Information Exchange Committee
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B2B Procedures Version 2.1

Initial Consultation Change Pack

Prepared by: Information Exchange Committee

Version No: 1.00

Date: 15 November 2013

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1. Notice of Consultation

This Notice of Consultation informs all NEM Registered Participants, Metering Providers, Intending Participants and interested parties that the Information Exchange Committee (IEC) is conducting the initial stage of consultation on Business to Business (B2B) Procedures.

The consultation is being conducted under Clause 7.2.A.3 (e) of the National Electricity Rules (the Rules) in accordance with the Rules Consultation requirements in clause 8.9 of the Rules.

The IEC invites written submissions on this Initial Consultation. Submission instructions are provided in the Section 8.

2. Background

This document has been prepared to document proposed amendments to the B2B Procedures which have been in operation since 23 December 2004 and have been modified to support ongoing business improvements since that time.

This document proposes changes to the current B2B Procedures as recommended by the B2B and MSATS Reference Group (BMRG) to the IEC and provides information on the impacts of these changes. The information provided meets the requirements for changing the B2B Procedures as detailed in Sections 7.2A.3 and 8.9 of the National Electricity Rules.

It also provides information considered by the IEC in determining if a prima facia case exists for amending the B2B Procedures, namely:

- an issues statement (see Section 3)
- a summary of changes to the B2B Procedures, including consideration of the B2B Principles (see Section 3)
- an impact statement, including consideration of the B2B Objective (see Section 6)

The proposed changes have been considered and endorsed by the IEC's BMRG.

The current Procedures are B2B Procedures version v2.0.

3. Scope / Issues Statement

The proposed changes under consultation have been developed as a result of a request from industry and relate to the following items:

002 Life Support Reconciliation

The changes to the Customer Details Reconciliation Process were originally proposed as of the November 2013 Release but were removed from the consultation as a result of industry feedback. However, the associated aseXML schema changes have already been implemented. Following further investigation and a ‘proof of concept’ conducted in September 2013; the BMRG recommended updating the process to limit the Reconciliation Process to NMIs with Life Support customers only.

009 Timing Requirements

This change relates to the timing obligations for Retailers in raising a Customer Details Notification and a Distributor raising a Customer Details Request in relation to a customer transfer or a New Connection. The aim is to have a consistent understanding across the industry as to what constitutes the completion of a customer transfer as well as the completion of a New Connection. In addition to this, a minimum timing requirement has also been added to the Distributor for raising a Customer Details Request to ensure that a Retailer has had sufficient time to be able to provide a Customer Details Notification.

010 Removal of Obsolete Business Event ‘Agree that NMI is not Sender’s’

In the B2B Procedure Technical Guidelines, the event ‘Agree that NMI is not Sender’s’ for the Meter Data Process is proposed to be removed to avoid confusion. Currently it does not have an actual code specified.

After investigation it was found that the event ‘Agree that NMI is not Sender’s’ originally had 1970 as the associated code. It has been determined that during the initial transposition of Business Events from the B2B Participant Build Pack to the B2B Procedure Technical Guidelines (B2B v1.7 consultation in 2009/2010), the event was not removed despite participant feedback indicating that it could be removed. A new *EventCode* was introduced for Customer and Site Details as part of B2B v2.0 that used code 1970.

011 Service Paperwork Reference Table

Reference in the B2B Procedure Technical Delivery Specification to the location of the Service Paperwork Reference Table has been updated to reflect the decommissioning of NEMConnect. The Service Paperwork Reference Table will be published on the AEMO website.

001 Minor & Manifest Changes

In addition, a number of minor and manifest changes were identified and have been included in this consultation.

This document lists the proposed changes to the B2B Procedures as developed, discussed and unanimously agreed through consultation with the BMRG. The proposed changes under consultation have a proposed effective date of 15 May 2014.

BMRG members requested a transitional period be put in place to allow additional time for the implementation of the B2B changes relating to “002 Life Support Reconciliation”. This would allow those industry participants capable of using the process to begin on 15 May 2014. It would also provide an extended timeframe for those participants who require additional time to make system changes.

As a result of this recommendation, it is proposed that there be a transitional timeframe of six months for changes relating to “002 Life Support Reconciliation” which will end on 14 November 2014.

4. Consultation Date Plan

The following table details the proposed consultation date plan:

Action	Start Date	End Date	Notes
IEC – Initial Meeting Agreement by the IEC that a prima facie case exist and that consultation should commence.	*14/11/2013*	*14/11/2013*	**Complete**
IEC issue notice of consultation for publication by AEMO	*15/11/2013*	*15/11/2013*	**Complete**
Participant submissions to be provided to AEMO.	*16/11/2013*	*23/12/2013*	Mandatory (min) 25 business days permitted for consultation responses.
Submission receipt date	*24/12/2013*	*24/12/2013*	
Consider all valid submissions and prepare the Draft Determination report. This includes the change marked procedures.	*27/12/2013*	*20/01/2014*	Within 20 Business days of the submission close date.
IEC Meeting – Review Draft Determination	*21/01/2014*	*21/01/2014*	
Publish Draft Determination consultation (incl. change marked B2B Procedures)	*23/01/2014*	*23/01/2014*	
Participant submissions to Draft Determination to be provided to AEMO.	*24/01/2014*	*10/02/2014*	Mandatory 10 business days permitted for consultation responses.
Submission receipt date	*10/02/2014*	*10/02/2014*	
Consider all valid submissions and prepare the Final Determination report. This includes the change marked procedures	*11/02/2014*	*03/03/2014*	Within 30 Business Days of the submission close date
IEC Meeting – Review Final Determination	*25/03/2014*	*25/03/2014*	
AEMO Publish B2B v2.1 Final Determination	*26/03/2014*	*26/03/2014*	
B2B Procedure v2.1 effective date	*15/05/2014*	*15/05/2014*	Proposed implementation date at the time of publication of this document.

5. B2B Proposal

The proposed changes directly impact the B2B Procedure Customer and Site Details Notification Process, B2B Procedure Service Order Process, B2B Procedure Technical Guideline for B2B Procedures and B2B Procedure Technical Delivery Specification and have been developed as a result of a request from industry and are documented in Section 3 and defined further in Section 9 of this document.

5.1 B2B Principles

The IEC considers that the B2B Proposal supports each of the B2B Principles as follows:

B2B Principle	Justification
B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions in which there are no franchise customers.	The proposed B2B Procedures support a uniform approach to B2B Communications in participating jurisdictions.
B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications.	The proposed B2B Procedures improve the communications process between participants.
B2B Procedures should avoid unreasonable discrimination between Local Retailers, Market Customers and Distribution Network Service Providers.	The proposed B2B Procedures do not introduce changes that would discriminate between Local Retailers, Market Customers and Distribution Network Service Providers.
B2B Procedures should protect the confidentiality of commercially sensitive information.	The proposed B2B Procedures do not introduce changes that would compromise the confidentiality of commercially sensitive information.

