

# B2B PROCEDURE

## CUSTOMER AND SITE DETAILS NOTIFICATION PROCESS

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## Document History

Version	Date	Author	Comments
1.0	23/12/2004	NEMMCO	Final Determination version.
1.1 DRAFT	22/4/2005	NEMMCO	Draft issued for Consultation.
	5/7/2005	NEMMCO	Draft issued as Draft Determination.
1.1	1/8/2005	NEMMCO	Final Determination version.
1.2	29/8/2005	NEMMCO	Changes to incorporate clause 7.2A of National Electricity Rules that deals with Manifest and minor or procedural errors.
1.3 DRAFT	30/6/2006	NEMMCO	Update for changes proposed prior to Tranche 1 go live that have no operational impact and changes required to accommodate the commencement of FRC in Queensland.
1.3.DRAFT 2	30/10/2006	NEMMCO	Update following first consultation workshop
1.3 DRAFT 3	5/12/2006	NEMMCO	Updated from comments received in 2 <sup>nd</sup> stage consultation
1.3 DRAFT FINAL	15/12/2006	NEMMCO	Final Draft
1.3	30/01/2007	NEMMCO	Version recommended by the IEC to NEMMCO on 22 January 2007 and approved by NEMMCO for publication on 30 January 2007.
1.4	20/06/2007	NEMMCO	Updated to Service Order Process to accommodate changes in re-energisation service order timings. No changes were made to this document.
1.5	03/12/2008	NEMMCO	Issued as a Final Determination
1.5.1	27/04/2009	NEMMCO	Update the version number and release date to retain version numbering with the other B2B procedures. Updated singular and plural references to the word "Procedure(s)". Published as Final Determination
1.6	23/06/2009	NEMMCO	Update the version number and release date to retain version numbering with the other B2B procedures. Removed clause 1.2(b) and changed the publish date to effective date on the front cover. Published as FINAL Determination
1.6.1	18/08/2009	AEMO	Update to reflect change of governance from NEMMCO to AEMO. Update the version number and release date to retain version numbering with other B2B Procedures Minor updates to sections 1.2, 1.4, 1.6, to align clauses with the other B2B Procedures. Issued as Determination – Effective 25 November 2009.
1.7	17/03/2010	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Graphical updates to diagrams. Update Clause 1.7. Move Business Event information to the B2B Procedure Technical Guidelines for B2B Procedures. Issued as Final Determination – Effective 26 May 2010.
1.7a	15/07/2011	AEMO	Updated version number to 1.7a and release date to retain version numbering with other B2B Procedures. Updated procedure to facilitate further extension of contestability to small business customers in Tasmania.
1.8	15/08/2011	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Updated clause 2.2.5 Customer Details Reconciliation.

Version	Date	Author	Comments
1.9	06/11/2012	AEMO	Updated version numbers and release date to retain version numbering with other B2B Procedures. Update to clause 1.7 a for Meter Data Providers.
2.0	13/11/2013	AEMO	Updates to capture QC 776 CSDN Project Changes
2.1	15/05/2014	AEMO	Update to Customer Details Reconciliation Process
2.2	21/11/2014	AEMO	Minor amendment update from previous 2.1 consultation. Updated version numbers and release date to retain version numbering with other B2B Procedures.

### Interpretation

For details of the interpretation of key words, such as addresses, dates, times and field types, refer to the B2B Procedure: Technical Guidelines for B2B Procedures.

### Documentation Conventions

Refer to the B2B Procedure: Technical Guidelines for B2B Procedures for the details of the documentation conventions.

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# 1 INTRODUCTION

## 1.1 Document Structure

- a. Section One provides an introduction to this Procedure.
- b. Section Two describes the transactions and their business context.
- c. Section Three describes the Timing Requirements.
- d. Section Four itemises the data to be provided in each transaction.

## 1.2 Introduction

- a. This B2B Procedure: Customer and Site Details Notification Process (“Procedure”) is approved by AEMO in accordance with clause 7.2A.5.a.1 of the National Electricity Rules (“Rules”).
- b. This Procedure may only be amended in accordance with clause 7.2A.3 of the Rules.
- c. In the event of any inconsistency between this Procedure and the Rules, the Rules shall prevail to the extent of the inconsistency.
- d. In the event of any inconsistency between this Procedure and the Metrology Procedure, the Metrology Procedure shall prevail to the extent of the inconsistency.
- e. In the event of any inconsistency between this Procedure and the provisions of a MSATS Procedure, the MSATS Procedure shall prevail to the extent of any inconsistency.
- f. In the event of any inconsistency between this Procedure and the B2B Procedure: Technical Delivery Specifications or the provisions of the B2B Procedure: Technical Guidelines for B2B Procedures (together referred to as the “B2B Technical Procedures”), unless this Procedure provides otherwise, the relevant B2B Technical Procedure shall prevail to the extent of the inconsistency.
- g. In this Procedure, a capitalised word or phrase has the meaning given to it:
  1. in this Procedure;
  2. if no meaning is given to it in this Procedure, it is defined in the B2B Procedure Technical Guidelines for B2B Procedures; or
  3. if no meaning is given to it in the B2B Procedure Technical Guidelines for B2B Procedures, it is defined in the Rules.
- h. This Procedure shall be interpreted in accordance with the rules of interpretation set out in clause 1.7 of the Rules and the B2B Procedure Technical Guidelines for B2B Procedures. Provisions that are placed in a square box coloured grey are provided by way of explanation and to assist readers, and do not form any obligation on Participants or affect the interpretation of this Procedure. Provisions that fall within a section entitled “Worked Example” are provided for assistance only and do not form any obligation on the Participants nor do they affect the interpretation of this Procedure.

