MEETING RECORD

MEETING:	Q&A session on Draft Technical Specification for AEMO's Customer Switching changes
DATE:	Monday, 16 November 2020
TIME:	2:00pm – 3:30pm
LOCATION:	WebEx only
ATTENDEES:	Listed in section 10 below

Disclaimer – This document provides an overview of the main points of discussion at an industry session convened by AEMO on 16 November 2020 to provide information and questions and answers on matters relating to the Customer Switching Draft Technical Specification. Readers please note that:

- This document is a summary only and is not a complete record of discussion at the forum.

- For presentation purposes, some points have been grouped together by theme and do not necessarily appear in the order they were discussed.

1. Welcome and meeting approach (M. Bibby, slides 1- 8)

Attendees were welcomed to the meeting. AEMO noted that the meeting was being recorded for the purposes of preparing meeting notes.

AEMO noted that the Q&A session was for exploring the Customer Switching Draft Technical Specification available here.

2. Timelines (N. Batie, slides 9-11)

AEMO presented the timelines associated with Customer Switching as well as the other retail electricity initiatives scheduled for 2021.

Question: Do we have indicative dates for Bilateral Testing window for Electricity B2B changes?

Answer: Not as yet.

Update: AEMO confirms that the Electricity B2B changes for v3.5 will be made available in pre-production in September or early October 2021. The changes will be in pre-production for a minimum of 4 weeks.

Question: What is the approach for in flight CRs during the cutover?

Answer: Individual approach can be taken by retailers as to whether they raise CRs in the lead up to the Customer Switching effective date or wait until after the new changes are in force and apply the new transfer rules. Inflight CRs will complete as per the rules effective when they are raised.

3. Recap on previous forum (J. Krizmanic, slides 12-13)

AEMO provided an overview of the August 2020 information session on the Customer Switching functional changes. Further information available here.

4. Testing approach (J. Krizmanic, slides 14-19)

AEMO ran through the testing approach for:

- Changed CRs, affects in situ transfers, not move in transfers
- Removed CRs
- New CRs.

AEMO highlighted the testing options available including bilateral and individual testing.

Question: Market Trial testing phase for 5MS which starts in Early July 2021 should also cater for Customer Switching CR's i.e. decommissioned CRs & New CRs, can you please confirm this?

Answer: Customer Switching is not part of the 5MS Project Market Trial. Customer Switching changes will be available in pre-production from July 2021 for participant industry testing as per standard practice for non-major retail electricity market changes. Participants can arrange bilateral testing with other participants if they wish.

5. FAQs (M. Bibby & J. Krizmanic, slides 20-24)

AEMO presented a series of frequently asked questions and their answers.

6. Tech Spec – Q&A (M. Bibby & J. Krizmanic, slides 25-26)

AEMO opened the session for any questions.

Question	Answer
When we retire CR codes, obligation codes or even the 15 new error codes in events - will any of these mean enumeration changes?	From AEMO MSATS perspective, the changes are configuration. Retired CRs will have an end date. The new CRs will have a commencement date.

Question	Answer
For CR1060 Customer cooled off, there will be no gap in the dates for the retro reversal?	No gap, the participant raising the CR1060 needs to nominate the originating CR number in the CR1060 and MSATS will reverse back to the same date.
Any update when participants could be supplied with a sample CR1060/61 complete notification?	The Complete notification will look the same as a CR1000. **ACTION: AEMO to provide a sample when they're available.**
Can CR1060 be raised for 1030 and 1040 though there is no concept of Cool off for Move In?	You can cool off for a Move In. A CR 1060 can be raised.
Does this mean we need to send the initial CR ID with the 1060/1061	Yes, it is needed as a part of the CR1060/1061
For CR1060, MSATs will determine the previous Losing FRMP and trigger the CR?	CR1060 is raised by the retailer who the customer was transferring to (the initial transfer CR) and when it completes it will send COM notifications to both retailers involved.
Can CR1060 happen on top of CR1060 or the last CR has to be a Transfer CR?	A 1060 is prevented from reversing another 1060 by configurable rules that define the set of reversing codes and what can be reversed by each code. The 1060 will only reverse the last CR if the last CR was a transfer CR.
For 1061- if cancellation COM is received, can the customer go back to retailer and request for another win?	If the CR1061 Vic debt reversal is cancelled, the original transfer CR will remain in place.
Once the customer has moved back to the old retailer, can the new retailer raise CR1060 again if the customer changes mind	No, you would need to raise a new transfer CR.
If we receive 1060/1061 rej/can, can these be re-triggered? given 1061 only has 1 day to raise after CR10XX COM but looks like for 1061, it won't be the case	Yes, so long as they're retriggered within the raising timeframes.
For CR1061, is it one Business Day or 1 Calendar Day as the example given Draft seems inconsistent? CR1061 has been	It is 1 business day. Draft is trying to show an example that occurs over a weekend.

