. The amendments are below:

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2.2.5(e)
4. A Retailer must send only one ~~file~~ message for a CustomerDetailsReconciliation for each Reconciliation, unless the message size would exceed the allowable size as set out in section 4.8 of the B2B Procedure Technical Delivery Specification or as otherwise agreed between participants. If multiple messages are required, a Retailer must send the messages within a 4-hour period of the first message for a CustomerDetailsReconciliation being sent.

Rationale:

DNSPs have a requirement to be able to identify exactly when they can commence their reconciliation processes within their own systems. It was proposed in the Draft Determination that this could be satisfied by only sending one message containing CustomerDetailsReconciliation transactions for a given reconciliation between a Retailer and a given DNSP. Further analysis by some Retailers has identified that in some situations it would not be possible to send all their NMIs with Life Support for a given DNSP in a single message without exceeding the message limit. To address this, a timeframe has been introduced to accommodate this scenario while still providing a clear timing point for the DNSP to commence their reconciliation activities.

Participants are reminded that the reconciliation should only be conducted with agreement between the two parties (see clauses 2.2.5.a and 2.2.5.e.2).

- *'send' – consistent with wording used throughout the CSDN Procedures*
- *'message' – used instead of 'file', as it is consistent with section 4.8 of the B2B Procedure Technical Delivery Specification.*
- *'4-hour period' – timeframe proposed by BMRG as a compromise between Retailer's ability to generate all the messages, while ensuring up-to-date Life Support information is provided to DNSPs.*

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g. For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation ~~transaction,~~ the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of ~~receiving~~ completing the CustomerDetailsReconciliation, as set out in clause 2.2.5.e.4.

Rationale:
Updates to clause g. to align with changes in 2.2.5.e.4.

Attachment One

B2B Procedure Customer and Site Details Notification Process Clause 2.2.5 as per the Draft Determination 2.1

Amended clauses for review are highlighted.

Clause 2.2.5 Customer Details Reconciliation

a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular ~~or as required~~ basis as agreed between Participants. ~~For timing requirements see Clause 2.2.5.f.~~ The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed at least four times per year, during the months of January, April, July and October. Where agreed between the Participants using the CustomerDetailsReconciliation transaction, Participants may conduct the Reconciliation Process more frequently or in different months to those specified.

b. The Reconciliation Process provides the DNSP with a ~~complete~~ snapshot of all NMI~~'s,~~ for which the Retailer is financially responsible, where the customer is flagged with Life Support~~,~~ and as at the time of the Reconciliation ~~(as required by the CustomerDetailsNotification)~~.

c. The Reconciliation Process must use the CustomerDetailsNotification transaction with *MovementType* equal to "Reconciliation". This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction.

d. The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be ~~identical~~ a subset to that used for the CustomerDetailsNotification. The DNSP can only reject for reasons as specified in the B2B Procedure ~~procedure~~ Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data other than the Life Support flag provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process in accordance with Clause 2.2.3 of this Procedure.

e. The following apply to the delivery of CustomerDetailsReconciliation transactions:

    1. The required delivery method for the CustomerDetailsReconciliation transaction and its Business Signals is the B2B e-Hub.~~, and if the B2B e-Hub cannot be used the backup delivery method must be a DVD (any DVD Type)~~.

    2. The Retailer and DNSP must agree the timing of the Reconciliation. This agreement shall consider at least the following criteria:

        ~~i. File limits;~~

        i.~~ii.~~ Conflicting scheduled reconciliations with other Participants~~participants~~;

        ii.~~iii.~~ IT Support availability; and

        iii.~~iv.~~ Other impacting activities.~~; and~~

        ~~v. Timing requirement where delivery method is DVD.~~

    ~~3. If the delivery method is via the B2B e-Hub and the number of files exceeds 100, the Retailer must agree the timing of the Reconciliation with AEMO before commencing the Reconciliation.~~

    ~~4. Where AEMO advises the Retailer that the CustomerDetailsReconciliation cannot be undertaken as agreed in clause 2.2.5.e.2, the Retailer must contact the DNSP and agree a new date.~~

    3. ~~5. If t~~The CustomerDetailsReconciliation transaction ~~is sent via the B2B e-Hub, the transaction~~ must be sent as a Low Priority aseXML document.

    4. A Retailer must send only one file for a CustomerDetailsReconciliation for each Reconciliation, unless otherwise agreed between participants.

~~f. The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be initiated and processed during the months of May and November of each year during the months of February, May, August, and November at least quarterly or more frequently, as agreed between the Participants using the Transaction. should further CustomerDetailsReconciliation be required.~~

f. ~~g.~~ For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction(s) that are not flagged by the DNSP as having Life Support, the DNSP must accept the transaction and update their records ~~accordingly~~ with Life Support.

g. ~~h.~~ For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the CustomerDetailsReconciliation transaction, the DNSP must send a

CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the CustomerDetailsReconciliation.

h. i. If no CustomerDetailsRequests with *Reason* value 'Rec – confirm no SensitiveLoad' have been received by the Retailer from the DNSP after 2 business days of sending the CustomerDetailsReconciliation, the Reconciliation Process is considered to have been completed.

i. j. The Retailer must validate whether a customer at a NMI has Life Support and provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'.

The BMRG agreed that the original intent of the transitional period was for the industry to realise the benefit savings from no longer having to complete the full customer details reconciliation from the 15 May 2014 proposed effective date, whilst allowing participants additional time to make the necessary system/process changes if required.

The proposed procedure changes include a transitional period to allow participants to conduct either the full reconciliation or the new Life Support reconciliation. Participants are reminded of clause 1.7 b. of the CSDN Procedure which states: "As permitted by clause 7.2A.4(k) of the National Electricity Rules, Local Retailers, Market Customers and Distribution Network Service Providers may on such terms and conditions as agreed between them communicate a B2B Communication on a basis other than as set out in this Procedure, in which case the parties to the agreement need not comply with this Procedure to the extent that the terms and conditions agreed between them are inconsistent with this Procedure."

New clause 2.2.5A inserted to provide transitional arrangements up to 14 November 2014. It is intended that this clause will be removed at the first available opportunity after that date:

2.2.5A Transitional Provision for Customer Details Reconciliations

a. In this clause 2.2.5A:

1. 'Transition Period' means the period commencing on the effective date of version 2.1 of this Procedure and ending on (and including) 14 November 2014.

2. 'Old clause 2.2.5' means clause 2.2.5 as set out in version 2.0 of this Procedure in force immediately before the Transition Period.

3. 'New clause 2.2.5' means the current clause 2.2.5 as set out in version 2.1 of this Procedure.

b. During the Transition Period, Participants must continue to conduct reconciliations of Customer Details in accordance with Old clause 2.2.5, unless both the Retailer and the DNSP, for a relevant transaction, agree that New clause 2.2.5 will apply.