### **1.3 Purpose**

- a. The purpose of this document is to define standard process and transaction data requirements for the communication of Customer and Site Details from the Retailer to the DNSP. This information supports the DNSP carrying out its obligations.

### **1.4 Jurisdictional Instruments**

- a. To the extent of any inconsistency between this Procedure and any relevant jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of the inconsistency.

### **1.5 Scope**

- a. This Procedure defines the business rules and transactions for regular updates of Customer and Site Details from the Retailer to the DNSP. The Procedure must be used for the reconciliation of Customer and Site Details between Retailers and DNSPs.
- b. This Procedure also provides for the DNSP to request customer details from the Retailer.
- c. The Procedure only applies to electricity customers.
- d. This Procedure excludes internal business processes, such as the validation of data by the DNSP, the verification of customer identity by the Retailer, or the extraction of customer data updates by the Retailer.

### **1.6 aseXML**

- a. A Participant must use the agreed industry standard of aseXML messaging to deliver Transactions in accordance with this Procedure.

### **1.7 Application of this Procedure**

- a. As required by clause 7.2A.4(i) of the National Electricity Rules, Local Retailers, Market Customers, Distribution Network Service Providers, AEMO, Metering Data Providers and Metering Providers must comply with this Procedure.
- b. 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.
- c. This Procedure applies to Customer and Site Details in respect of the NMIs in the following Participating Jurisdictions:

Transaction	ACT	NSW	QLD	SA	VIC	TAS
Customer Details Request	Yes	Yes	Yes	Yes	Yes	Yes
Customer Details Notification	Yes	Yes	Yes	Yes	Yes	Yes
Customer Details Reconciliation	Yes	Yes	Yes	Yes	Yes	Yes
Site Access Notification	Yes	Yes	Yes	Yes	Yes	Yes

**Key**

Yes	Applicable as defined.
No	Not Applicable

**1.8 Enforceability of the Procedure**

- a. The Procedure is enforceable by the Australian Energy Regulator in accordance with its powers under section 15 of the National Electricity Law.

**1.9 Terminology and Definitions****1.9.1 Business Documents**

- a. Throughout this Procedure, the term "Business Document" is used to refer to the key Transactions sent between the Retailer and DNSP. In this Procedure, the relevant Business Documents are:
1. CustomerDetailsRequest
  2. CustomerDetailsNotification
  3. CustomerDetailsReconciliation
  4. SiteAccessNotification

**1.9.2 Business Signals**

- a. This Procedure defers technical transaction delivery details to the B2B Procedure Technical Delivery Specification. However, this Procedure does require that the technical delivery mechanism support the following "Business Signals":
1. BusinessReceipt; and
  2. BusinessAcceptance/Rejection
- b. A BusinessReceipt indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.

- c. A *BusinessAcceptance/Rejection* represents formal acceptance or rejection of the appropriate Business Document by the Recipient based on the application of business rules.

### **1.10 Related Documents**

- a. This Procedure has been prepared in conjunction with and should be read in conjunction with the following B2B Procedures:
1. B2B Procedure Technical Delivery Specification
  2. B2B Procedure Technical Guidelines for B2B Procedures
- b. Participants should also refer to the following documents. It should be noted that these documents have been prepared by way of assistance only and are not legally binding documents nor do they affect in any way the interpretation of this Procedure.
1. Frequently Asked Questions: Customer and Site Details Notification Process
  2. Participant Build Pack - B2B System Interface Definitions



## 2 CUSTOMER & SITE DETAILS PROCESS

### 2.1 Process Diagrams

- a. The diagrams below show the entire process for the provision of Customer and Site details, including where the CustomerDetailsNotification is provided by the Retailer in response to the DNSP's CustomerDetailsRequest. On most occasions the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest, as the Retailer is obliged to advise updates as they occur.
- b. The Timing Requirements for the BusinessReceipt and the BusinessAcceptance/Rejection for the SiteAccessNotification is identical to those for the CustomerDetailsNotification.
- c. The triangles at the bottom of the diagrams below are the timing points for the process. Refer section 0 for details of the Timing Requirements for this process.

