NEM ROLR PROCESSES

Part A - MSATS PROCEDURE: RoLR Procedures

Part B - B2B PROCEDURE: RoLR Process

Important Disclaimer

This document is made available to you on the following basis:

(a) **Purpose**

Part A - *MSATS Procedure: RoLR Procedures* is a procedure published for the purpose of identifying the roles and responsibilities of various parties if a *RoLR event* were to occur that impacted on *MSATS*, and *MSATS Procedures* are published in accordance with clause 7.2.8 of the National Electricity Rules (**Rules**).

Part B - B2B Procedure: RoLR Process is a procedure published for the purpose of identifying the roles and responsibilities of various parties if a *RoLR event* were to occur that impacted on B2B communications, and *B2B Procedures* are published in accordance with clause 7.2A.4(i) of *the Rules*.

(b) **Supplementary Information** – This document might also contain information the publication of which is not required by *the Rules*. Such information is included for information purposes only, does not constitute legal or business advice, and should not be relied on as a substitute for obtaining detailed advice about the National Electricity Law, *the Rules*, or any other relevant laws, codes, rules, procedures or policies or any aspect of the national electricity market, or the electricity industry. While *AEMO* has used due care and skill in the production of this document, neither *AEMO*, nor any of its employees, agent and consultants make any representation or warranty as to the accuracy, reliability, completeness, currency or suitability for particular purposes of the information in this document.

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Document History

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1.   INTRODUCTION

1.1   Context for the RoLR Processes

a) Under *the Rules*, *AEMO* is responsible for the financial *settlements* associated with wholesale electricity trade in the National Electricity Market (*NEM*) in accordance with *the Rules*.

b) A critical aspect of this is the prudential supervision process. The aim of the prudential supervision process is to minimise the spot market credit risk for sellers of wholesale electricity in the *NEM*, so that such sellers are not required to factor in a spot market credit risk premium in the offers that they make in the *NEM*.

c) To ensure this, *AEMO* operates a process whereby a *Market Participant* purchasing electricity or ancillary services from the spot market is required to maintain a specified level of credit support. This level of credit support is determined in accordance with *the Rules* in order to minimise the risk that a *Market Participant* undergoing financial difficulties will exit the market leaving debts that could not be recovered by calling upon the credit support instruments provided to *AEMO*.

d) The prudential supervision process requires *AEMO* to use an escalating process to seek rectification of a defaulting *Market Participant*, including the issue of a call notice, default notice and ultimately, potentially a *suspension notice*. In the event of a *Market Participant*'s suspension, where that *Market Participant* is a *Retailer*, and if no other action is taken, *end use consumers* of the defaulting *Market Participant* could ultimately face disconnection of their electricity supplies.

e) To plan for the situation where a *Retailer* is suspended in one or more *jurisdictions* and to avoid the need for disconnection, *Regulatory Bodies* have the capacity to put in place a scheme under which *end use consumers* of a defaulting *retailer* for the *NMI*s for connection points within its *jurisdiction*, can be transferred to a *retailer of last resort*. Should a *Retailer* be suspended the *Retailer of Last Resort* would become financially responsible for the *NMI*s the defaulting *Market Participant* was previously responsible for.

f) In addition, each *Regulatory Body* also has the power to revoke or suspend a *Retailer*'s licence in its *jurisdiction*. This could result in a situation where *AEMO* is instructed to transfer all of a *Retailer's end use consumers* in a *jurisdiction* to another *Retailer*, notwithstanding that the same *retailer* may still be able to continue to trade in other *jurisdictions*.

g) A RoLR Scheme and Plan are established separately under the National Electricity Retail Law (NERL) to protect customers in the event of a retailer failure. The RoLR plan should be read in conjunction with this procedure.

h) *RoLR* is the term used in this *NEM RoLR Processes* document to describe the *Retailer* that would take over financial responsibility for a *NMI* in the event that the *NMI*'s *current retailer* is no longer able to fulfil that responsibility as a result of:

1. Having its licence to operate as an electricity *retailer* revoked or suspended in one or more *jurisdictions*; and/or

2. Being suspended by *AEMO* because it has defaulted in the performance of its obligations under the *NEM* Rules.

i) In this *NEM RoLR Processes* document, a *RoLR event* is the term used to describe an event that triggers a requirement to transfer a group of *NMI*s and, as a consequence, *end use consumers*, from a *retailer* that has been suspended from the *NEM* (referred to a *suspended retailer* in the *NEM RoLR Processes*) to the *RoLR* for each of those *NMI*s.

j) At the time of its suspension, a *suspended retailer* could be acting in one or more of the following roles for one or more *NMI*s, and will no longer be able to act in any of these roles, from the date of the *RoLR event*:

1. FRMP.
2. *LR.*
3. *RP.*
4. *RoLR.*

k) The period of time from when a *RoLR event* is invoked until the time a *RoLR Post Implementation Review* is completed (approximately three months) is referred to in these *NEM RoLR Processes* as the *RoLR transition* period.

l) Should a *RoLR event* occur, then potentially significant transfers of information are required in order for the *NEM settlements* to occur and for *retailers* to be able to bill *end use consumers*.

m) *AEMO* uses a software system called *MSATS* to record information about the *Market Participant* acting in each of the roles associated with a *NMI*. One of the roles *MSATS* records is the *RoLR* field. For the purposes of this document, though, it is important to note that the *Market Participant* nominated as the *RoLR* in *MSATS* is not necessarily the *Market Participant* that may become the *RoLR* for a *NMI* as a result of a *RoLR event*.

n) The scope for the procedures in this *NEM RoLR Processes* document only includes processes that may affect *business as usual* processes covered in the *MSATS Procedures* and the *B2B Procedures*.

1.2   Contents of the NEM RoLR Processes

a) The *NEM RoLR Processes* is a document that combines two separate but related procedures, each of which are constituted under different heads of power. The two procedures are:

1. *MSATS Procedure RoLR* Procedures (clauses 2 to 17 of this document).

2. B2B Procedure *RoLR* Process (clauses 101 to 105 of this document).

b) The two procedures have been incorporated into a single document for convenience.

c) It also contains the following supporting information:

1. This Introduction.

2. Glossary.

3.   Appendices.

1.3   Definitions

a)   In this *NEM ROLR* Processes document:

1.   Words and phrases that appear in italics are either defined in the Glossary of this *NEM RoLR Processes* document or in chapter 10 of the *NEM* Rules; and

2.   Words that are defined in the Glossary of this document and in the *NEM* Rules take on the meaning in *the Rules*, with any additional meaning or qualification in the Glossary definition in these *NEM RoLR Processes*.

1.4   Purpose and Application of Procedures

1.4.1   Purpose

a)   The *NEM ROLR* Processes document is comprised of two parts;

−   the *MSATS Procedure RoLR* Procedures define the *MSATS*-related procedures and the;

−   B2B Procedure *RoLR* Process defines the B2B-related Procedures that *MSATS Participants* are required to follow in order to be prepared for a *RoLR event* and the end to end business processes in addition to *business as usual* that *MSATS Participants* are required to follow during the *RoLR transition* period, should *AEMO* invoke a *RoLR event*.