6. Impact Statement

This impact statement sets out an overview of the likely impacts, including benefits and costs, of the proposed amendments to the B2B Procedures on AEMO, Local Retailers, Market Customers, Metering Providers and Distribution Network Service Providers (DNSP).

6.1 B2B Objective

The IEC, on recommendation from the BMRG, has determined that the B2B Objective has been achieved for this B2B Proposal as described below.

> ***B2B Objective:*** *The benefits from B2B Communications to Local Retailers, Market Customers and Distribution Network Service Providers as a whole should outweigh the detriments to Local Retailers, Market Customers and Distribution Network Service Providers as a whole.*

6.1.1 Benefits

The B2B Proposal supports the B2B Objective in the following ways:

- Reduced operational costs for both Retailers and Distributors by conducting reconciliation for NMIs with Life Support customers only, while still meeting obligations of the maintenance of sites with Life Support
- Consistent understanding of completion of a customer transfer and New Connection will potentially increase the accuracy and timely delivery of customer information by the Retailer, while reducing unnecessary requests for customer information from Distributors
- Removal of the obsolete Business Event ‘Agree that NMI is not Sender’s’, update of reference to the Service Paperwork Reference Table and minor and manifest changes provide clarity and potentially deliver efficiencies to users of the B2B procedures.

6.1.2 Detriments

No technical implementation is required for the amended Procedural requirements.

The existing B2B Procedure Technical Delivery Specifications, B2B Procedure Technical Guidelines will also be updated to align with the amended Procedural requirements.

6.2 Current Production Systems

The BMRG has advised that changes will be required to the production systems of Local Retailers, Market Customers and DNSPs as a result of commencement of B2B Procedures Version 2.1.

6.3 MSATS Procedures

AEMO has advised that there is no assessed impact to the Market Settlements and Transfers Solution (MSATS) Procedures as a result of this B2B Proposal.

7. Cost Benefit Statement

The BMRG concludes that this B2B Proposal has a net benefit to the National Electricity Market, and will have a positive impact to the understanding and interpretation of the B2B Procedures as noted below.

1. The cost-benefit analysis was performed at the earlier solution stage of the CSDN project. It was determined that across the market there would be an estimated cost of $3.47 million and an estimated benefit of $12.68 million with an estimated total net benefit of $9.2 million.

   This is extrapolated data from the CSDNWG and is over 5 years after implementation. The bulk of the cost is associated with a schema change which has already been implemented and a significant benefit is realised in reducing the full reconciliation of customer details to reconciliation for life support customers only.

2. Other minor changes will improve the clarity and readability of the B2B Procedures.

The above points do not preclude a Participant from providing a cost and benefit outcome statement should they see that the proposed amendments imposes financial barriers to the introduction of B2B Procedures Version 2.1.

8. Submissions

The IEC invite written submissions on the B2B Procedures v2.1 Consultation.

Consulted parties are requested to identify any information in their submission that is considered to be confidential. The IEC require the consulted party to provide reasons as to why information is regarded as confidential.

8.1 Sending Submissions

Submissions are requested in electronic format using the ‘Participant Response Pack Template’ published on the AEMO website, as all submissions will be published on the AEMO website.

Submissions must be forwarded to the IEC, C/O AEMO by 5:00pm on 23 December 2013.

Please email submissions, using the template, via Email to: enhancements@aemo.com.au

Alternatively, you may post submissions to:
Retail Development & Change Implementation
C/O- AEMO
GPO Box 2008S, Melbourne VIC 3001

9. Proposed Changes

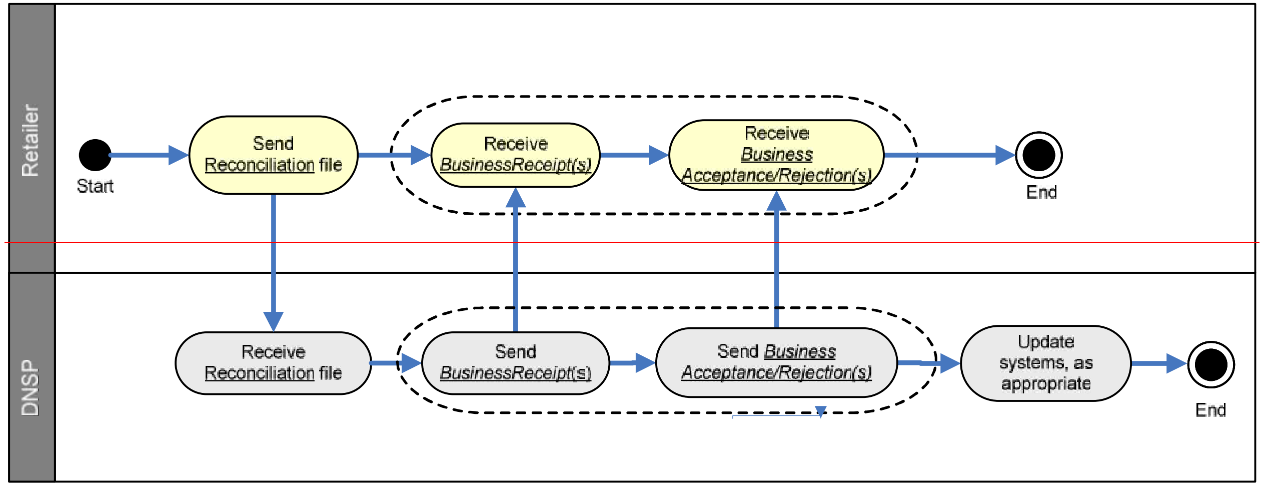
This section lists the changes proposed to the B2B Procedures: Version 2.0.