Figure 1: Notifications Process

#### Generic Notifications Process

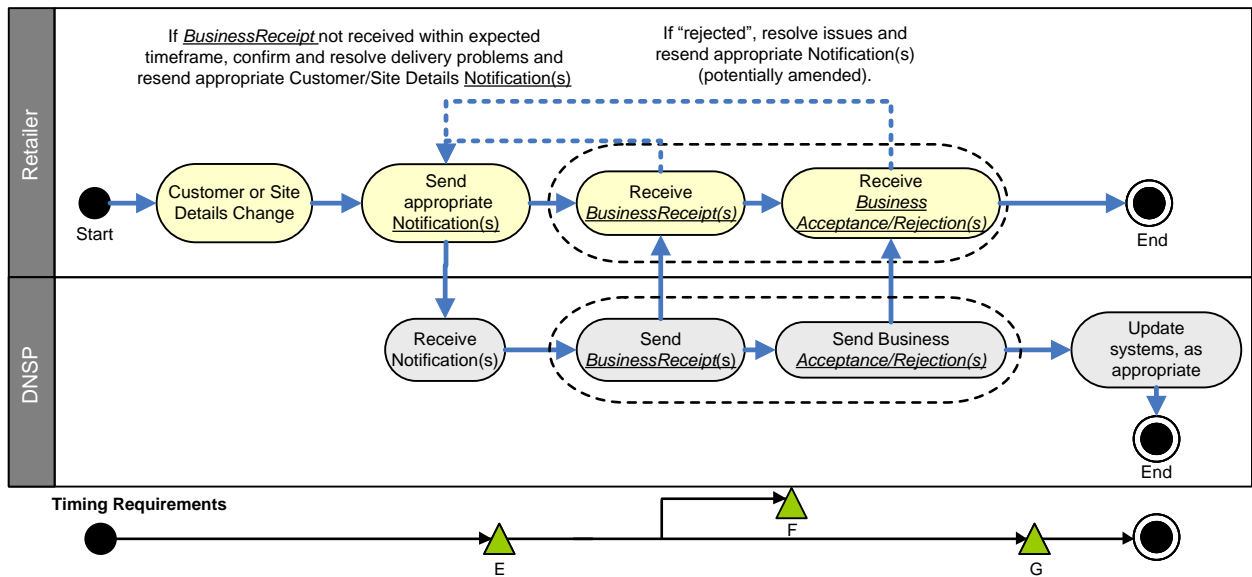


Figure 2: Customer Details Notification process (Notification initiated by a Retailer)

**Customer Details Notification Process**

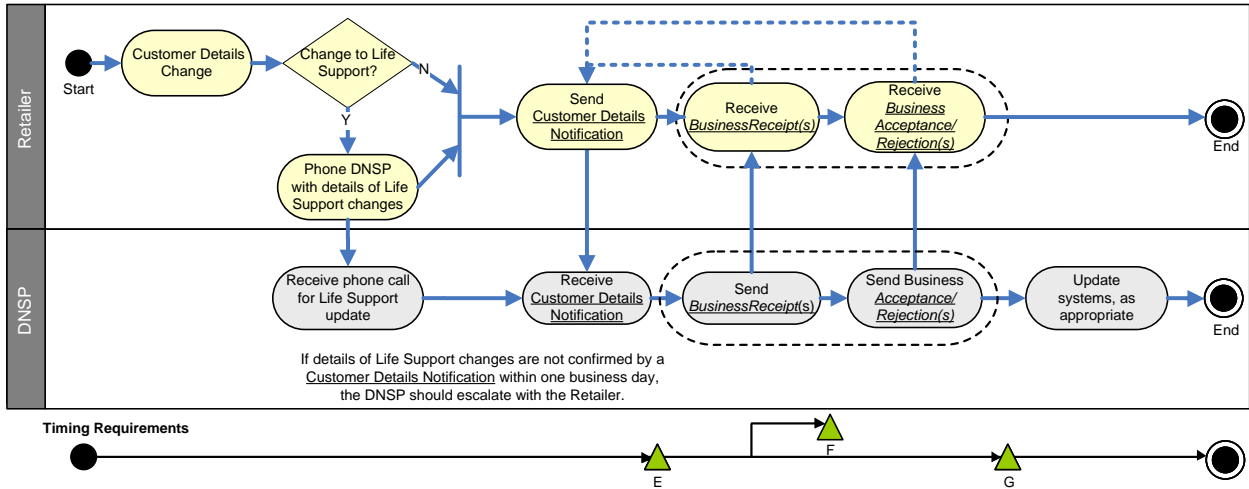


Figure 3: Overview of Customer Details process (Notification in response to a Request)