Where there is no specific reference to other B2B or *MSATS Procedures* the *Business as Usual* process must apply.

b)   Both the *MSATS Procedure RoLR* Procedures and the B2B Procedure *RoLR* Process are in addition to *business as usual*. *Business as usual* still applies such that:

1.   *NEM settlements* can proceed as usual.

2.   *End use consumers* can be billed correctly by their *retailer*.

3.   *LNSP*s can bill *retailers* correctly.

4.   Ongoing *MSATS* processes such as transfers of *NMI*s from one *retailer* to another and ongoing B2B processes such as processing of *Service Orders* can continue as usual.

Note: For the avoidance of doubt, *MSATS Participants* should continue to carry out *business as usual* notwithstanding that a *ROLR event* has been called.

c)   As applicable, each Procedure in this *NEM RoLR Processes* document defines:

1.   *The obligations for each affected* role.

2.   *The data that one party must provide to another.*

3.   *The time frame in which the obligations must be fulfilled.*

d) This *NEM RoLR Processes* document, which combines *Part A - MSATS Procedure RoLR* Procedures and *Part B* - B2B Procedure *RoLR* Process, provides a firm basis from which *MSATS Participants* are able to develop automated processes in order to support the complex and potentially high volume processes that a *RoLR event* could trigger.

1.4.2   Application

a) In accordance with and subject to the provisions in clause 7.2.8 of *the Rules*, Registered Participants, *AEMO* and *Metering* Providers must comply with *Part A - MSATS Procedures: RoLR Procedures*, which is within this *NEM RoLR Processes* document.

b) In accordance with and subject to the provisions in clause 7.2A.4(i) of *the Rules*, Registered Participants, *AEMO* and *Metering* Providers must comply with *Part B -* B2B Procedure *RoLR* Process, which is within this *NEM RoLR Processes* document.

c) *Part A - MSATS Procedures: RoLR Procedures* apply to *service providers* through the *AEMO* accreditation process that has been established in accordance with *the Rules*.

1.5   Regulatory Framework

a) The *NEM RoLR Processes* are subordinate to:

    1. The *National Electricity* Rules.

    2. The provisions of the *Metrology Procedure*.

    3. Any *regulatory* provisions.

b) *Part* A - *MSATS Procedures RoLR* Procedures has been prepared in accordance with clause 7.2.8 of the *National Electricity* Rules.

c) *Part B* - B2B Procedure *RoLR* Process has been prepared in accordance with clause 7.2A.4(i) of the *National Electricity* Rules.

d) This document supersedes all previous final and Draft *Retailer of Last Resort* (*RoLR*) Guidelines.

e) An *MSATS Participant* may be bound by other relevant national and *regulatory* provisions.

f) The Sections of this document listed in clause 1.2 c) are for explanation and operational support only and contain no additional obligations above those in *Part A - MSATS* Procedure *RoLR* Procedures and *Part B* - B2B Procedure *RoLR* Process.

    In the event of any inconsistency between *Part A - MSATS Procedure RoLR* Procedures and *Part B* - B2B Procedure *RoLR* Process and these Sections, *Part A* or *Part B* shall prevail to the extent of the inconsistency.

1.6   Enabling precondition

a) Any *RoLR* for a *NMI* must be registered as a Market Customer in accordance with the *NEM* Rules and be a valid *Market Participant* in *AEMO*'s market management systems before the Procedures in the *NEM RoLR Processes* that involve the *RoLR* can be applied for that *NMI*.

1.7 Amendment to these Procedures

a) *Part A - MSATS Procedures RoLR* Procedures may be amended in accordance with clause 7.2.8(b) of the *National Electricity* Rules.

b) *Part B – B2B Procedure RoLR* Process may be amended in accordance with clause 7.2A.3 of the *National Electricity* Rules.

c) Prior to introducing changes to this *NEM RoLR Processes* document, *AEMO* must facilitate a consultative process with local and national regulatory bodies, Registered Participants and *service providers*.

d) Changes to this *NEM RoLR Processes* document cannot be retrospective.

e) Approved changes to the *NEM RoLR Processes* document will take effect at 00:00 hours Eastern Standard Time on the day of effect with due notice being given to Registered Participants.

1.8 Dispute Resolution

a) Disputes which arise between Registered Participants must be resolved in accordance with the dispute resolution regime provided under the *National Electricity* Rules.

b) Disputes that arise between *service providers* and/or other *MSATS Participants* must be resolved in accordance with the dispute resolution regime provided under the *National Electricity* Rules.

1.9 Enforceability of the Procedures

a) The *NEM RoLR Processes Part A - MSATS Procedures ROLR* Procedures is enforceable in accordance with clause 7.2.8(c), clause 7.2.8(d) and clause 7.2.8(e) of the *National Electricity* Rules.

b) The *NEM RoLR Processes Part B - B2B Procedure ROLR* Process is enforceable by the Australian Energy Regulator in accordance with its powers under section 15 of the National Electricity Law.

1.10 Counting of Days and Time

a) Unless otherwise stated, any measure of days identified in these *NEM RoLR Processes* is given in *business days*.

b) Any time referred to in the *NEM RoLR Processes* document is Eastern Standard Time (EST).

1.11 Related Documents

The *NEM RoLR Processes* has been prepared with reference to the following documents (as amended from time to time):

a) The *NEM* Rules.

b) *MSATS Procedure CATS Procedures*.

c) *NMI* Procedures.

d) *MSATS* User Reference Guide.

e) Metrology Procedure.

f) B2B Procedure.

1. *Customer and Site Details* Notification Process.

2. Meter Data Process.

3. *Service Order* Process.

4. One Way Notification Process.

5. Technical Delivery Specification.

6. Technical Guidelines for *B2B Procedures*.

g) Service Level Requirements - *Metering data* Collection, Processing and Transfer Services for *Metering* Installation Types 1 – 4.

h) Service Level Requirements - *Metering data* Collection, Processing and Delivery Services for *Metering* Provider Category Type 5D, 6D and 7D.

i) Service Level Requirements - *Metering data* Collection Services for *Metering* Provider Category Type 5C and 6C

j) WIGS Procedures

k) National Electricity Retail Law (NERL)

1.12   Measuring the Successful Operation of the NEM RoLR Processes

a) Should a *RoLR event* occur, the *NEM RoLR Processes* will be deemed to have operated successfully if all *RoLR event* affected *MSATS Participants* were able to meet the obligations imposed by this document within the timeframes specified.

1.13   Summary of RoLR Processes

a) This end-to-end summary of the *RoLR* Processes that are described in this *NEM RoLR Processes* document is a summary of processes initiated subsequent to the invoking of the *RoLR event*.

b) This clause summarises the Procedures that are additional to *business as usual* but are necessary to enable usual business processes to continue after the *RoLR event* has been invoked. They are a summary of the detailed procedures that are in this *NEM RoLR Processes* document.