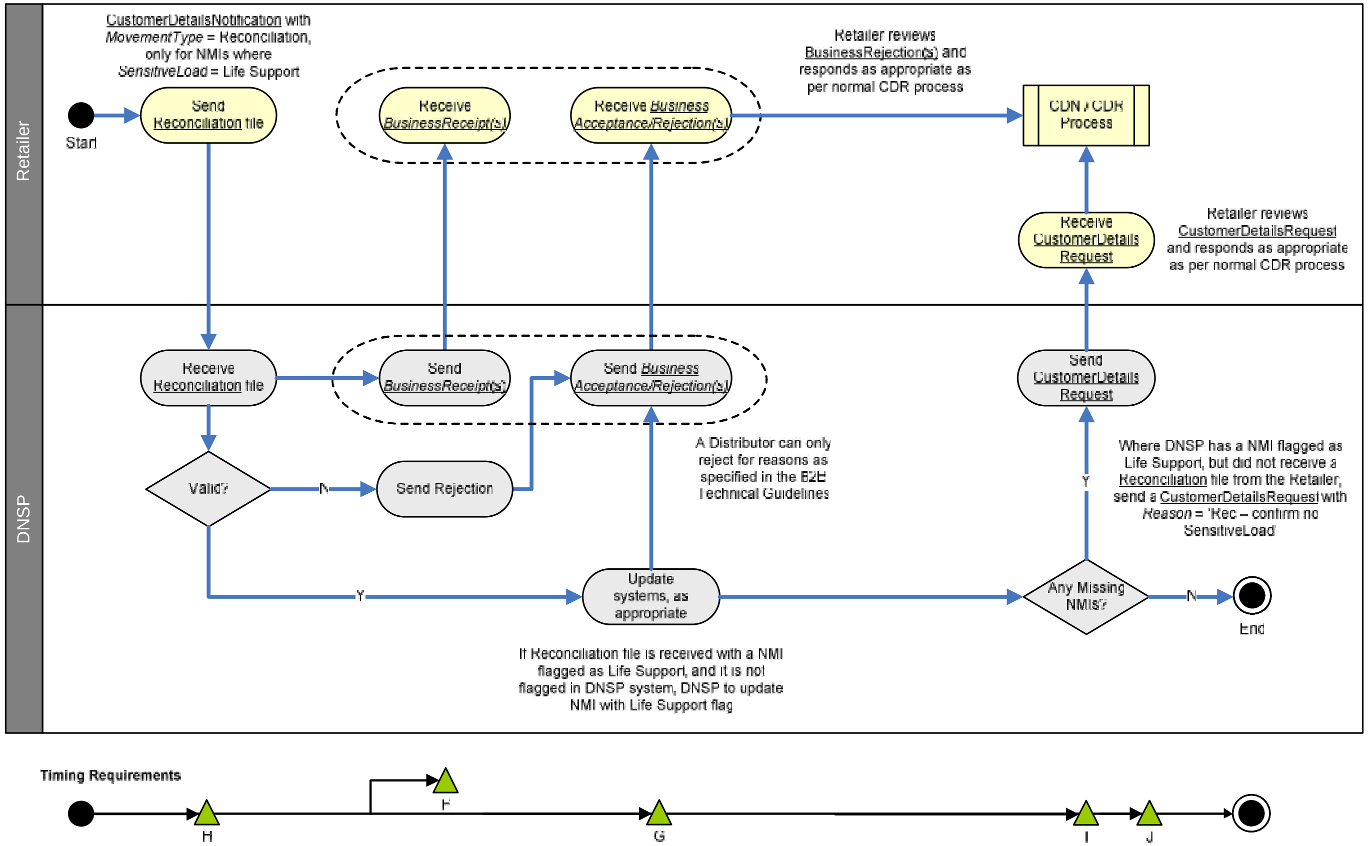
Proposed changes have been categorised as Procedure changes as follows;

- Table 9.1 covers the proposed changes to the B2B Procedure Customer and Site Details Notification Process.
- Table 9.2 covers the proposed changes to the B2B Procedure Service Order Process.
- Table 9.3 covers the proposed changes to the B2B Meter Data Process.
- Table 9.4 covers the proposed changes to the B2B Procedure One Way Notification Process.
- Table 9.5 covers the proposed changes to the B2B Procedure Technical Guideline for B2B Procedures.
- Table 9.6 covers the proposed changes to the B2B Procedure Technical Delivery Specification.

NOTE: All proposed additions to the B2B Procedures are highlighted in red colour text. All proposed deletions from the B2B Procedures are highlighted in red strike through text. Example: ~~Reference.~~

9.1 Proposed changes to the B2B Procedure Customer and Site Details Notification Process

Item	ID	Description
9.1.1	002	• *Update Figure 4 Customer Details Reconciliation Process as follows:* **Clause 2 Customer & Site Details Process** **2.1 Process Diagrams** Figure 4: Overview of Customer Details Reconciliation Process **Customer Details Reconciliation Process** 

Item	ID	Description
		
9.1.2	002	• *Remove reference to Reconciliation Process in section 2.2.3 Customer Details Request, as it would no longer be used for mass updates of information:* **Clause 2.2.3 Customer Details Request** a. The DNSP must only send a CustomerDetailsRequest when they reasonably believe that the information has not been previously provided by the Retailer in a Notification transaction or that the information they hold is incorrect. b. The DNSP must only send a maximum of one CustomerDetailsRequest per NMI per day. c. The Retailer must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest. The

Item	ID	Description
		Retailer must not provide a SiteAccessNotification in response to a valid CustomerDetailsRequest. d. The DNSP ~~must not~~ can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer. ~~If a mass update of information is required, the Reconciliation Process must be used.~~
9.1.3	002	• *Amendments to section 2.2.5 Customer Details Reconciliation to reflect that it is only for sites with Life Support, and that DVD delivery is no longer an option (given the reduced dataset, it should be reasonable to expect participants to be able to use B2B).* • *Minimum frequency of reconciliation has been increased from twice yearly to quarterly.* • *Note: 4.4.2.c of the B2B Procedure Customer and Site Details Process refers to the section in the B2B Technical Guidelines for the list of applicable EventCodes.* **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. 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, 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 Technical Guidelines for B2B Procedures. If the DNSP finds an issue with the customer data provided in the CustomerDetailsReconciliation, the DNSP must use the CustomerDetailsRequest process. 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; ii.~~iii.~~ IT Support availability; and iii.~~iv.~~ Other impacting activities.~~; and~~

Item	ID	Description
		~~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. 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~~ at least quarterly or more frequently, as agreed between the Participants using the Transaction. ~~should further CustomerDetailsReconciliation be required.~~ g. For NMIs provided by the Retailer in the CustomerDetailsReconciliation transaction 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. 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. 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. j. The Retailer must provide the DNSP with a CustomerDetailsNotification within 5 business days of receiving a CustomerDetailsRequest with *Reason* value 'Rec – confirm no SensitiveLoad'. k. ~~g.~~ A Reconciliation transaction does not replace the requirement for the Notification of Customer Details Changes as described in sections 2.2.2 and 2.2.4.
9.1.4	002	• *Modify existing timing section to define timing points for Life Support Reconciliation Process:* **Clause 3 TIMING REQUIREMENTS** **3.1 Definition of timing points and periods** a. The timing points A to G described and used below are shown in the diagrams in section 2.1. b. ~~These~~ For additional Timing Requirements ~~do not apply to~~ for the use of the CustomerDetailsReconciliation transaction, ~~(~~refer to section 2.2.5~~)~~. c. The following definitions apply:

