B2B Procedures

- Customer and Site Details Process (version change)
- Service Order (version change)
- National Electricity Market Retailer of Last Resort Part B (version change)
- Meter Data Process
- One Way Notification Process
- Technical Delivery Specification

CONSULTATION – First Stage

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: *AGL*

Completion Date: *21 Sep*

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0.   Example Submission (Please delete this section)

General Instructions

1. *Please keep information in the clause numbers simple - eg no titles, comments etc. – put titles and text in the comment section.*

2. *Please use a individual row for each comment on any each clauses.*

3. *Old clauses only needed if there is no equivalent clause within the revised draft procedures.*

4. *If an obligation exists in another instrument please identify the instrument and clause to assist in including guidance notes.*

5. *Please only include comments either with suggested changes, issues or support. Please do not include 'No Comment'.*

6. *See example below (please note the "comments" are sample only, they bear no relevance to the proposed changes):*

Participant Name	Old Clause No	New Clause No	Comments
	1.42(a)	2.15(a)	Service Order response Change response list from varchar(250) to an enumerated list
	1.42(a)	2.15(a)	Suggest add 'Other' as part of enumerated list and add free text to support other
		2.25(a)(ii)	Table 5 "Description of use" should be reworded to "Description of typical use"
		3.6(a)	The MDP SLP (c 3.5.2) requires the meter serial ID to be provided. Suggest the MeterSerialID be added to the transaction.
		3.6(a)	Ensure MeterserialID is the same field used in other procedures
		2.15	Ensure character length for MeterSerialID matches MSATS field length

1. Customer and Site Details Process

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.6 – Cl 4.5		AGL supports this change.

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.6 – Cl 4.6		AGL supports this change.
			AGL notes that the DB only has an obligation to notify a new retailer on churn when they are the registered Process Owner (RPO). However, AGL notes that this change may leave a gap in the process where a DB may believe that Life Support exists at a premises, but the new Retailer has not registered Life Support.
			AGL recommends clarification be detailed within the guidelines around when an LSR of Confirm Life Support should be sent, which AGL believes should be in the following scenario:
			If a Retailer wins a site that is currently flagged with a DB from another Retailer the DB must send an LSR of Confirm Life Support to the winning Retailer so they can respond with an LSN of what is in their system. If the DB is not the RPO, and the new retailer has no Life Support Registration (determined by an LSN response of None) then the DB should initiate de-registration from their system. This will result in some sites still being registered (de-registration not yet completed) by the time of the next Quarterly reconciliation occurring. Further discussion is required on how DB's and Retailers are to handle the mismatch of these sites during the reconciliation.
			AGL notes that failing to do the above steps will result in sites remaining registered for life support after churn and ultimately resulting in DB's being required to send an LSN to the winning Retailer during the Quarterly Reconciliation process.

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.6 – Cl 4.7		Suggest that for the second sentence that clarification is of FRMP status is included '… the DNSP for NMIs where they are not the Current Retailer (FRMP).'
			Also, should there be a more generic statement in the B2B procedure (and Glossary) that the current retailer is the FRMP ?
	V3.6 – Cl 4.7		Item 1 – The use of '**and**' between (i) and (ii) may be incorrect as it implies both tests must be passed (ie current and future registration);
			Item 2 – the common text can be incorporated into the main statement, leaving points (i) and (ii) to identify the specific criteria:
			Reconciliation process by sending a with the DNSP for current and future registrations LifeSupportNotification with *Reason* of 'Reconciliation' to the respective DNSP for NMIs where they are the Current Retailer and they have:
			(i) . The Life Support Reconciliation process must use the LifeSupportNotification with *Reason* of 'Reconciliation'. the Current Retailer and they have a current life support registration; and or
			(ii) the Current Retailer and they have a future life support registration
			(e) The Retailer must not send a LifeSupportNotification with Reason of 'Reconciliation' to the DNSP for NMIs where they are not the Current Retailer.
			ie:
			respective DNSP for NMIs where they are the Current Retailer and they have:
			(i) a current life support registration; and or
			(ii) a future life support registration

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.6 – Cl 5.5 Registration Owner		AGL notes that there are cases where both the Retailer and DB may initiate the Life Support process at the same time, but only one receives the Medical Certificate (often the Retailer because of the Concession form). This has led to DBs seeking deregistration (due to no confirmation) at the same time as RBs are seeking to Register with Medical Confirmation. AGL believes that where both parties have been contacted by the customer, the party who receives the medical forms should become the nominated RPO for that customer. This can be defined as the party who sends the LSN as one of Registered – Medical Confirmation. An additional Note could be added to this field: If both parties initiate the Life Support process, then the one who receives the medical confirmation (and sends an LSN with a status of 'Registered - Medical Confirmation' will be deemed to be the RPO for that site, and the other party should accept this RPO status.
AGL	V3.6 – Cl 5.5 DateRequired		AGL supports this change.
AGL	V3.6 – Cl 5.5 LSContactEmailAddress		AGL supports this change.

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.6 – Cl 5.6 Reason		AGL Supports this change. AGL notes that the DB only has an obligation to notify a new retailer on churn when they are the registered Process Owner (RPO). However, AGL notes that this change may leave a gap in the process where a DB may believe that Life Support exists at a premises, but the new Retailer has not registered Life Support. AGL notes that Other could be used if the RB is required to contact the customer to confirm life support requirements, but suggests a more preferable mechanism would be to add another enumeration to meet this concern: Confirm Life Support Status with Customer

2. Service Order Process

Participant Name	Old Clause No	New Clause No	Comments
AGL	V3.3.1 – Table 11		Noted

3. National Electricity Market Retailer of Last Resort Part B (NEM RoLR Part B)

Participant Name	Old Clause No	New Clause No	Comments
AGL	Cl 103		Noted
AGL	Table 105		Noted

4. B2B Guide

Participant Name	Procedure Name	Clause No	Comments
AGL			
AGL			
AGL			
AGL			
AGL			
AGL			

5. Other Procedures

Participant Name	Procedure Name	Clause No	Comments
AGL			
AGL			
AGL			
AGL			
AGL			
AGL			

6. Other Procedures

Participant Name	Question No	Comments
AGL	1	
AGL		
AGL		