1. *AEMO* notifies *RoLR key contacts* that the *RoLR event* has occurred, advises them who the *AEMO* key contacts are, any passwords they may require to access data provided by *AEMO*, the method of delivery of the report referred to in clause 5.3, and which Market Customers are the *RoLR*s.

2. *AEMO* provides summary and *NMI* List reports to affected *MSATS Participants*.

3. Management of *in progress Service Orders* associated with the *NMI*s, the *suspended retailer* was financially responsible for by the;

     i.   Suspended *Retailer*.

     ii.   *LNSP.*

     iii.   *RoLR.*

4. Cancellation of *in progress end use consumer* transfers to the *suspended retailer*, as applicable, and notifications to affected *MSATS Participants.*

5. Acceleration of *in progress end use consumer* transfers from the *suspended retailer*, as applicable, and notifications to affected *MSATS Participants.*

6. Provision of *end use consumers*' details to the *RoLR* by the *suspended Retailer.*

7. Provision of *end use consumers*' details to the *RoLR* by the *LNSP.*

8. Transfers of *suspended retailer NMI*s to the *RoLR* and, at the same time, change of *RP* for the *NMI* if the *suspended retailer* was the *RP.*

9. Change of *LR* from the *suspended Retailer* to the *Market Participant* nominated as *RoLR*, in cases where the *suspended Retailer* was also acting in the *role* of a *LR.*

10. Provision of *metering data (*substituted or actual) to *AEMO* for settlement and *Market Participant*s that are entitled to receive it, such that substituted or actual *metering data* is provided that aligns with the *RoLR effective transfer date*. The *Market Participant*s that are entitled to receive the *metering data* are the:

     i.   *Suspended retailer* (*old FRMP*) and the *RoLR* (*new FRMP*) (if the *suspended retailer* was the *FRMP*).

     ii.   *Suspended retailer* (old *LR*) and *new LR* (if the *suspended retailer* was the *LR*).

     iii.   *Current LR* (if the *suspended Retailer* was the *FRMP* and not the *LR*).

     iv.   *Current FRMP* (if the *suspended Retailer* was the *LR* and not the *FRMP*).

     v.   *LNSP.*

11. Update of *MSATS* roles so that the *suspended Retailer* can no longer be associated with any *NMI* in *MSATS* in the *role* of *FRMP*, *LR*, *RP* or *RoLR* from or after the *RoLR effective transfer date*, if the *suspended Retailer* is no longer able to operate in all *jurisdictions*.

Note: This procedure does not restrict the *suspended Retailer* from being able to update information about *NMI*s for which it had a relationship with prior to the *RoLR event* date, but updates can only be made effective for dates up to the day prior to the *RoLR effective transfer date*.

12. Change of *RoLR* from the *suspended Retailer* to a *new RoLR*, in cases where the *suspended retailer* was also acting in the *role* of *RoLR*.

13. Post *RoLR event* reconciliation of data:

     i.   *MSATS NMI* data with *MSATS Participants'* *NMI*s.

    ii.   *End use consumer* and *metering data* for retail billing with *MSATS Participants'* *NMI*s.

14. *RoLR Post Implementation Review*.

c) Figure 1 illustrates, with a high-level end-to-end process map, how the detailed Procedures defined in the *NEM RoLR Processes* document will occur after a *RoLR event* has been invoked. References in the boxes in this process map are to the relevant clause number in this *NEM RoLR Processes* document.

d) Figure 2 - 5 shows the same high level processes in more detail, with timings and preconditions. References in the boxes in this process map are also to the relevant clause number in this *NEM RoLR Processes* document.

e) Figure 6 which is a high level Gantt chart, provides a single page summary, with possible timings based on the maximum estimated length of time it could take to complete each task and on a *RoLR event* where all tasks were required (i.e. the *suspended retailer* is also a Local *Retailer* and is suspended in all *jurisdictions)*