<table>
<tr><th>Item</th><th>ID</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Timing Point</th><th>Definition</th></tr>
<tr><td>A</td><td>This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer.</td></tr>
<tr><td>B</td><td>This timing point is when the DNSP receives a BusinessReceipt for a CustomerDetailsRequest from the Retailer.</td></tr>
<tr><td>C</td><td>This timing point is when the DNSP receives a BusinessAcceptance/Rejection for a CustomerDetailsRequest from the Retailer.</td></tr>
<tr><td>D</td><td>This timing point is when the request has been actioned.</td></tr>
<tr><td>E</td><td>This timing point is when the Retailer sends a Notification to the DNSP.</td></tr>
<tr><td>F</td><td>This timing point is when the Retailer receives a BusinessReceipt for a Notification from the DNSP.</td></tr>
<tr><td>G</td><td>This timing point is when the Retailer receives a BusinessAcceptance/Rejection for a Notification from the DNSP.</td></tr>
<tr><td>H</td><td>This timing point is when the Retailer issues a CustomerDetailsReconciliation to a DNSP.</td></tr>
<tr><td>I</td><td>This timing point is when the DNSP issues a CustomerDetailsRequest to a Retailer in relation to the Reconciliation Process.</td></tr>
<tr><td>J</td><td>This is the timing point when the Retailer issues a CustomerDetailsNotification to the DNSP in response to a CustomerDetailsRequest raised as part of the Reconciliation Process.</td></tr>
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<table>
<tr><th>Item</th><th>ID</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Timing Period</th><th>Definition</th><th>Usage</th></tr>
<tr><td>BusinessReceipts for Requests</td><td>This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the BusinessReceipt for the CustomerDetailsRequest from the Retailer.
Timing Points A and B define this period.</td><td>Used by the DNSP to determine whether a CustomerDetailsRequest has been received and can be read.
If the BusinessReceipt has not been received before the expiry of this period, the DNSP may escalate the non-receipt and / or resend the original request.</td></tr>
<tr><td>BusinessAcceptance/Rejection for Requests</td><td>This is the period from the sending of the CustomerDetailsRequest by the DNSP to the receipt of the BusinessAcceptance/Rejection for the CustomerDetailsRequest from the Retailer.
Timing Points A and C define this period.</td><td>Used by the DNSP to determine whether a request has been accepted (and will subsequently be actioned by the Retailer).
If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</td></tr>
<tr><td>Providing a CustomerDetails Notification</td><td>This is the period from receipt of the CustomerDetailsRequest to the sending of the CustomerDetailsNotification by the Retailer.
Timing Points A and E define this period.</td><td>If the CustomerDetailsNotification has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</td></tr>
<tr><td>BusinessReceipts for Notifications</td><td>This is the period from the sending of the Notification transaction by the Retailer to the receipt of a BusinessReceipt for the Notification transaction from the DNSP.
Timing Points E and F define this period.</td><td>Used by the Retailer to determine whether a Notification transaction has been received and can be read.
If the BusinessReceipt has not been received before the expiry of this period, the Retailer may escalate the non-receipt and /or resend the original notification.</td></tr>
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<tr><th>Item</th><th>ID</th><th>Description</th></tr>
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<table>
<tr><td>BusinessAcceptance/Rejection for Notifications</td><td>This is the period from the sending of the Notification transaction by the Retailer to the receipt of a BusinessAcceptance/Rejection for the Notification transaction from the DNSP.

Timing Points E and G define this period.</td><td>Used by the Retailer to determine whether the response has been accepted by the DNSP and the request can be “closed”.

If the BusinessAcceptance/Rejection has not been received before the expiry of this period, the Retailer may escalate the non-receipt.</td></tr>
<tr><td>Providing a CustomerDetailsRequest as part of the Reconciliation Process</td><td>This is the period from the initiation of the Reconciliation Process to when the DNSP is expected to raise any CustomerDetailsRequests to the Retailer.

Timing Points H and I define this period.</td><td>Used by the DNSP to send a CustomerDetailsRequest for NMIs with Life Support in their system but were not provided by the Retailer in the CustomerDetailsReconciliation.</td></tr>
<tr><td>Providing a CustomerDetailsNotification as part of the Reconciliation Process</td><td>This is the period in which the Retailer has to respond to a CustomerDetailsRequest raised by the DNSP as part of the Reconciliation Process.

Timing Points I and J define this period.</td><td>Used by the Retailer to confirm whether or a not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.</td></tr>
</table>
</td></tr>
<tr><td>9.1.5</td><td>002</td><td>Add new allowed value for CustomerDetailsRequest specifically for the Reconciliation Process, and removal of ‘(explanation in SpecialNotes)’ for Data Quality Issue and Other, as it is not part of the allowed value text from a aseXML schema perspective:
Clause 4.1 CustomerDetailsRequest Transaction Data</td></tr>
</table>

Item	ID	Description			
		Field	**Format**	**Usage: Customer Details Request**	**Definition/Comments**
		NMI	CHAR(10)	M	*NMI (as used by MSATS).*
		NMI Checksum	CHAR(1)	O	*NMI Checksum* (as used by MSATS).

Item	ID	Description

Reason	VARCHAR(40)	M	Allowed values Returned Mail Missing Customer Details Confirm Life Support No response to rejected CDN Transfer Complete, no CDN Received New Connection, no CDN Received Data Quality Issue ~~(explanation in *SpecialNotes*)~~ Other ~~(explanation in *SpecialNotes*)~~ Rec - confirm no SensitiveLoad Notes regarding the allowed values "Returned Mail" means the DNSP has received returned mail with the current *PostalAddress* held by the DNSP. "Missing Customer Details" means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in or transfer has occurred). "Confirm Life Support" means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not. "No response to rejected CDN" means that a DNSP has rejected a previous CDN where it was reasonably expected the Retailer would send through a new CDN with updated/corrected information, which has not yet been received as per 3.2.7. "Transfer Complete, no CDN Received" means a transfer has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the NMI and the DNSP believes a CDN has not yet been received within the allowed timeframe. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The DNSP must provide which specific data they are querying in the *SpecialNotes* field. "Other" must only be used for scenarios not covered by the specified allowed values. The DNSP must provide the details of the reason in the *SpecialNotes* field. "Rec - confirm no SenstiveLoad" means the DNSP has a NMI is flagged for Life Support but it was not included in the Reconciliation transactions provided by the Retailer.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the DNSP wishes to convey to the Retailer. Mandatory if Reason is "Other" or "Data Quality Issue".