**Complete Customer Detail Process**

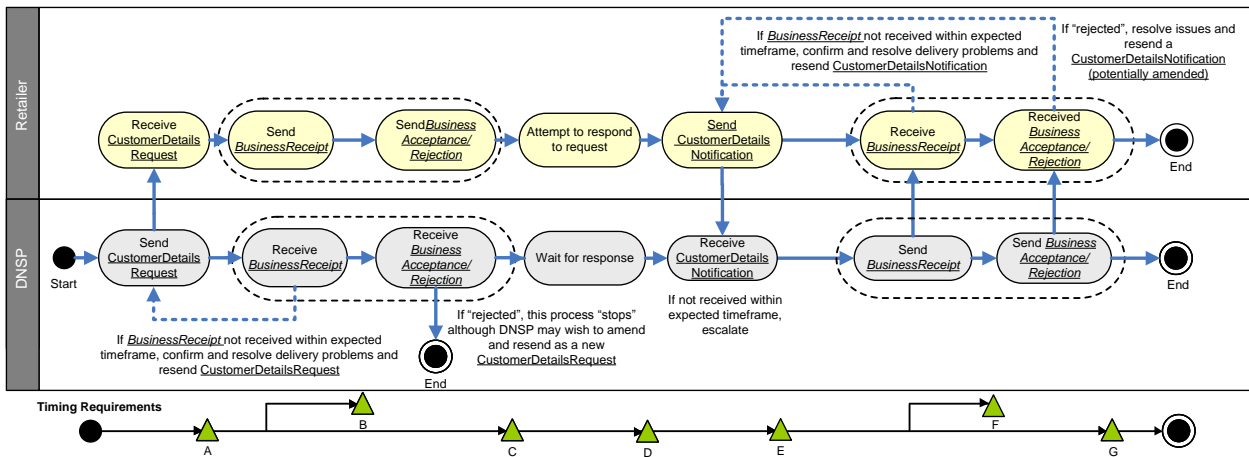
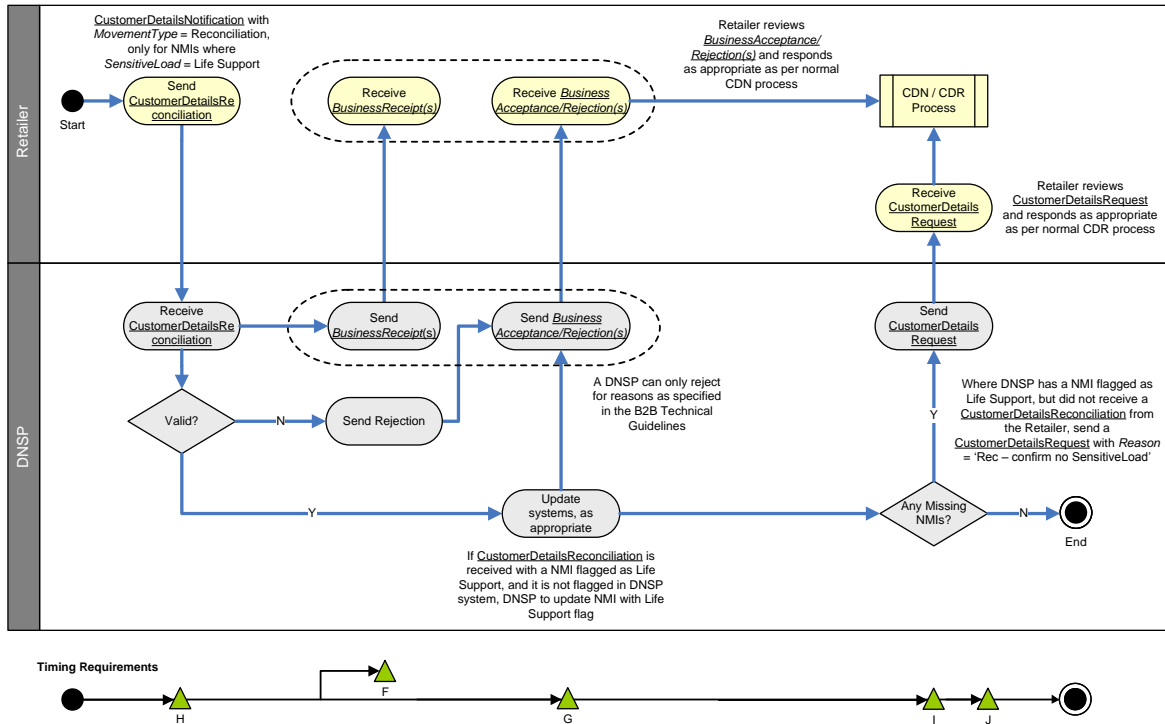


Figure 4: Overview of Customer Details Reconciliation Process

**Customer Details Reconciliation Process**



Note: Use of BusinessReceipts is to be agreed between the Participants.

**2.2 Business Rules**

**2.2.1 Common business rules**

a. "Retailer" in this Procedure refers to the Current FRMP.

**2.2.2 Common business rules for Notifications**

- a. Subject to 2.2.2b, Retailers must send the relevant Notification whenever they become aware of Customer and Site Detail Changes (Changes).
- b. Retailers must only send a single daily Notification of each type (where relevant) covering all Changes made to the NMI's details that day. The Retailer must ensure that the most recent details are provided. Notifications sent by a Retailer in response to a CustomerDetailsRequest may be sent individually or included with other Notifications (refer section 2.4.a of the Technical Delivery Specification for details regarding the bundling of transactions).
- c. A Retailer must provide the full set of available information that they hold for each Notification transaction, not just information Changes. If the Retailer does not complete non-Mandatory fields (as defined in Section 4), this indicates that the Retailer does not have this information.