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FIGURE 1: END TO END PROCESS MAP FOR *ROLR TRANSITION* PERIOD

High level summary of the scope of the NEM RoLR Processes document
showing main obligations, by clause number and by role, main preconditions & main information flows
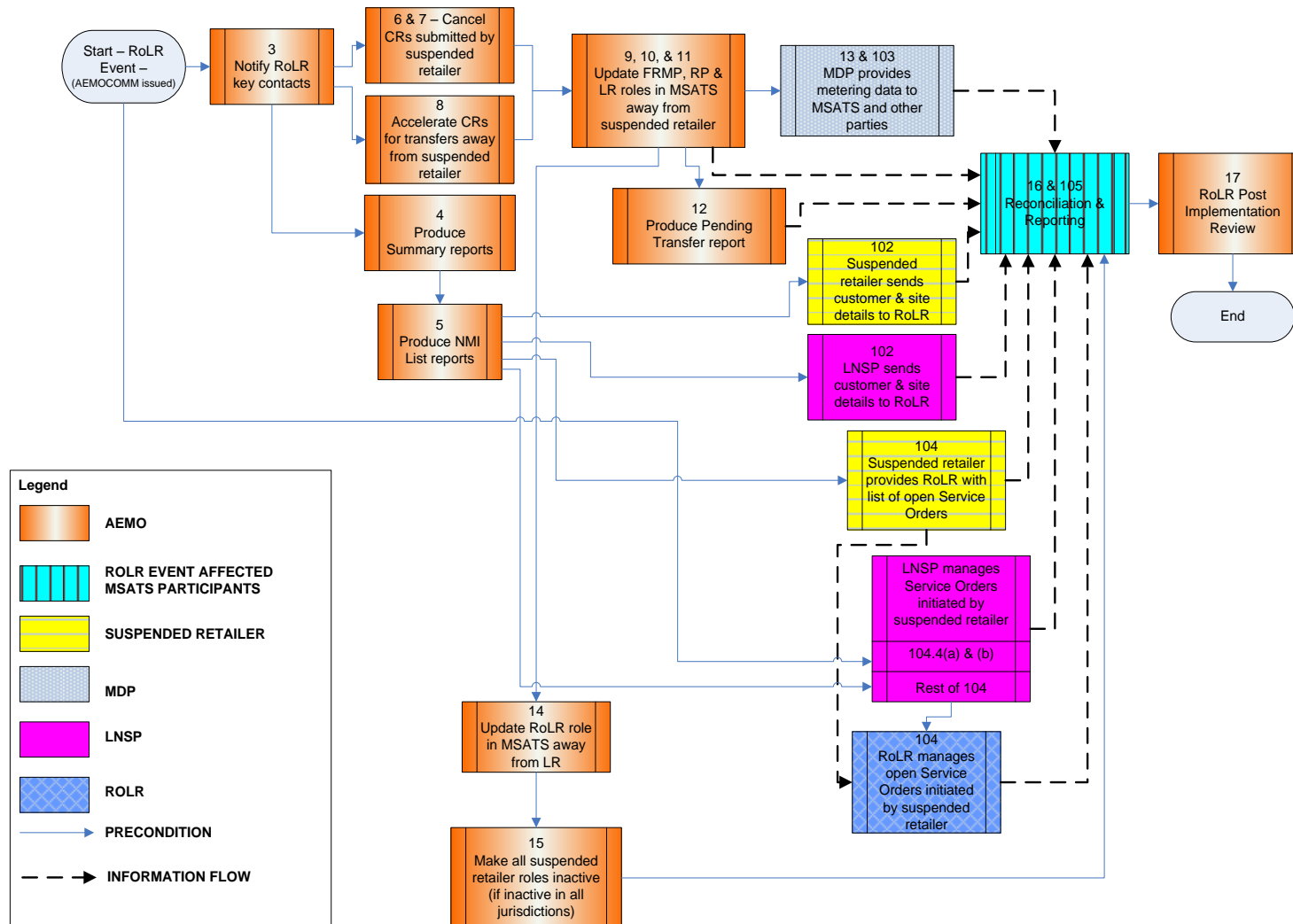
FIGURE 2 – HIGH LEVEL ROLR PROCESS DIAGRAM
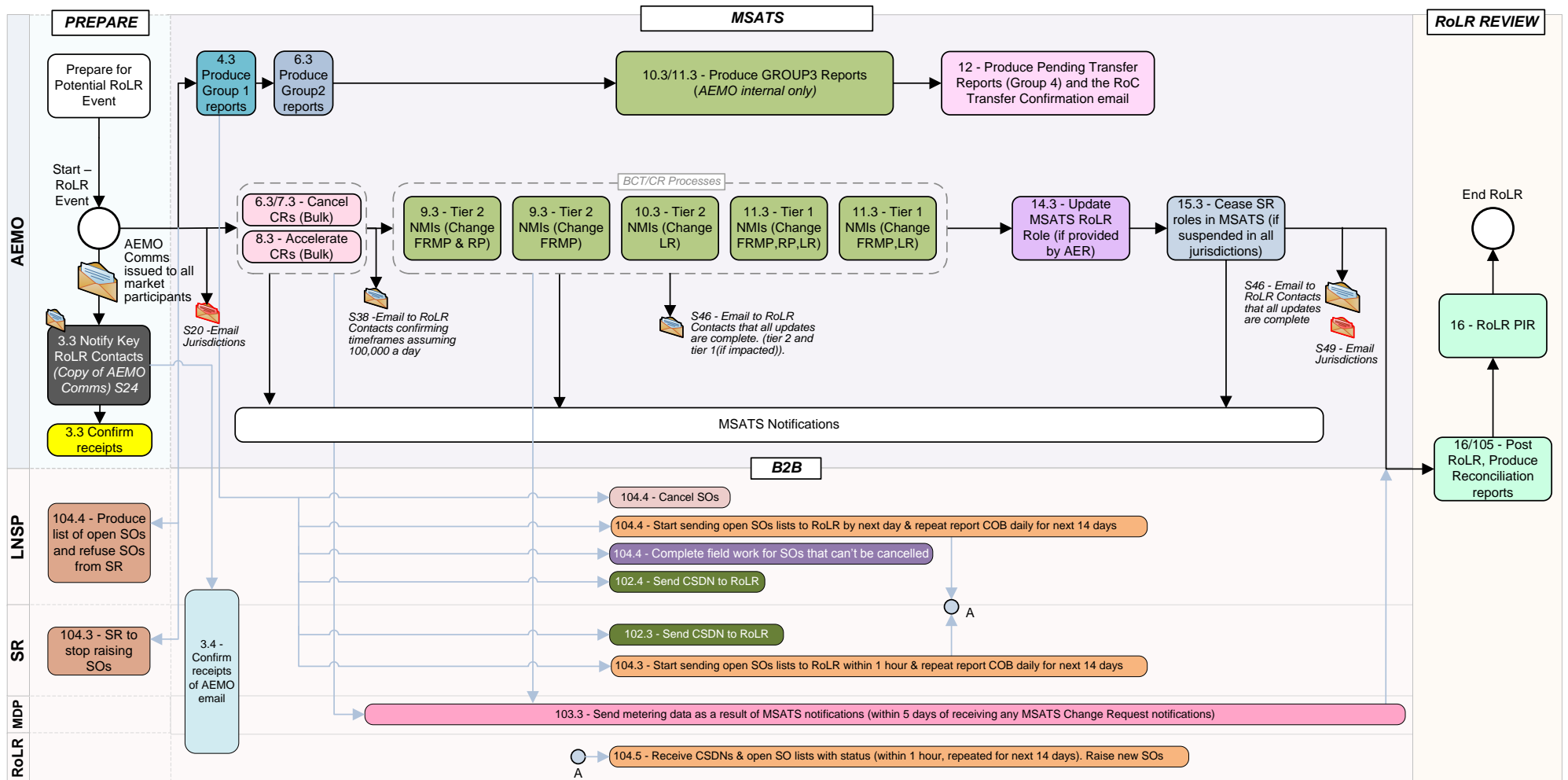
FIGURE 3 – HIGH LEVEL ROLR PROCESS TIMELINE
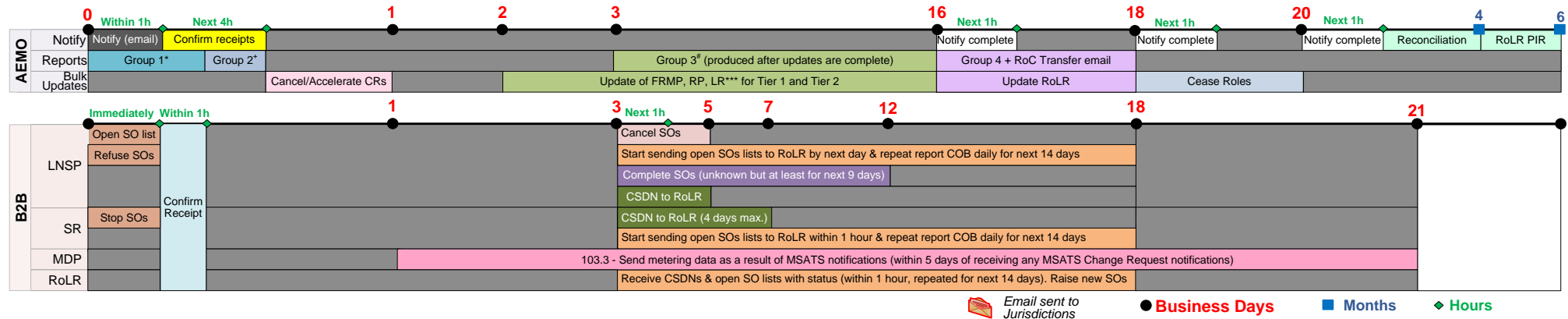
Note 1: This timeline is not to time-scale.

Note 2: Each process box is colour coded to map to the timing line. The timeline has been developed considering the largest possible timeframes for execution as per the procedures. The timeline does not restrict the user to not complete the steps sooner if possible considering the risks involved in delaying and timing management being the key factors driving the operational processes in a RoLR event.