Item	ID	Description
9.1.6	009	• *Update Retailer clause in relation to the timing point of providing the CustomerDetailsNotification to be consistent with changes proposed to timing requirement of Distributors for the CustomerDetailsRequest:* **Clause 3.2.3 Timing Requirement for Providing Notifications** a. Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within 2 Business Days of receiving the CustomerDetailsRequest. b. In all other situations, the Notification transaction (Customer or Access details) must be provided within one business day of the relevant data being updated/changed. ~~(and the completion of the related customer transfer or New Connection, if applicable).~~ Where the update is a result of a customer transfer, the trigger will be the receipt of the completion notification of the CATS Change Retailer transaction. For New Connections, the trigger will be the receipt of both the Service Order completion notification or Allocate NMI transaction in NSW, and the completion notification of the CATS Create NMI transaction. Refer 2.2.2a and 2.2.4.4a.
9.1.7	009	• *Update existing clause and add a new clause to the timing requirement of Distributors for the CustomerDetailsRequest to clarify the timing point to remove ambiguity, and provide a 5 day window to avoid Distributors sending a request before a Retailer has had the opportunity to send a CustomerDetailsNotification:* **Clause 3.2.4 Timing Requirement for Sending CustomerDetailsRequests** a. In relation to a customer transfer, ~~T~~the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following ~~the completion of the Transfer of the Connection Point~~ receipt of the completion notification of the CATS Change Retailer transaction. b. In relation to a New Connection, the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following the issuing of both the Service Order completion notification or Allocate NMI transaction in NSW, and the receipt of the completion notification of the CATS Create NMI transaction.
9.1.8	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to “002” (Life Support Reconciliation) until 15 November 2014.

9.2 Proposed changes to the B2B Procedure Service Order Process

Item	ID	Description
9.2.1	001	• *Removal of underline for 'and the':* **1.9.3 Business Documents** a. In this Procedure, the term "Business Document" is used to refer to the key B2B transactions sent between the Retailer and Service Provider. In this Procedure, the relevant Business Documents are: i. ServiceOrderRequest; ii. ServiceOrderResponse, and the iii. ServiceOrderAppointmentNotification.
9.2.2	001	• *Formatting correction(s) of transactions and fields:* **2.4 Raising a ServiceOrderRequest** a. The Retailer must send a Service Order as a ServiceOrderRequest to the appropriate Service Provider. b. The ServiceOrderRequest must include the *ActionType* set to "New" to indicate that this is a new Request.
9.2.3	001	• *Punctuation correction(s):* **2.6.1 Service Orders Requiring Customer Consultation** a. In order to complete the work requested by the Retailer, there are some instances where the Service Provider may need to consult directly with the End-use Customer. These situations tend to arise, for example, in De-energisations/Re-energisations or temporary disconnections for large business/commercial/industrial Customers. b. Where the Retailer requests the Service Provider to consult with the Customer to make arrangements for the completion of the work requested, the Retailer must: 1. Use the value of "Yes"~~'~~ in *CustomerConsultationRequired* and must provide the reason for the need to consult the Customer in *SpecialInstructions* of the ServiceOrderRequest. 2. Only use the value of "Yes"~~'~~ in *CustomerConsultationRequired* where the Retailer reasonably believes that customer consultation is required for the successful completion of the requested work. 3. Have previously advised the Customer that the Service Provider will contact the Customer. 4. Complete the *ContactName* and *ContactTelephoneNumber* fields in the ServiceOrderRequest. c. The Service Provider must use reasonable endeavours to consult with the Customer to make arrangements for the completion of the work requested where the Retailer has provided a value of "Yes"~~'~~ in

Item	ID	Description
		CustomerConsultationRequired.
9.2.4	001	• *Various formatting and punctuation correction(s):* **2.6.2 Scheduled Date and Customer Preferred Date and Time** a. The following apply to the *ScheduledDate* and *CustomerPreferredDateAndTime* fields on a ServiceOrderRequest: 1. Where only the *ScheduledDate* field is completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field ii. If a retrospective date is received in the *ScheduledDate* field, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' 2. Where both the *ScheduledDate* and *CustomerPreferredDateAndTime* fields are completed: i. The Retailer must not put a retrospective date in the *ScheduledDate* field. ii. If a retrospective date is received in the *ScheduledDate* field the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation.' iii. The date specified by the Retailer in the *ScheduledDate* and *CustomerPreferredDateAndTime* fields must be the same except as allowed in 2.6.2 c.1.ii and 2.6.2 c.1.iii in which case only the *CustomerPreferredDateAndTime* can be retrospective. iv. If a retrospective *CustomerPreferredDateAndTime* is provided otherwise than in accordance with 2.6.2 c.1.ii or 2.6.2 c.1.iii, the Service Provider must reject the ServiceOrderRequest with a rejection message of 'Invalid data. Details provided in the Explanation.' b. The Service Provider must use reasonable endeavours to complete the work requested and accepted on or after the *ScheduledDate* included in the ServiceOrderRequest, and within the Required Timeframe from this *ScheduledDate* or in the case of an appointment, agreed by the Retailer and Service Provider, on the *ScheduledDate*. c. Where the *CustomerPreferredDateAndTime* is provided in accordance with 2.6.2 a.2~~,~~: 1. The *CustomerPreferredDateAndTime* should represent i. The Customer's preference, as agreed with the Retailer, which becomes the *ScheduledDate* for the Service Order, or ii. A date and time, agreed between the Retailer and Service Provider to support exceptional Service Order requests (e.g. Re-energisation on a weekend with the ServiceOrderRequest sent the following