- d. It is within a DNSP's sole discretion as to whether they decide to update their records on the basis of the information provided by Retailers. If the DNSP does not accept the information provided by the Retailer, the DNSP must send a BusinessAcceptance/Rejection with an appropriate *EventCode* and details of the Retailer's data being rejected.
- e. A ServiceOrderRequest does not replace the need to also send the relevant Notification transaction(s). For example, a Re-energisation ServiceOrderRequest, which includes a hazard detail, does not replace the SiteAccessNotification that would advise the same information. The information in the ServiceOrderRequest is treated as only pertinent to the work requested, the details in the SiteAccessNotification is treated as the official, enduring update.
- f. Retailers must only send updates where the Customer or Retailer initiated the Changes. Retailers must not send updates based on information received from MSATS or the DNSP. This prevents the cyclical transmission of information between Retailers and DNSPs.
- g. The details provided in a CustomerDetailsNotification and SiteAccessNotification must be the current details at the date and time that the Notification was generated. This date may be historical in certain situations. The recipient should use the date the transaction was generated as the effective date for the change of details and not the last modified date and time. For Life Support Changes refer to 2.2.4.2.
- h. A Retailer must investigate and provide an updated notification where necessary within 5 business days upon receiving a rejection of a notification transaction.

### 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 Retailer must not provide a SiteAccessNotification in response to a valid CustomerDetailsRequest.
- d. The DNSP can only use this transaction to obtain mass updates of information once the timing has been agreed with the relevant Retailer.

### 2.2.4 Customer Details Notification

#### 2.2.4.1 Initiating a Customer Details Notification

- a. The Retailer must confirm the specific contact for the management of outages and supply issues for each connection point. The Retailer must provide these details via the CustomerDetailsNotification for each connection point.
- b. The Retailer must use reasonable endeavours to send the CustomerDetailsNotification in the following situations:

1. At completion of transfer, or
  2. At completion of a New Connection where the customer details and access requirements are assigned to the new NMI, or
  3. When the customer moves out or moves in, or
  4. Upon receipt of routine updates provided by the existing customer.
- c. If a Customer changes Retailer, the Old Retailer must not send a CustomerDetailsNotification.

#### **2.2.4.2 Life Support**

- a. Life support applies to a customer at a connection point, where a customer relies on life support equipment.
- b. The Retailer must immediately advise the DNSP by telephone when they become aware of a Life Support situation (refer *SensitiveLoad* field, Section 4.2). The Retailer must subsequently send a CustomerDetailsNotification in accordance with the normal Timing Requirements set out in Section 3.2.3. In this case, the Changes are effective from the time of the telephone call from the Retailer to the DNSP.
- c. Where the requirements for Life Support are no longer appropriate (for example an occupier no longer meets the jurisdictional requirements to be classified as a Life Support customer) a Retailer must send a CustomerDetailsNotification containing *NMI*, *LastModifiedDateTime*, a *MovementType* value of "Update" and *SensitiveLoad* value of "None" to the relevant DNSP and the DNSP must update their records accordingly.

#### **2.2.4.3 Sensitive Load**

- a. Sensitive load applies to a connection point to indicate the Retailer reasonably believes there are economic, health or safety issues associated with loss of supply to the connection point.
- b. The *SensitiveLoad* code "Sensitive Load" will not be used by the DNSP for the purpose of de-energisation. The DNSP may use this information for load or outage management purposes.

#### **2.2.4.4 Vacant Sites**

- a. Where a Site is vacant (for example, if a customer moves out), a Retailer must send a CustomerDetailsNotification containing *NMI*, *LastModifiedDateTime*, a *MovementType* value of "Site Vacant" and *SensitiveLoad* value of "None" to the relevant DNSP.

#### **2.2.5 Customer Details Reconciliation**

- a. Participants must conduct a reconciliation of Customer Details for NMIs with Life Support customers on a regular basis as agreed between Participants. 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 Participants, the Customer Details Reconciliation Process may be conducted more frequently or in different months to those specified.

- b. The Customer Details Reconciliation provides the DNSP with a snapshot of all NMIs, for which the Retailer is financially responsible, where the customer is flagged with Life Support at the time of the Reconciliation.
- c. The Customer Details Reconciliation 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 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 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.
  - 2. The Retailer and DNSP must agree the timing of the Customer Details Reconciliation. This agreement shall consider at least the following criteria:
    - i. Conflicting scheduled reconciliations with other Participants;
    - ii. IT Support availability; and
    - iii. Other impacting activities.
  - 3. The CustomerDetailsReconciliation transaction must be sent as a Low Priority aseXML document.
  - 4. A Retailer must send only one message for a Customer Details Reconciliation for each DNSP, 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 6 hour period from the first message of the Customer Details Reconciliation being sent.
- f. 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(s) and update their records accordingly with Life Support.
- g. For NMIs in the DNSP system flagged with Life Support, but not provided by the Retailer in the Customer Details Reconciliation, the DNSP must send a CustomerDetailsRequest using the *Reason* value 'Rec – confirm no SensitiveLoad' within 2 business days of receiving the last CustomerDetailsReconciliation transaction, as set out in clause 2.2.5.e.4.