Question	Answer
raised on 09/04 whereas the COM came on 06/04	
Is a CR1500 required for the 1040?	Yes, as per current practice. No change to this process.
AEMO indicated no changes to 1030 and 1040 - but the documentation says that notification of statuses in lifecycle has changed - current FRMP used to get all - now just COM?	Correct, slide updated
Will RDAT be send for 1040?	Yes, as per current practice. No change to this process.
How will 1 Business day will be calculated for CR1061? Will that be from the COM Transactions Date or it will include time as well? For example if the COM Transaction Date is 02/11/2020 15:30:00 Hrs, can the retailer raise CR1061 up till 03/11/2020 15:30:00 Hrs or 03/11/2020 23:59:59 Hrs? So it is the date only not the time?	It is based on the date, not time specific. For example if the COM Transaction Date is 02/11/2020 15:30:00 Hrs, the retailer can raise a CR1061 up until 03/11/2020 23:59:59 Hrs. Works the same as an objection works today, you have the full next day. **ACTION: To be confirmed**
Is CR1500 required for UM read type code? If so, do we just send CR1500 with ACD = Proposed Date, noting this may transfer on E, F or A quality reads depending what is in MSATS at the time	CR1000 with a UM. Would an RDAT arrive and we have to send a CR1500 or will it automatically complete. We believe it will automatically complete and there is not CR1500 required. **ACTION: To be confirmed**
Will C4 come as part of COM with Role Status N for CR1060 or CR1061 to the winning retailer?	Reversal is going back to previous retailer, C4 comes in all COMs for transfers CRs only. Need to check if we built it in for 1060/1061. **ACTION: To be confirmed**
Is there a tool where we can raise CRs under different roles, eg, as a retailer, MP, MC etc in MSATS pre-prod? can we get one?	No, participants will require a testing partner instead for this type of testing between roles.
Where can we access the changes to the CR's so that we can validate against our system to ensure we will be compliant?	Available in Technical Specification and the track changed procedures published as part of the final report

Question	Answer
Can CR1060 and CR1061 once raised be withdrawn? If so, is there any timeline?	Yes they can, but they will complete overnight so you don't have long to withdraw them.
In case of Retro win using 1010 or 1000, how quickly can we expect the retro reads to come after C4 of Transfer?	The MDP has 2 business days as per procedures. **ACTION: To be confirmed**
Will MSATS reject a CR1000 with a retrospective date and the metering data type is not remotely read? If yes, then what error code will be provided (I was unable to locate an appropriate error code in the tech spec)?	Yes, it will reject. Error code is 1023: Invalid combination of Change Reason Code, Read Type Code, and Meter Install Type.
Confirming the read/dates provided in the NMI-D will not be stored in MSATS?	That is correct, they will not be stored in MSATS CATS. It is polled and returned from MDM.
For Customer Switching Inflight transfer CRC transactions received before but will complete post the 01/10/2021 effective date (i.e. proposed date of after 01/10), can you confirm substitute and final substitute, forward estimate is allowable metering data quality type to facilitate a transfer completion, or must be actual?	It must be actual, raised prior to the Customer Switching protocols changing, so it will complete under the old scenarios.
Is it possible for a retailer to win via a 1010 and then loose via 1010 for the same date without ever having the opportunity to bill the customer?	Possible – yes.
When a CR1000 with objection logging of 0 days and clearing of 0 days - how then does an objection from MDP for NOACC occur (when there is no time to do it)	No access doesn't follow the objection logging periods, it can be raised at any time.
Q&A's mention that read quality for prospective transfers can be S, but Met proc B says must be F (for basic meters). retro is 'A' and 'F'. in tech specs, 14.4.24, it is says retro must had PRD with an 'A'. But final determination allows a 'F' as well. In the technical procedure, it was mentioned that retrospective transfer can only be for a previous read date with a quality flag of A.	Prospective can be substituted for a basic meter, retrospective is A or F. **ACTION: To be confirmed, WDR – check consultation. See section 14.3 of Met Part B in WDR consultation** **which one is correct?**