*   The Group 2 reports are produced as soon as Group 1 reports have been sent.

+   The Group 3 reports are AEMO internal only. They are not sent to market participants.

The update of FRMP, LR, and RP may be completed sooner that 15 business days depending upon the number of MSATS records that need to be updated.

Part A - MSATS Procedure

RoLR Procedures

2.   GENERAL MSATS OBLIGATIONS

2.1   Application

a) The purpose of clause 2 is to specify general obligations imposed on each *role* that is potentially involved in a *RoLR event* within the context of *MSATS*-related business processes. Specific obligations are also assigned in other clauses.

b) These Procedures are applicable to *NMI*s that have the classification of large or small. The Procedures also identify the obligations placed on *CATS* Participants.

c) Clause 2 applies to the following *MSATS Participant* roles, as applicable:

1. *FRMP*.

2. *LNSP*.

3. *LR*.

4. *MDP*.

5. *MPB*.

6. *MPC*.

7. *RP*.

8. *RoLR*.

d) Clause 2 also applies to:

1. *AEMO*.

2. The *MSATS participant* that is the *suspended Retailer*.

2.2   Application of this procedure

This procedure applies to the following participating jurisdictions:

ACT	NSW	QLD	SA	VIC	TAS
Yes	Yes	Yes	Effective from 30 March 2011	Effective from 30 March 2011	Yes

2.3   General Obligations for MSATS Participants as Applicable

2.3.1   In Advance of a RoLR event

All RoLR event potentially affected MSATS Participants must:

a) Where there is an agreement to act as the RoLR for customers (as appropriately classified in s.2 of the National Energy Retail Law), provide a list of those NMIs to AEMO using the designated consent form.

Note: The above information would be considered incomplete until the customer nomination form consenting the nomination of RoC has been provided to AEMO by the consumer.

b)   Maintain up to date contact details for nominated *RoLR key contacts* within the *NEM Retail Operations Contacts List* which is managed under section 6 of the B2B Procedure Technical Delivery Specification.

c)   Be able to accept *bundled* notifications, even if *bundling* is not normally turned on for *business as usual*.

2.3.2   Once a RoLR event is invoked

All RoLR event affected MSATS Participants must:

a)   Ensure that they are able to process *bundled MSATS change request notifications*.

b)   Maintain *business as usual*.

c)   Immediately after *AEMO* has invoked a *RoLR event*, in accordance with these *Part A - MSATS Procedure RoLR* Procedures and other documentation as appropriate, follow the set of defined processes for the transition of *NMI*s and associated business services from the *suspended Retailer* to the *RoLR*.

d)   Ensure that each nominated *RoLR key contact* accepts emails and telephone calls from another *RoLR key contact* during a *RoLR transition* period.

e)   Keep a record of all notifications sent that relate to the *RoLR event*.

f)   Ensure that the nominated *RoLR key contact* for each *RoLR event* affected *MSATS Participant* is available for *AEMO* to deliver to *RoLR event* affected *MSATS Participants*, business process related communiqués and data as outlined in these *Part A - MSATS Procedure RoLR* Procedures.

g)   Ensure that the nominated *RoLR key contact* for each *RoLR event* affected *MSATS participant* is available for other *RoLR key contacts* to communicate to, and to provide and receive data from as determined in these *Part A - MSATS Procedure RoLR* Procedures.

2.4   AEMO

2.4.1   In Advance of a RoLR event

AEMO must:

a)   Maintain a set of queries for producing summary reports from the *MSATS* database that can be used to satisfy the requirements for clause 4, which contain the data identified in Appendix 1 and are of a data format that can be readily communicated to *MSATS Participants* as appropriate.

b)   Maintain a Register of NMIs of customers (as appropriately classified in s.2 of the National Energy Retail Law), who have nominated a RoLR of Choice (RoC).

Note: AEMO must maintain an auditable record of all written communications from the RoC as well as the customer where an agreement has been reached between the two parties.

Note: AEMO to share the register and any updates with the *regulatory body*.

c) Maintain a set of queries for producing *NMI* list reports from the *MSATS* database that can be used to satisfy the requirements for clause 5, which contain the data identified in Appendix 1 and are of a data format that can be readily communicated to *MSATS Participants* as appropriate.

2.4.2   Once a RoLR event is invoked

AEMO must:

a) Check that *bundling* of *MSATS change request notifications* is turned on for every *RoLR event* affected *MSATS Participant*, and if it is not already turned on, turn it on with a multiple of 100.

b) Ensure that all *RoLR*s for the *RoLR event affected NMIs* have been assigned the *role* of *FRMP* and, if necessary, *LR* and *RP*, in *MSATS*.

c) Keep a record of all notifications sent that relate to the *RoLR event*.

d) Ensure that the *suspended retailer* retains all data access rights in *MSATS* for data it is entitled to receive and view (i.e. data related to *NMI*s with which it is associated by way of an *MSATS role* for dates prior to the *RoLR effective transfer date*).

e) In respect to clause 6, clause 7, clause 8, clause 9, clause 10, and clause 11, in a *RoLR event* the stop file limitations will be actively reviewed by *AEMO* for the *RoLR affected MSATS Participants*

2.5   Suspended Retailer

2.5.1   Once a RoLR event is invoked

The suspended Retailer must:

a) Ensure that one of its nominated *RoLR key contacts* is available for *RoLR event* affected *MSATS participants* to communicate to, and to receive data from and provide data to as required in *Part A - MSATS Procedure RoLR* Procedures.

b) Continue to meet any obligations it has under the *NEM* Rules or other *NEM* instruments for *NMI*s for which it is associated with by way of an *MSATS role* for dates prior to the *RoLR effective transfer date*.

3.   AEMO NOTIFIES ROLR KEY CONTACTS FOLLOWING SUSPENSION OF A RETAILER

3.1   Application

Clause 3 applies to:

a) *AEMO*.

b) All *MSATS Participants* who have nominated a *RoLR key contact*.

3.2   Conditions Precedent

a) *AEMO* has provided *Regulatory Bodies* with notification that the *RoLR event* has occurred.

Note: Such notifications are outside the scope of the *NEM RoLR* Processes but should be covered by documents agreed between *AEMO* and individual *Regulatory Bodies*.

b) *AEMO* has notified the *NEM* that the *RoLR event* has occurred by the issue of an *AEMO communication*.

3.3   AEMO Obligations

AEMO must:

a) Provide, by email, a copy of the *AEMO communication* distributed previously, to both *RoLR key contacts* that have previously been nominated by each *MSATS Participant*.

b) Include in each clause 3.3 a) email:

1. The *AEMO* contact names, email address and phone numbers for *AEMO* key contacts for:

     i.   *Metering data* and transfer-related queries.

     ii.   Prudential matters.

     iii. *Service provider* queries.