- h. 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 last CustomerDetailsReconciliation transaction, the Customer Details Reconciliation is considered to have been completed.
- i. 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'
- j. A CustomerDetailsReconciliation transaction does not replace the requirement for the Notification of Customer Details Changes as described in sections 2.2.2 and 2.2.4.

### **2.2.5A Transitional Provision for Customer Details Reconciliation**

a. In this clause 2.2.5A:

1. 'Transition Period' means the period from the effective date of version 2.1 of this Procedure to 14 November 2014 inclusive.
2. '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 will continue to undertake Life Support Reconciliation as per bilateral arrangements currently in place between Participants until such time as Participants agree that New Clause 2.2.5 will apply, but no later than 14 November 2014.

### 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. For additional Timing Requirements for the use of the CustomerDetailsReconciliation transaction, refer to section 2.2.5.
- c. The following definitions apply:

Timing Point	Definition
A	This timing point is when the DNSP issues a <u>CustomerDetailsRequest</u> to a Retailer.
B	This timing point is when the DNSP receives a <u>BusinessReceipt</u> for a <u>CustomerDetailsRequest</u> from the Retailer.
C	This timing point is when the DNSP receives a <u>BusinessAcceptance/Rejection</u> for a <u>CustomerDetailsRequest</u> from the Retailer.
D	This timing point is when the request has been actioned.
E	This timing point is when the Retailer sends a Notification to the DNSP.
F	This timing point is when the Retailer receives a <u>BusinessReceipt</u> for a Notification from the DNSP.
G	This timing point is when the Retailer receives a <u>BusinessAcceptance/Rejection</u> for a Notification from the DNSP.
H	This timing point is when the Retailer issues a <u>CustomerDetailsReconciliation</u> to a DNSP.
I	This timing point is when the DNSP issues a <u>CustomerDetailsRequest</u> to a Retailer in relation to the Customer Details Reconciliation.
J	This is the timing point when the Retailer issues a <u>CustomerDetailsNotification</u> to the DNSP in response to a <u>CustomerDetailsRequest</u> raised as part of the Customer Details Reconciliation.



Timing Period	Definition	Usage
<u>BusinessReceipts</u> for Requests	<p>This is the period from the sending of the <u>CustomerDetailsRequest</u> by the DNSP to the receipt of the <u>BusinessReceipt</u> for the <u>CustomerDetailsRequest</u> from the Retailer.</p> <p>Timing Points A and B define this period.</p>	<p>Used by the DNSP to determine whether a <u>CustomerDetailsRequest</u> has been received and can be read.</p> <p>If the <u>BusinessReceipt</u> has not been received before the expiry of this period, the DNSP may escalate the non-receipt and / or resend the original request.</p>
<u>BusinessAcceptance/Rejection</u> for Requests	<p>This is the period from the sending of the <u>CustomerDetailsRequest</u> by the DNSP to the receipt of the <u>BusinessAcceptance/Rejection</u> for the <u>CustomerDetailsRequest</u> from the Retailer.</p> <p>Timing Points A and C define this period.</p>	<p>Used by the DNSP to determine whether a request has been accepted (and will subsequently be actioned by the Retailer).</p> <p>If the <u>BusinessAcceptance/Rejection</u> has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</p>
Providing a <u>CustomerDetailsNotification</u>	<p>This is the period from receipt of the <u>CustomerDetailsRequest</u> to the sending of the <u>CustomerDetailsNotification</u> by the Retailer.</p> <p>Timing Points A and E define this period.</p>	<p>If the <u>CustomerDetailsNotification</u> has not been received before the expiry of this period, the DNSP may escalate the non-receipt.</p>
<u>BusinessReceipts</u> for Notifications	<p>This is the period from the sending of the Notification transaction by the Retailer to the receipt of a <u>BusinessReceipt</u> for the Notification transaction from the DNSP.</p> <p>Timing Points E and F define this period.</p>	<p>Used by the Retailer to determine whether a Notification transaction has been received and can be read.</p> <p>If the <u>BusinessReceipt</u> has not been received before the expiry of this period, the Retailer may escalate the non-receipt and /or resend the original notification.</p>

Timing Period	Definition	Usage
<u>BusinessAcceptance/Rejection</u> for Notifications	This is the period from the sending of the Notification transaction by the Retailer to the receipt of a <u>BusinessAcceptance/Rejection</u> for the Notification transaction from the DNSP.  Timing Points E and G define this period.	Used by the Retailer to determine whether the response has been accepted by the DNSP and the request can be “closed”.  If the <u>BusinessAcceptance/Rejection</u> has not been received before the expiry of this period, the Retailer may escalate the non-receipt.
Providing a <u>CustomerDetailsRequest</u> as part of the Customer Details Reconciliation	This is the period from the initiation of the Customer Details Reconciliation to when the DNSP is expected to raise any <u>CustomerDetailsRequests</u> to the Retailer.  Timing Points H and I define this period.	Used by the DNSP to send a <u>CustomerDetailsRequest</u> for NMIs with Life Support in their system but were not provided by the Retailer in the Customer Details Reconciliation.
Providing a <u>CustomerDetailsNotification</u> as part of the Customer Details Reconciliation	This is the period in which the Retailer has to respond to a <u>CustomerDetailsRequest</u> raised by the DNSP as part of the Customer Details Reconciliation.  Timing Points I and J define this period.	Used by the Retailer to confirm whether or not a NMI should be flagged as Life Support. This may involve contacting the customer at the site.