Item	ID	Description
		Monday). Such requests must include details of the agreement in the *SpecialInstructions* field and have the same *RetServiceOrder* quoted by the Retailer to the Service Provider by phone. In this instance, the *CustomerPreferredDateAndTime* is the date agreed by both parties for the work to be completed; or iii. Where a Customer advises the Retailer they have already moved into the Site and the Site is energised (left energised or energised by the Customer), if the Retailer requires a move-in reading the Retailer may raise a Re-energisation ServiceOrderRequest with a *ServiceOrderSubType* of "Retrospective Move-in", a *CustomerPreferredDateAndTime* that matches the move-in date, and a prospective *ScheduledDate*. The Service Provider will provide a meter reading in accordance with the Metrology Procedure, undertaking field work if necessary. 2. If the *CustomerPreferredDateAndTime* and *ScheduledDate* are not the same date, except as permitted in 2.6.2 c.1.ii and 2.6.2 c.1.iii, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation'. 3. If the *CustomerPreferredDateAndTime* is not reflected by the *ServiceTime*, the Service Provider must provide the Retailer with a *BusinessAcceptance/Rejection* with a rejection message of 'Invalid data. Details provided in the Explanation' d. The *ScheduledDate* must not be more than 100 calendar days in the future.
9.2.5	001	• *Punctuation correction(s):* **2.7 Closing the Service Order Process** a. The Service Order Process ends when: i. The Retailer has confirmed acceptance of the ServiceOrderResponse with a *BusinessAcceptance/Rejection* transaction indicating acceptance; or ii. The Retailer has rejected the ServiceOrderResponse (with a negative *BusinessAcceptance/Rejection* transaction) and the Service Provider has investigated and communicated a reply with the results of the investigation by telephone or email to the Retailer. The Service Provider must communicate this reply within 2 business days. The Service Provider and the Retailer must negotiate a resolution of the situation, with the agreed resolution being reflected in each party's systems. b. If the requested work was partially completed (*ServiceOrderStatus* = "Partially Completed") or not completed (*ServiceOrderStatus* = "Not Completed"), the Retailer may need to raise a new ServiceOrderRequest for follow-up work.
9.2.6	001	• *Punctuation correction(s):*

Item	ID	Description
		2.10 Cancelling a ServiceOrderRequest a. A Retailer may attempt to cancel the work associated with a ServiceOrderRequest up to the point at which a ServiceOrderResponse has been received. To do so, the Retailer must send a Service Order cancellation to the relevant Service Provider using a ServiceOrderRequest. The ServiceOrderRequest must have the *ActionType* set to "Cancel" and must quote the *RetServiceOrder* of the Request to be cancelled. b. If the Retailer needs to cancel a Service Order ~~U~~urgently, this must be communicated to the Service Provider by phone. The Retailer must also send a "Cancel" ServiceOrderRequest on the same business day, unless otherwise agreed with the Service Provider.
9.2.7	001	• *Various formatting corrections:* **2.12.2 Service Paperwork** e. where the Service Order is 'Rejected' or 'Not Completed' for reasons other than 'Missing Paperwork', the Retailer raises a subsequent ServiceOrderRequest , the Retailer: i. is not required to resend the Service Paperwork (eg the Service Provider already has this paperwork) ii. must populate the *RetServiceOrder* value of the rejected or not completed Service Order in the *SpecialInstructions* field of the replacement Service Order. This will be used to cross reference with the Service Paperwork already provided f. Upon receipt of the *BusinessAcceptance/Rejection* of Accept with a Business Event of "Documentation required", the Retailer must provide missing paperwork by the end of the next business day. g. After providing the *BusinessAcceptance/Rejection* of Accept with a Business Event of "Documentation required", the Service Provider has not received the necessary Service Paperwork by the end of the next business day, the Service Provider must send a ServiceOrderResponse with *ServiceOrderStatus* of 'Not Completed' and an Exception Code of 'Documentation Not Provided'. h. The following timing definitions apply for managing Service Orders requiring paperwork, as demonstrated in the figure below: Figure 5: Service Paperwork Timing

Item	ID	Description

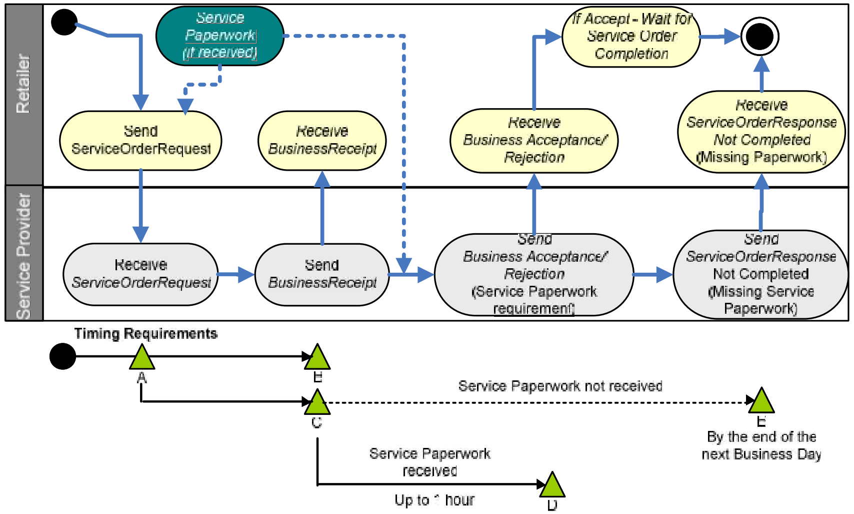

Figure 6: Timing Points

Timing Point	Definition
A	This is the timing point where the Retailer issues a ServiceOrderRequest to a Service Provider.
B	This is the timing point where the Service Provider sends a *BusinessReceipt* for the Service Order.
C	This is the timing point where the Service Provider commences the required waiting period for Service Paperwork. Note: The Service Provider can send a *BusinessAcceptance/Rejection* at any time within the hour when the paperwork is received (and reconciled to the Service Order) or is not required.

<table>
<tr><th>Item</th><th>ID</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><td>D</td><td>This is the timing point where the Retailer receives the BusinessAcceptance/Rejection of Accept. When Service Paperwork is missing this Accept shall include a warning - missing paperwork.

Following a BusinessAcceptance/Rejection of Warning, this timing point is also the commencement of the period where the Retailer must provide the Service Provider the necessary Service Paperwork, by the end of the next business day.</td></tr>
<tr><td>E</td><td>This is the timing point where, if the Service Provider has still not received the necessary Service Paperwork, then the Service Provider must provide a ServiceOrderResponse with ServiceOrderStatus of ‘Not Completed’ and an Exception Code of “Documentation Not Provided”.</td></tr>
</table>
</td></tr>
<tr><td>9.2.8</td><td>001</td><td>
Formatting correction(s) of transactions/fields:
2.12.6 New Connections
e. In SA the Service Provider must advise the Retailer of the date for an Appointment to complete a New Connection using an ServiceOrderAppointmentNotification transaction.
</td></tr>
<tr><td>9.2.9</td><td>001</td><td>
Grammar/spelling correction:
2.12.7 Re-energisation
e. If a Retailer raises a Re-energisation ServiceOrderRequest without a ServiceOrderSubType, the Service Provider must undertake the necessary fieldwork to ensure that the Site is energised and a read is provided for the date component of ActualDateAndTime (subject to 2.12.7.a).
</td></tr>
<tr><td>9.2.10</td><td>001</td><td>
Formatting correction(s) of transactions/fields:
2.12.8 De-energisation
c. Where the Service Provider receives a De-energisation ServiceOrderRequest for a De-energised Site:
</td></tr>
</table>