2. The technology and transport mechanisms *AEMO* is intending to use to provide *NMI* List report data to *MSATS Participant*s, as required by clause 5.3 c) and, if required, clause 5.3 d), of this document (e.g. in password protected .zip files transmitted by email or placed on a DVD or USB stick and couriered).

c) Provide, by a means different to that specified in clause 3.3 b), for each *MSATS* Participant, the password that will be used to secure any confidential data sent from *AEMO* during the *RoLR event* that needs password protection.

d) Provide by email, to all *RoLR key contacts* for *RoLR event* affected *MSATS Participants*, as reasonably can be identified at this time, any information relating to instructions from Regulatory Bodies that differ from this Procedure once the information has been provided to *AEMO* by the *Regulatory Body*.

Note that this may require the sending of several emails, depending on the number of *jurisdictions* affected by the *RoLR event* and on when the information is provided to *AEMO*.

e) Ensure that the emails sent as required in clause 3.3 a) have the following settings applied:

  •   Mail box delivery receipt request flag   **ON**

  •   Priority   **HIGH**

f) Monitor when a mail box delivery receipt and/or a reply email is received from each *RoLR key contact* acknowledging receipt of the email sent as required in clause 3.3 a).

g) Where neither *RoLR key contact* for an *MSATS Participant* has responded, either via a delivery receipt or a reply, contact by telephone either of the *RoLR key contacts*. This contact by telephone can be in the form of direct contact via telephone or by a voicemail message.

3.4   RoLR-affected MSATS Participants' Obligations

The RoLR key contact for RoLR-affected MSATS Participants must:

a) Upon receipt of the email referred to in clause 3.3 a), reply to the email verifying that it has been received.

3.5   Time Frame Rules

a) Clause 3.3 a) must be complied with within one *business hour* after the original *AEMO communication* has been sent.

b) For *jurisdictions* for which *AEMO* knows the *RoLR* details at the time the *RoLR event* is invoked reasonable endeavours must be made to comply with clause 3.3 d) within four *business hours* of the invoking of the *RoLR event*. For other *jurisdictions*, in relation to each specific *jurisdiction*, reasonable endeavours must be made to comply with clause 3.3 d) within four *business hours* of being advised in *writing* of which Market Customers are the *RoLR*s in that *jurisdiction*.

c) Clause 3.4 a) must be complied with within one *business hour* of the receipt of the email containing the copy of the *AEMO communication*.

d) Reasonable endeavours must be made to comply with clause 3.3 f) and clause 3.3 g) within four *business hours* after sending the emails required to be sent to comply with clause3.3 a).

4.   AEMO PRODUCES & DELIVERS SUMMARY ROLR REPORTS

4.1   Application

Clause 4 applies to:

a) *AEMO*.

b) *RoLR event* affected *MSATS Participants* in the roles of:

    1. *RoLR*.

    2. *MDP*.

    3. *LNSP*.

    4. *FRMP*, which may be:

        i. The *suspended Retailer*; or

        ii. A *FRMP* other than the *suspended Retailer* if the *suspended Retailer* is the *LR* and the *NMI* is *second tier*.

    5. *MPB*.

    6. *LR*, only if the *LR* is the *suspended Retailer*.

c) Replacement *LR* nominated by the Regulatory Body, only if the *LR* is the *suspended Retailer*.

4.2   Conditions Precedent

a) Compliance with clause 3.3 a).

4.3   AEMO Obligations

AEMO must:

a) Produce ROLR_001, ROLR_002, ROLR_003, ROLR_004, ROLR_005 and ROLR_006 reports detailed in Appendix 1 and referred to in clause 2.3.1 a)

b) Produce ROLR_007, ROLR_008, ROLR_009, ROLR_010, ROLR_011 and ROLR_012 reports detailed in Appendix 1 and referred to in clause 2.3.1 a) if the *suspended Retailer* is also a current *LR*

c) Make an assessment on the basis of all available and reliable information, of the time that will be required to produce the above required reports.

d) The sequencing of steps for making the changes that are required by clause 9, clause 10 and clause 11 are as follows:

- First, update the *FRMP* and *RP* for *second tier NMIs* (those where the *suspended Retailer* is the *FRMP* and *RP*) and then the *FRMP* only for *second tier NMIs* (those

where the *suspended Retailer* is the *FRMP* but not the *RP*), for one *RoLR* at a time, as described in clause 9.

- Next, update the *LR* for *second tier NMI*s (those where the *suspended Retailer* is the *LR*), for one *new LR* at a time, as described in clause 10.

- Finally, update the *FRMP* and *RP* for *first tier NMI*s (those where the *suspended Retailer* is the *FRMP*, *LR* and *RP*) and then the *FRMP* and *LR* only (those where the *suspended Retailer* is the *FRMP* and *LR* but not the *RP*), for one *RoLR* at a time, as described in clause 11.

e) Deliver each report identified in clause 4.3 a) and, if required, in clause 4.3 b), securely via email to the *RoLR key contacts* for each *RoLR event* affected *MSATS participant* acting in the roles identified in clause 4.1 b). Appendix 1 identifies which report each *MSATS participant* receives, depending on the *role* in which it is acting. Include in the email used to deliver each report:

1. The estimated date and time by which all of the reports required to be produced as a result of the application of clause 5 will be delivered; and

Note: *RoLR key contacts* must have previously been nominated by each *RoLR event* affected *MSATS participant*, as required by clause 2.2.1 a).

4.4   RoLR-affected MSATS Participants Obligations

The RoLR key contact for RoLR-affected MSATS Participants that receive a report sent as required by clause 4.3 e) must:

a) Upon receipt of the email containing the reports, sent as required in clause 4.3 e), reply to the email verifying that it has been received.

4.5   Time Frame Rules

a) The reports referred to in clause 4.3 a) and clause 4.3 b) must be delivered within two *business days* of the *RoLR event* occurring.

5.   AEMO PRODUCES & DELIVERS *NMI* LIST REPORTS

5.1   Application

Clause 5 applies to:

a) *AEMO*.

b) *RoLR event* affected *MSATS participants* acting in the roles of:

1. *RoLR*.

2. *MDP*.

3. *LNSP*.

4. *FRMP*, which may be:

    i.   The *suspended Retailer*; or

    ii. A *FRMP* other than the *suspended Retailer* if the *suspended Retailer* is the *LR* and the *NMI* is *second tier*.

5. *MPB*.

6. *LR* (if *suspended Retailer* is a *current LR* for any *NMI*s).

c) Replacement *LR* nominated by the Regulatory Body, only if the *LR* is the *suspended Retailer*.

5.2   Conditions Precedent

a) Compliance with clause 4.3 e).

5.3   AEMO Obligations

AEMO must:

a) Produce ROLR_013 report detailed in Appendix 1.

b) Produce ROLR_014 report detailed in Appendix 1 if the *suspended Retailer* is also a current LR.

c) Deliver each report produced in compliance with clause 5.3 a) using a secure method, as was specified in the email referred to in clause 3.3 b) and clause 3.3 c), to the respective *RoLR key contacts* for each of the following *RoLR event* affected *MSATS Participant* roles that contains a list of *RoLR event affected NMIs* with which they have a current relationship:

1. *RoLR/RoLR of Choice (RoC)*.