### 3.2 Specific Timing Requirements

#### 3.2.1 Timing Requirement for BusinessReceipts for Requests

- a. The timing requirement for BusinessReceipts is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

#### 3.2.2 Timing Requirement for BusinessAcceptance/Rejection for Requests

- a. The timing requirement for BusinessAcceptance/Rejections is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

#### 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. 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 the Service Order completion notification (New Connection or Allocate NMI transaction in NSW), the completion notification of the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised. Refer 2.2.2.a and 2.2.4.4.a.

### **3.2.4 Timing Requirement for Sending CustomerDetailsRequests**

- a. In relation to a customer transfer, the DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the fifth business day following 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 the Service Order completion notification (New connection or Allocate NMI transaction in NSW), the completion notification for the CATS Create or Update NMI transaction and the completion notification of the CATS Create Metering transaction, where the site is energised.

### **3.2.5 Timing Requirement for BusinessReceipts for Notifications**

- a. The timing requirement for BusinessReceipts is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

### **3.2.6 Timing Requirement for BusinessAcceptance/Rejection for Notifications**

- a. The timing requirement for BusinessAcceptance/Rejections is set out in section 4.10 of the B2B Procedure Technical Delivery Specification.

### **3.2.7 Timing Requirement for Response to Rejected CustomerDetailsNotification**

- a. Where the Retailer is the current FRMP, the Retailer must send through a new CDN with updated/corrected information, within five business days of receiving the rejection.

## 4 TRANSACTIONS

**Key to Usage** M = Mandatory (must be provided in all situations).  
 R = Required (if this information is available or has changed).  
 O = Optional (may be provided).  
 N = Not relevant (not to be provided).

- a. Participants must ensure that each Transaction complies with the usage, definitional and format rules detailed in the tables below:

### 4.1 CustomerDetailsRequest Transaction Data

Field	Format	Usage: Customer Details Request	Definition/Comments
<i>NMI</i>	CHAR(10)	M	NMI (as used by MSATS).
<i>NMI Checksum</i>	CHAR(1)	O	<i>NMI Checksum</i> (as used by MSATS).

Field	Format	Usage: Customer Details Request	Definition/Comments
<i>Reason</i>	VARCHAR(40)	M	<p><u>Allowed values</u>  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  Other  Rec - confirm no SensitiveLoad</p> <p><u>Notes regarding the allowed values</u></p> <p>“Returned Mail” means the DNSP has received returned mail with the current <i>PostalAddress</i> held by the DNSP.</p> <p>“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 has occurred).</p> <p>“Confirm Life Support” means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not.</p> <p>“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.</p> <p>“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.</p> <p>“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.</p> <p>“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 <i>SpecialNotes</i> field.</p> <p>“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 <i>SpecialNotes</i> field.</p> <p>“Rec - confirm no SensitiveLoad” means the DNSP has a NMI is flagged for Life Support, but it was not included in the <u>CustomerDetailsReconciliation</u> transaction(s) provided by the Retailer.</p>
<i>SpecialNotes</i>	VARCHAR(240)	O/M	<p>Any additional information the DNSP wishes to convey to the Retailer.</p> <p>Mandatory if Reason is “Other” or “Data Quality Issue”.</p>

## 4.2 CustomerDetailsNotification Transaction Data

- a. Note: The CustomerDetailsReconciliation transaction is identical to the CustomerDetailsNotification transaction. Refer 2.2.5.