Item	ID	Description
		i. If the Service Provider reasonably determines that no work is required, the Service Provider must reject the ServiceOrderRequest with an *EventCode* of "Rejection – Site Already De-energised" in the *BusinessAcceptance/Rejection*. ii. If the Service Provider has accepted the De-energisation ServiceOrderRequest, the Service Provider must send a ServiceOrderResponse with a *ServiceOrderStatus* of "Not Completed", an *ExceptionCode* of "Service Provider Cancellation", with details of the reason for the cancellation in the *SpecialNotes*.
9.2.11	001	• *Formatting correction(s) of transactions/fields:* 2.12.15.1 Multiple Service Orders for Multiple Retailers a. The following table summarises the scenarios that apply to specific combinations of ServiceOrderRequests raised by current and prospective Retailers. The numbers in each cell indicate which scenario applies to the specific combination. An "x" means the Service Provider will reject the ServiceOrderRequest from the prospective Retailer, irrespective of whether it is received first or second.
9.2.12	001	• *Formatting correction(s) of transactions/fields:* 2.12.15.6 Multiple Service Orders from Same Retailer b. Upon receipt of a combination of multiple ServiceOrderRequests that are deemed valid per the above table (shown by an "✓" in the relevant cell), the Service Provider will process both ServiceOrderRequests .
9.2.13	001	• *Formatting correction(s) of transactions/fields:* **3.3.5 Timing Requirement for Completion of the Requested Work** a. The following table summarises the Required Timeframe within which Service Providers must use reasonable endeavours to complete each type of ServiceOrderRequest ~~Service Order Request~~. b. The commencement of this Timing Requirement is once the associated Service Paperwork has been received by the Service Provider and/or all preconditions have been met (not when the ServiceOrderRequest is received).
9.2.14	001	• *Formatting correction(s):* Figure 18: Timing Period for completion of work

Item	ID	Description
		Service Request / **Required timeframe** Adds and Alts: Different timeframes may apply depending on the work requested this timeframe will be up to: • 10 Business days for Queensland • there are no jurisdictional timeframes in Victoria or SA • this Service Order Type is not available in NSW. See clause 2.12.2 for details regarding Service Paperwork processes. Supply Abolishment⁎: The following timeframes apply for Supply Abolishment: 20 business days in all jurisdictions See clause 2.12.2 for details regarding Service Paperwork processes.
9.2.15	001	• *Formatting correction(s) of transactions/fields:* **3.4 Timing requirements for Appointment Notifications (SA)** a. Following receipt of a New Connections ServiceOrderRequest, the Service Provider must send an ServiceOrderAppointmentNotification to the Retailer at least 3 business days prior to the Appointment date.
9.2.16	001	• *Formatting correction(s) of transactions/fields and grammar correction:* **4.1 ServiceOrderRequest Transaction Data**

The nested table inside the first row's Description cell:

Service Request	Required timeframe
Adds and Alts	Different timeframes may apply depending on the work requested this timeframe will be up to: • 10 Business days for Queensland • there are no jurisdictional timeframes in Victoria or SA • this Service Order Type is not available in NSW. See clause 2.12.2 for details regarding Service Paperwork processes.
Supply Abolishment⁎	The following timeframes apply for Supply Abolishment: 20 business days in all jurisdictions See clause 2.12.2 for details regarding Service Paperwork processes.

⁎ This Timing Requirement does not have a regulatory basis.

Item	ID	Description

Field	Format	Definition	Allocate NMI (NSW only)	New Connection (ACT, Vic, Tas, QLD & SA only)	Re-energisation	De-energisation normal/non-payment	Special Read	Adds and Alts (ACT, Vic, QLD & SA only)	Meter Reconfiguration	Meter Investigation	Supply Abolishment	Miscellaneous
HazardDescription	VARCHAR(80)	Description of any hazards associated with the Site. This field repeats to allow the reporting of multiple hazards. Refer B2B Procedure Customer and Site Details Notification for the list of allowed codes. This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N	R/N
AccessDetails	VARCHAR(160)	If the Customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations. Standard values "Customer Reports No Access Requirements", or "Not Known To Retailer" for De-energisation for Non-Payment or other Requests not initiated by Customer, or <Description of access requirement> Refer B2B Procedure Customer and Site Details Notification for more information. This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~. Not Required for a "Cancel" ServiceOrderRequest.	N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	R/N

Item	ID	Description												
		Special Instructions	VARCHAR(240)	Any special instructions the Retailer wishes to convey to the Service Provider. Mandatory where: ▪ A value of 'Yes' is used in *CustomerConsultationRequired*; or ▪ A value of "Other Multi-phase" is used in *SupplyPhases*; or ▪ A value of "Other" is used in *MeteringRequired*; or ▪ If *ActionType* = "Replace" (refer 2.2.1.i.4); or ▪ Necessary to support exceptional arrangements for urgent (high priority) ServiceOrderRequests (refer 2.6.2.c.1.ii); or ▪ Where *ServiceOrderType* = "Meter Reconfiguration" (refer 2.12.9.e); or ▪ Where *ServiceOrderType* = "New Connection " and any specific tariff or metering requirements are not already provided (refer 2.12.6.b); or ▪ Where *ServiceOrderType* = "Adds and Alts" and any specific tariff, metering requirements or any other special requirements need to be advised (refer 2.12.11.b). ▪ Where *ServiceTime* = "Non-Business Hours". (Refer 2.12.1i) This information does not replace information previously provided in a SiteAccessNotification ~~Site Access Notification~~.										
		CustomerConsultationRequired	YES/NO	Allowed value: "Yes". Yes = The Retailer requests the Service Provider consult with the Customer to make arrangements for the completion of the work requested. No = The Retailer does not request the Service Provider consult with the Customer to make arrangements for the completion of the work requested. Where 'Yes' is used, the reason for the need to consult with the Customer must be provided in *SpecialInstructions*. Refer clause 2.6.1.a~~b~~ and b. Not Required for a "Cancel" ServiceOrderRequest unless *SpecialInstructions* is provided.	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N	M/N