2. *MDP*.

3. *LNSP*.

4.   *FRMP* (either as the *suspended Retailer* or as another *FRMP* where the *suspended Retailer* is the *LR*).

5.   *LR* (if the *suspended Retailer* is a *LR*).

d)   If the *suspended Retailer* is a *LR*, deliver each report produced in compliance with clause 5.3 b) using a secure method, as was specified in the email referred to in clause 3.3 b) and clause 3.3 c), to the respective *RoLR key contacts* for each *LR role* that has been nominated by the Regulatory Body as the replacement *LR* that contains a list of the *NMI*s for which it is to become the *LR*.

Note: *RoLR key contacts* must have previously been nominated by each *RoLR event* affected *MSATS participant*, as required by clause 2.2.1 a).

e)   If the reports are delivered on a DVD or USB flash drive or other, similar hard media, then it must be couriered to the intended recipient with acknowledgement by the recipient required.

f)   Where data is delivered by courier, send the *RoLR key contact* an email confirming the data has been sent.

5.4   RoLR-affected MSATS Participants' Obligations

The RoLR key contacts for RoLR-affected MSATS Participants that receive a report sent as required by clause 5.3 c) or clause 5.3 d) must:

a)   Upon receipt of the reports delivered as required by clause 5.3 c), and clause 5.3 d), send an email verifying that it has been received.

5.5   Time Frame Rules

a)   *AEMO* shall start producing the reports referred to in clause 5.3 a) and clause 5.3 b) within two *business hours* of completing the obligations imposed by clause 4.3 e), and continue using reasonable endeavours, until all reports have been completed. Best endeavours must be used to complete and deliver these reports by the end of the next *business day*.

6. AEMO CANCELS TRANSFERS IN PROGRESS TO THE SUSPENDED RETAILER

6.1 Application

Clause 6 applies to:

a) *AEMO.*

b) *Current FRMP* for any *NMI*s where there are *change requests in progress* at the time of the *RoLR event* that are transferring the *NMI* to the *suspended Retailer* from the *current FRMP*.

c) *MSATS participants* with relationships to any *NMI* affected by clause 6 that will receive *MSATS change request notifications* (as specified in the *CATS Procedures* for the *MSATS* change reason code for the cancelled *change request*).

6.2 Conditions Precedent

a) Compliance with clause 3.3 a).

b) *Bundling* of *MSATS change request notifications* must be turned on for all *RoLR event* affected *MSATS Participants*.

6.3 AEMO Obligations

AEMO must:

a) Produce ROLR_015 report detailed in Appendix 1 to facilitate the cancellation of *change requests* as required by clause 6.3.

Note: This report excludes a retrospective *change request* nominating the *suspended Retailer* as the *new FRMP* which had an end date that was prior to the *RoLR effective transfer date*.

b) If the *RoLR event* was invoked by *AEMO*, cancel in *MSATS* all *in progress change requests* identified in the report produced in compliance with clause 6.3 a).

c) If the *RoLR event* was invoked as a result of the suspension or revocation of a *Retailer's* licence in a *jurisdiction*, in accordance with *regulatory* policy, as summarised in Table 6-A or any other *regulatory* instructions provided at the time of the *RoLR event*, identify, from the report produced in compliance with clause 6.3 a), any *in progress change requests* that need to be cancelled.

Table 6-A: Transfers *In Progress* to *Suspended Retailer* in *MSATS*

JURISDICTION	*CANCELLATION* POLICY
ALL	Any *change requests* entered into *MSATS* which have not completed for *customer* transfers to the failed *Retailer* must be cancelled so the *customer* will remain with its existing *Retailer*.

d) Having, in compliance with clause 6.3 c), identified the *change requests* to be cancelled, cancel those *change requests* in *MSATS*.

e) For all *change requests* cancelled as a consequence of clause 6.3 b) or clause 6.3 d), provide *MSATS change request notifications* to all *MSATS Participants* in accordance with standard *MSATS change request* notification rules for each *MSATS* change reason code for the CAN (Cancelled) status.

f) Produce RoLR_016 report defined in Appendix 1 and produced in compliance with clause 6.3 c).

g) Produce RoLR_017 report defined in Appendix 1 and produced in compliance with clause 6.3 c).

h) Produce RoLR_031 report defined in Appendix 1 and produced in compliance with clause 6.3 c).

6.4   Time Frame Rules

a) Clause 6.3 d) must be completed on the day of the *RoLR event* or by the end of the next *business day*.

7. AEMO CANCELS OTHER MSATS CHANGE REQUESTS IN PROGRESS INITIATED BY THE SUSPENDED RETAILER

7.1 Application

Clause 7 applies to:

a) *AEMO*.

b) *MSATS participants* with relationships to any *NMI* affected by clause 7 that will receive *MSATS change request notifications* (as specified in the *CATS Procedures* for the *MSATS* change reason code for the cancelled *change request*).

7.2 Conditions Precedent

a) Compliance with clause 3.3 a).

b) *Bundling* of *MSATS change request notifications* must be turned on for all *RoLR event* affected *MSATS participants*.

7.3 AEMO Obligations

AEMO must:

a) Produce ROLR_018 report detailed in Appendix 1 identifying all *change requests* that are *in progress* to change a *RP* or service provider that have been submitted by the *suspended Retailer*.

Note: Such *MSATS change requests* would typically be ones with a change reason code beginning with 6, which are requests to update one or more roles, other than the *FRMP*.

b) Cancel the *change requests* identified in clause 7.3 a).

c) For all cancelled *change requests* cancelled in compliance with clause 7.3 b), provide *MSATS change request notifications* to all *MSATS Participants* in accordance with standard *MSATS change request* notification rules for the *change request*'s *MSATS* change reason code for the CAN (Cancelled) status.

d) Produce ROLR_019 report detailed in Appendix 1 produced in compliance with clause 7.3 a) to each *RoLR*.

7.4 Time Frame Rules

a) This clause 7 must be completed on the day of the *RoLR event* or by the end of the next *business day*.

8. AEMO ACCELERATES TRANSFERS IN PROGRESS FROM THE SUSPENDED RETAILER

8.1 Application

Clause 8 applies to:

a) *AEMO*.

b) *MSATS Participants* with relationships to any *NMI* affected by clause 8 that will receive *MSATS change request notifications* (as specified in the *CATS Procedures* for the *MSATS* change reason code for the cancelled *change request*).

8.2 Conditions Precedent

a) Compliance with Clause 3.3 a).

b) *Bundling* of *MSATS change request notifications* must be turned on for all *RoLR event* affected *MSATS Participants*.

8.3 AEMO Obligations

AEMO must:

a) Confirm, in accordance with *regulatory* policy, as summarised in Table 8-A, or any other *regulatory* instructions provided at the time of the *RoLR event*, whether any *in progress end use consumer* transfers that have been submitted to *MSATS* by a *Retailer* other than the *suspended Retailer*, for *NMI*s where the *suspended Retailer* is the *current FRMP*, are to be *accelerated*.