Question	Answer
How about final subs like in the case of basic meter	
MCs cannot object to a CR1000. Will AEMO report to the FRMP where the MC is the LNSP and the meter is COMMS4? FRMP made error in assigning LNSP as MC. Why should I get the RP error? Why not sending it to the party who can correct it - this would be more effective.	No, LNSP will need to ask FRMP to change it to a contestable MC. Understood it's an error, but LNSP will need to ask FRMP to change it to a contestable MC.
As General feedback, if possible, can we have the questions and answers tabled in this session documented and made available to participants for reference?	Yes
New error codes: are these only available in tech spec??	Yes, they are published via the Tech Spec and then added to error code table in MSATS.
The ESC electricity transfer code for Vic says we are not allowed to raise special reads to win sites earlier so is that changing?	MSATS doesn't do a special validation on this scenario. **Action: To be confirmed about ESC**
When will the new MSATS Technical Guide document be issued?	Linked with 5MS Technical Specification and March is provisional date for publication of final Technical Specification. Technical Guide will be published by end of this calendar year.
Can we just confirm that once CR1060 is raised by the loosing retailer, the loosing will get all the subsequent CRs with role status C and the winning retailer will only get COM with role status N? What about REQ, PEN for the loosing retailer?	The current FRMP is the one who raised the CR1060, will get all the notifications REQ, PEN, COM, etc. The retailer who is getting the NMI back will only get COM.
Is there a "recourse" period for where MDP "must" apply Type 67 substitution? (Metro Proc Part B 5.2.5) Metrology Part B- Section 5.2.5(c) - Type 67, the end user provided Meter Reading meets the Validation rules for that Datastream; or (d) The MDP has no actual Metering Data. Can you please clarify what	Type 67 is a substitution code in the Metrology Procedure Part B, but there is also a new Reason Code (skip code) 67 in MDFF that is used for provision of the meter data for a transfer.

Question	Answer
the Validation rules are please? but in MDFF. Is there confusion between Substitution Type 67 and the new Reason Code 67 (Transfer)?	
Just a note, In the proposed timeline of the document the pre-prod refresh says, 6 October. 5MS confirmed this date is 7 December	Yes, 7 December 2020. Change has been made to the relevant date.
There is no possibility of any further changes to the procedures due to take effect October 1st?	As per current processes, any participant can raise an ICF to the ERCF to request assessment of a change to the procedures.
Feedback not question - 7.2 of tech spec when a RDAT will/won't be raised at face value doesn't have all the scenarios when a CR-1500 RDAT would be issued	**ACTION: To be confirmed**
Are there any requirements around clear advice (VDO/DMO) the pricing for retrospective period ? If there has been a price change in the retro period, are there any explicit obligations around the information we provide the customer ?	Not something that AEMO has any requirements for. Participants should check with the AER regarding pricing, if this is a concern for them. AEMO is not involved in pricing.
As per the example given in the draft for CR1061, CR1061 has been raised on 09/04/2020 whereas the COM came on 06/04/2020. Is it correct? Is it supposed to count business days only	Only counts business days. Example was supposed to be for a weekend. **Action: Example will be confirmed.**
Would the completion of a CR1010 in the cool off period and then a reversal via CR1060 be considered as a transfer in error	AEMO doesn't have visibility of the cooling off period to determine if there is a transfer in error. If a CR1010 has completed prior to the cooling off period has elapsed, then a CR1060 can be used to reverse the CR1010 if the customer decides to no longer go with the retailer. The CR1060 needs to be raised prior to the cooling off period lapses.
Will the MSATS Tech Guide include error codes and descriptions used by MSATS? Would be good to consider given B2B have them in their docs etc. maybe refer the tech guide to the report and say the report is the latest	Technical Guide will refer to the location of the error codes in the Technical Specification document and the error code table in the web portal. This will enable one source of truth.