Item	ID	Description

MeteringRequired	VARCHAR(12)	Code indicating new type of metering required for Basic Metered and MRIM Sites (Types 5 and 6) only: • Flat Rate • Two Rate • Time Of Use • CT Meter • Other If "Other" is used, then further details must be provided as *SpecialInstructions*. Not Required for a "Cancel" ServiceOrderRequest.	N	R/N (M/N for Types 5 and 6)	N	N	N	R/N	N	N	N	O

Item	ID	Description
9.2.17	001	• *Grammar correction(s):*

4.2 **ServiceOrderResponse** Transaction Data

Field	**Format**	**Definition**	**All Responses**
ServiceOrderStatus	VARCHAR(20)	Indicates status of Service Order. Refer section 2.6.5.a and 2.12.10.b: Completed =Completed Partially Completed =Partially Completed (primary work done, but an actual read has not been obtained – see relevant *ExceptionCodes*). Not Completed =Not completed (primary work not done - see relevant *ExceptionCodes*). Note: "Primary work" means the activity described by the *ServiceOrderType* field. The *SpecialNotes* field must be used if a *ServiceOrderStatus* of "Partially Completed" is used.	M

Item	ID	Description
9.2.18	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.

9.3 Proposed changes to the B2B Procedure Meter Data Process

Item	ID	Description
9.3.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.

9.4 Proposed changes to the B2B Procedure One Way Notification Process

Item	ID	Description
9.4.1	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014.

9.5 Proposed changes to the B2B Procedure Technical Guidelines for B2B Procedures

Item	ID	Description
9.5.1	002	• *Update to the Business Events for Customer and Site Details so only event codes 1923, 1939 and 201 are applicable for a CustomerDetailsReconciliation* transaction*:*

5.1 Customer and Site Details Notification Process - Business Event Details

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	Event Code	Relevant Procedure clause or Reference Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	1932	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	Not applicable for CustomerDetailsReconciliation.
SiteAccessNotification	*BusinessAcceptance/ Rejection*	Data not fit for purpose. Details provided in *Explanation*.	Yes	Error	1970	
All Notifications	*BusinessAcceptance/ Rejection*	Recipient is not responsible for the supplied NMI.	Yes	Error	1923	
		Not Current FRMP	No	Error	1939	
		Data missing (mandatory fields). Details provided in *Explanation.*	Yes	Error	201	Standard aseXML Code
		Invalid data. Details provided in *Explanation.*	Yes	Error	202	Standard aseXML Code. Not applicable for CustomerDetailsReconciliation.
All	*All*	Accept.	No	Information	0	Standard aseXML Code
		~~Data missing (mandatory fields). Details provided in *Explanation.*~~	~~Yes~~	~~Error~~	~~201~~	~~Standard aseXML Code~~
		~~Recipient is not responsible for the supplied NMI.~~	~~Yes~~	~~Error~~	~~1923~~	
		~~Invalid data. Details provided in *Explanation.*~~	~~Yes~~	~~Error~~	~~202~~	~~Standard aseXML Code.~~

<table>
<tr><th>Item</th><th>ID</th><th>Description</th></tr>
<tr><td>9.5.2</td><td>002</td><td>
Changes to Chapter 6 Glossary of Terms for the definition of Reconciliation Process:
6 Glossary of Terms
<table>
<tr><th>Term</th><th>Definition</th></tr>
<tr><td>Reconciliation Process</td><td>The provision of the Customer Details for NMIs held by the FRMP for ~~all of~~ their current customers with Life Support in the DNSP’s area at the time of the data extract.
Refer to the B2B Procedure Customer and Site Details Notification Process for further details.</td></tr>
</table>
</td></tr>
<tr><td>9.5.3</td><td>010</td><td>
Removal of obsolete EventCode:
5.2 Meter Data Process - Business Event Details
<table>
<tr><th rowspan="2">Business Event</th><th rowspan="2">Explanation Required</th><th rowspan="2">Severity</th><th colspan="3"><u>BusinessAcceptance /Rejection</u> for:</th><th rowspan="2">Event Code</th><th rowspan="2">Relevant Procedure clause or Reference Notes</th></tr>
<tr><th><u>MeterData Notification</u></th><th><u>ProvideMeter DataRequest</u></th><th><u>VerifyMeter DataRequest</u></th></tr>
<tr><td>~~Agree that NMI is not Sender’s~~</td><td>~~No~~</td><td>~~Information~~</td><td></td><td></td><td>~~Yes~~</td><td></td><td>~~Refer 2.6.e.1 and 2.10.1.~~</td></tr>
</table>
</td></tr>
<tr><td>9.5.4</td><td>N/A</td><td>
Update the version number from 2.0 to 2.1 in the document history.
The proposed effective date is 15 May 2014.
</td></tr>
</table>

9.6 Proposed changes to the B2B Procedure Technical Delivery Specification

Item	ID	Description
9.6.1	001	• *Grammar correction(s):* **5.10.2 Customer and Site ~~and~~ Details Notification** a. In the case of Transactions included in the B2B Procedure Customer and Site Details Notification Process, a Participant affected by a contingency event must: 1. Advise other Participants of system problems within 24 hours of becoming aware of the problem. Notification will be by email to the nominated addresses of affected Participants.
9.6.2	011	• *Update reference to location of Service Paperwork table:* **6.5 Service Paperwork Reference Table** A central reference point for Service Order Service Paperwork required in each Jurisdiction is documented in the Service Paperwork Reference Table. This provides Industry with information required for meeting obligations for the provision of Service Paperwork (Jurisdictional, National or operational) associated with particular Service Orders. The Service Paperwork Reference Table holds a list of documents required for New Connection Service Order, Additions and Alterations Service Order, De-Energisation, Re-Energisation or Abolishment Service Order. The Service Paperwork Reference Table must be updated by AEMO as directed by the industry reference group, through the agreed change management process. Where any Participant becomes aware of a change that is required to the Service Paperwork Reference Table the Participant must ensure that the change is raised via the agreed change management process. The process to request a change/amendment is via the Industry 'Issues/Change Form'. Note: The Service Order Paperwork Reference Table is published ~~in NEMConnect~~ on the AEMO website under ~~National B2B – B2B Documentation~~ Electricity Policies & Procedures – B2B.
9.6.3	N/A	• Update the version number from 2.0 to 2.1 in the document history. • The proposed effective date is 15 May 2014, but Participants will not be required to comply with changes relating to "002" (Life Support Reconciliation) until 15 November 2014.

10. Abbreviations

10.1 Abbreviations

B2B	Business to Business
BMRG	B2B & MSATS Reference Group (established under the Information Exchange Committee)
DNSP	Distribution Network Service Provider
IEC	Information Exchange Committee
MSATS	Market Settlement and Transfer Solution
RMEC	Retail Market Executive Committee