Field	Format	Usage: Customer Details Notification	Definition/Comments
<i>NMI</i>	CHAR(10)	M	NMI (as used by MSATS).
<i>NMI Checksum</i>	CHAR(1)	O	NMI Checksum (as used by MSATS).
<i>CustomerName</i>	PERSONNAME	M/N	Mandatory where <i>BusinessName</i> is blank. Must be the name of the person who is the specific contact for the management of outages and supply issues for each connection point. Not Required where the site is vacant (refer 2.2.4.4).
<i>BusinessName</i>	BUSINESSNAME		Mandatory where the <i>CustomerName</i> is blank. Not Required where the site is vacant (refer 2.2.4.4).
<i>BusinessContactName</i>	PERSONNAME	R	The name of the person who is the specific contact for the management of outages and supply issues for each connection point. Only one <i>BusinessContactName</i> must be supplied. Not Required where the site is vacant (refer 2.2.4.4).
<i>PostalAddress</i>	ADDRESS	M/N	Must be the customer's postal address for outage notifications. An aseXML compliant structured address or unstructured address must be provided. The data provided must be the one considered by the Retailer to be the one most suitable for use as a postal address for contacting the customer. The postal address, if provided in an unstructured format, must be complete such as to comply with Australia Post presentation standards.  The Mandatory address fields must be provided except where a site is vacant (refer 2.2.4.4), where they are not required.
<i>DeliveryPoint Identifier</i>	NUMERIC (8)	R	The DPID for the <i>PostalAddress</i> . Defines the delivery point identifier as per Australian Standard AS4590. Not Required where the site is vacant (refer 2.2.4.4).
<i>PhoneNumber1</i>	TELEPHONE	R	Must be the phone number of the person who is the specific contact for the management of outages and supply issues for each connection point.  Where the Retailer has obtained the appropriate telephone number for the purpose of contacting the customer for supply related issues, the number is to be provided in the <u>CustomerDetailsNotification</u> .  Not Required where the site is vacant (refer 2.2.4.4).
<i>PhoneNumber2</i>	TELEPHONE	R	Must be the phone number of the person who is the specific contact for the management of outages and supply issues for each connection point.  Where the Retailer has obtained the appropriate telephone number for the purpose of contacting the customer for supply related issues, the number is to be provided in the <u>CustomerDetailsNotification</u> .  Not Required where the site is vacant (refer 2.2.4.4).

Field	Format	Usage: Customer Details Notification	Definition/Comments
<i>SensitiveLoad</i>	VARCHAR(20)	M	<p>This field indicates whether or not there are economic, health or safety issues with loss of supply of the Connection Point.</p> <p><u>Allowed Values</u>            Life Support            Sensitive Load            None</p> <p>The value 'None' field must be provided where the site is vacant (refer 2.2.4.4).</p> <p>The value 'Life Support' applies to the customer at the Connection Point, where a customer relies on the life support equipment.</p> <p>The value 'Sensitive Load' is used to indicate that the Retailer reasonably believes there are economic, health or safety issues with loss of supply of the Connection Point, other than Life Support ones.</p> <p>Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided.</p>
<i>MovementType</i>	VARCHAR(14)	M	<p><u>Allowed CustomerDetailsNotification Codes</u>            Site Vacant            Update</p> <p><u>Allowed CustomerDetailsReconciliation Code</u>            Reconciliation</p>
<i>LastModifiedDateTime</i>	DATETIME	M	Date and time that the record was updated in the Retailer's system.

### 4.3 SiteAccessNotification Transaction Data

Field	Format	Usage: Site Access Notification	Definition/Comments
<i>NMI</i>	CHAR(10)	M	NMI (as used by MSATS).
<i>NMI Checksum</i>	CHAR(1)	O	NMI Checksum (as used by MSATS).
<i>AccessDetails</i>	VARCHAR(160)	M	<p>If the customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations.</p> <p><u>Standard values</u>            "Customer reports no access requirements", or            &lt;Description of access requirement&gt;</p> <p>This information is permanent for the site and can only be changed by a new <u>SiteAccessNotification</u> transaction.</p>
<i>HazardDescription</i>	VARCHAR(80)	M	<p>This field repeats to allow the reporting of multiple hazards.</p> <p><u>Standard values</u>            One or more of the following standard values should be used, where applicable.</p> <ul style="list-style-type: none"> <li>• Customer Reports No Hazard</li> <li>• Dog</li> <li>• Electric Fence</li> <li>• Customer Caution</li> <li>• Not Known To Retailer</li> </ul> <p>Any other hazards should be fully described, without using abbreviations.</p> <p>This information is permanent for the site and can only be changed by a new <u>SiteAccessNotification</u> transaction.</p>
<i>LastModifiedDateTime</i>	DATETIME	M	Date and time that the record was updated in the Retailer's system.



#### 4.4 **BusinessAcceptance/Rejection Transaction Data**

##### 4.4.1 Fields

- a. The following table provides details of the fields to be included in the BusinessAcceptance/Rejection Business Signal for a rejection.

Field	Structure	Occurs	Comments
<i>EventCode</i>	EVENTCODE	M	A code to indicate the reason for the rejection. Applicable Events are defined below (4.4.2).
<i>KeyInfo</i>	VARCHAR(10)	M	The <i>NMI</i> of the transaction being rejected.
<i>Context</i>	EVENTCONTEXT	O	The Data Element in the received Business Document (eg. <i>HazardDescription</i> ) that causes the Event.
<i>Explanation</i>	UNLIMITED VARCHAR	M/O	An explanation of the event. Must be provided where the Business Event requires an <i>Explanation</i> .

##### 4.4.2 Applicable Business Events

- a. Participants must use the most relevant Business Event(s). Where multiple *EventCode(s)* are applicable these may be provided.
- b. Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the BusinessAcceptance/Rejection in accordance with the aseXML Guidelines.
- c. The reference table for Business Events that can apply to this process and the relevant Business Signals, including *EventCode(s)* is located in section 5.1 of the B2B Procedure Technical Guidelines for B2B Procedures.

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