

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: Red Energy and Lumo Energy

Completion Date: 22 September 2020

1.Customer and Site Details Process

Participant Name	Old Clause No (as recommended to change)	New Clause No (What we recommend it is changed to)	Comments
Red Energy and Lumo Energy	<p>Must be the email address of the person who is the contact for the management of Life Support requirements where the initiator has obtained Explicit Informed Consent for the use of the email address.</p> <p>Not required when LifeSupportStatus is:</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None 	<p>Must be the email address of the person who is the contact for the management of Life Support requirements where the initiator has obtained Explicit Informed Consent for the <u>express</u> use of the email address <u>for this purpose</u>.</p> <p>Not required when LifeSupportStatus is:</p> <ul style="list-style-type: none"> • Deregistered - No Medical Confirmation • Deregistered - Customer Advice • Deregistered - No Customer Response • None 	<p>Agree in principle with removal of EIC to replace with consent.</p> <p>Given this may not be the retailer's customer, but rather the party who retailers and distributors contact for LS reasons, Red and Lumo recommend adding in additional wording to clarify that the email address is only to be used for the purpose of managing life support requirements for the site.</p>

2.Service Order Process

Participant Name	Old Clause No	New Clause No	Comments
Red Energy and Lumo Energy	<p>Table 11</p> <p>For same business day, after hours Re-energisations, the DNSP must receive a valid Request: <u>a)</u> <u>[Guidance Note 1] Not available in ACT</u></p> <p>a) [Guidance Note 1] by 9:00pm in ACT</p>		<p>Red Energy and Lumo Energy consider it a poor customer experience for DNSPs not to provide a same day, after hours re-energisation of customer's supply.</p> <p>We object to any customer being left off supply (in the unlikely event) that they are moving into a property without power and have not organised it beforehand.</p> <p>DNSPs have the ability to be compensated for the works undertaken and should offer this to customers.</p> <p>Note: this applies to all DNSPs, not just ACT (Evoenergy).</p>

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

Participant Name	Old Clause No	New Clause No	Comments
Red Energy and Lumo Energy			No comment