Question	Answer
Will there be a limit to the number of people per organisation in pre-prod during the testing phase?	In pre-production environment you can create logins for as many people you wish. They are manually created, there are no restrictions to the number.
Is this pack slide show available online?	Yes, here.
Will there be a matrix of version histories of procedures because of the large number of changes/initiatives creating many versions which may overlap?	Yes.

7. Next steps (M. Bibby, slides 27-28)

AEMO outlined the next steps in relation to Customer Switching.

8. Close (M. Bibby, slide 29)

Attendees were thanked for their attendance. Any further questions to be sent to mailto:ercf@aemo.com.au.

9. ACTION ITEMS RAISED

ITEM	ACTION REQUIRED	ANSWER
01	AEMO to provide a sample of the COM notification for CR1060/1061 when they're available.	Provided.
02	AEMO to confirm that the logic for raising a CR 1061 ((for example) encompasses the whole next business day, and it is not time based as well.	Valid 1060/1061 CRs are completed in the next overnight batch run. E.g. A valid CR1060 is submitted on 22/11/2021. The CR will be processed and completed just after midnight on 23/11/2021. The logic is whole next business day, not time of day based.
03	CR1000 with a UM: would an RDAT arrive and we have to send a CR1500 or will it automatically complete. We believe it will automatically complete and there is not CR1500 required. To be confirmed.	CR1000 with Read Type Code UM will complete on the proposed date. An RDAT will not be sent. A CR1500 is not required.
04	Reversal is going back to previous retailer, C4 comes in all COMs for transfers CRs only. Need to check if we built it in for 1060/1061. To be confirmed.	Existing function - C4 is attached to notification sent to new FRMP. Same as any new participant when role changes.
05	In case of Retro win using 1010 or 1000, how quickly can we expect the retro reads to come after C4 of Transfer? The MDP has 2 business days as per procedures. To be confirmed.	Confirmed. The MDP has two business days to deliver meter data as per MDP SLP section 3.12.2.
06	Prospective can be substituted for a basic meter, retrospective is A or F. To be confirmed, WDR – check consultation. See section 14.3 of Met Part B in WDR consultation. Which one is correct?	Prospective transfers for a type 6 meter can be a substituted read which is delivered after the transfer has completed. Retrospective transfers (excluding 1040) can only be done using a PRD with a quality flag of A or F.

ITEM	ACTION REQUIRED	ANSWER
07	The ESC electricity transfer code for Vic says we are not allowed to raise special reads to win sites earlier so is that changing? MSATS doesn't do a special validation on this scenario. To be confirmed regarding ESC transfer code.	MSATS does not perform a validation for this scenario. The ESC has advised they are unaware of any changes or plans to amend the requirements for special readings.
08	Feedback not question - 7.2 of tech spec when a RDAT will/won't be raised at face value doesn't have all the scenarios when a CR-1500 RDAT would be issued. To be confirmed	Tech Spec will be reviewed and updated accordingly.
09	As per the example given in the draft for CR1061, CR1061 has been raised on 09/04/2020 whereas the COM came on 06/04/2020. Is it correct? Is it supposed to count business days only? Only counts business days. Example was supposed to be for a weekend. Example will be confirmed.	Dates changed to 9/4/2020 and 14/4/2020 to represent long weekend.

10. ATTENDEES

NOTE: some attendees who joined through WebEx and phone may not have been identified. Please advise via email to ercf@aemo.com.au if you attended the meeting but have not been noted above.

Contact	Company
Chris Kurp	AEMO
Deborah Armenante	AEMO
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Mark Riley	AGL
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Rohit Agarwal	Engie

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Manish Bisht	SA Power Networks
Aakash Sembey	Simply Energy
Claire Shepley	Simply Energy
Purnima Gadiyar	Simply Energy
Lito Thomas	Simply Energy
Adrian Honey	TasNetworks
Anthony Stoner	TasNetworks
Kristen Clarke	Telstra Energy
Jim Davies	Telstra Energy
Peter Van Loon	Telstra Energy
Christian Solis	United Energy
Johann Aldons	Unknown
Neha Navani	Zen Energy