Table 8-A: Transfers *In Progress* from *Suspended Retailer* to be *Accelerated*

JURISDICTION	CHANGE REQUEST STATUSES	*NMI* CLASSIF'N	*CHANGE REASON CODES*	MAX PROPOSED DAYS
ALL	REQ OBJ PEND	SMALL	All CR 1xxx except 1030, 1040, 1083 and 1084	65

b) Produce ROLR_020 report detailed in Appendix 1 that identifies all transfers to be *accelerated* away from the *suspended Retailer*.

c) Use the *BCT* to *accelerate* the applicable *change requests* identified by clause 8.3 a) and 8.3 b) by setting the *actual change date* for each one to be the *RoLR effective transfer date* and, if applicable, updating the *change request* status from REQ (Requested) or OBJ (Objected) to PEND (Pending) so they are able to be completed. (This is done in the *BCT* by specifying the Change Date to be the *RoLR effective transfer date*).

Note: Any accelerated change requests that have their change request status updated from REQ to PEND as a result of the application of this clause c) will not generate PEND MSATS change request notifications.

Note: For *change requests* that are *accelerated*, if the *actual change date* has not already been supplied by the *MDP*, it does not have to be supplied.

Note: Any *accelerated change requests* processed as a result of the application of this clause c) will be completed by the *business as usual MSATS* overnight processing and COM (Completed) *MSATS change request notifications* will be generated as part of *business as usual*.

d) Produce ROLR_021 report defined detailed in Appendix 1 that identifies all transfers in progress away from the *suspended Retailer*.

e) Produce ROLR_022 report defined detailed in Appendix 1 that identifies all transfers to be *accelerated,* to the *LNSP*

f) Produce ROLR_023 report detailed in Appendix 1 that identifies all transfers to be *accelerated,* to the *new FRMP* on the *change request*.

g) Produce ROLR_024 report detailed in Appendix 1 that identifies all transfers to be *accelerated,* to the current and/or future *MDP*.

8.4   Time Frame Rules

a) The obligations contained in clause 8 must be completed prior to commencing the obligations in clause 9. Best endeavours must be made to complete all possible accelerations on the day of the *RoLR event* or by the end of the next *business day*.

9.   AEMO CHANGES THE FRMP AND RP FOR SECOND TIER *NMI*S FROM THE SUSPENDED RETAILER

9.1   Application

Clause 9 applies to:

a)   *AEMO*.

b)   *MSATS participants* with relationships to the *NMI*s affected by clause 9 that will receive *MSATS change request notifications* (as specified in Table 9-A and Table 9-B).

Note: The *NMI*s affected by clause 9 are *second tier NMI*s where the *suspended Retailer* is nominated as the *FRMP* in *MSATS* for the *RoLR effective transfer date*. Such *NMI*s may also have the *suspended Retailer* nominated as the *RP*.

9.2   Conditions Precedent

a)   It must be at least two days after the *RoLR event* has been invoked.

Note: The suspension comes into effect midnight on the day of the issuance of the *suspension notice*. The changes made in the market come into effect at 00:00 hours the next day. The bulk change tool, *BCT*, can only apply retrospective changes with a minimum being for the prior day. Thus the *BCT* can only be run 2 days post the issuance of the *suspension notice*.

b)   Any *change requests* that are to be *accelerated* as a result of the application of clause 8.3 c) must have completed.

c)   Any *change requests* that are to be cancelled as a result of the application of clause 6.3 b) or clause 6.3 d), and clause 7.3 b) must have been cancelled.

d)   Any *RoLR* to which any *NMI*s are to be transferred to must be registered as a Market Customer in accordance with the *NEM* Rules and be already established in *AEMO*'s market management systems.

e)   Each *RoLR* must be assigned the *role* of *FRMP* and, if required, the *role* of *RP* in *MSATS*.

Note: The *RP role* is only required if the *suspended Retailer* is the *current RP* for any *NMI*s.

f)   *Bundling* of *MSATS change request notifications* must be turned on for all *RoLR event* affected *MSATS Participants*.

g)   *Regulatory* advice must have been received instructing *AEMO* regarding the *MSATS Participant* to which to transfer the *RoLR event affected NMIs*.

   1.   The above excludes NMIs of customers (as appropriately classified in s.2 of the National Energy Retail Law), where a RoC has been nominated by the customer and Retailer and received by AEMO.
   2.   Only *NMI*s for which a RoLR/RoC has been specified can be transferred as a consequence of the execution of clause 9.

h)   If there is an intention to process the changes required by clause 9, clause 10 and clause 11 in a sequence other than that described in the note below clause 4.3, *RoLR event* affected *MSATS Participants* must have been notified of the proposed alternative

sequencing, either in the email sent to satisfy the obligations imposed by clause 4.3 e), or in a subsequent email that is sent to all *RoLR event affected MSATS Participants*.

9.3   AEMO Obligations

AEMO must:

a)   Confirm that each *RoLR* has been registered as a Market Customer in accordance with the *NEM* Rules.

b)   Confirm that each *RoLR*'s Participant ID has been assigned the *FRMP* and, if required, *RP role* in *MSATS*.

c)   Just prior to beginning the process of updating all the *NMI*s as required by clause 9.3 d), send email notifications advising the approximate number of days as to when the process of making the changes will begin and an estimation of the number of days it will take to complete all the changes required by clause 9, clause 10 and clause 11 to all *RoLR key contacts*.

Note: This communication may also be delivered to *regulatory bodies*.

d)   Starting with the RoC and for one RoLR at a time, use the *BCT* to update all *second tier NMI*s to make the *RoLR* the *FRMP* and the *RP*, effective from the *RoLR effective transfer date*, where:

   1.   The *suspended Retailer* is the *current FRMP* for the *NMI* on the *RoLR effective transfer date*; and

   2.   The *suspended Retailer* is the *current RP* for the *NMI* on the *RoLR effective transfer date*.

e)   Apply the following rules when making the changes required by clause 9.3 d):

   1.   Sequence the *BCT* runs in batches (e.g. by *RoLR*/*jurisdiction* grouping or by *LNSP*/*RoLR* grouping).

Note: A meter read is not required for the completion of these updates (this is not necessary using the *BCT*).

   2.   Do not change any roles other than the *FRMP* and *RP*.

   3.   The *current FRMP* and the *current RP* must be the same.

   4.   Use the following parameters for the *BCT*:

      i.   Use the *change reason code* of *ROLR*.

      ii.   The *current FRMP* is the Participant ID for the *suspended retailer* for the group being processed.

      iii.   The *current RP* is the Participant ID for the *suspended Retailer* for the group being processed.

      iv.   The *new FRMP* is the Participant ID for the *RoLR*.

> v.   The *new RP* is the Participant ID of the *RoLR*, for the organisation specified by the *Regulatory Body*.
>
> vi.   The *Start Date* parameter is the *RoLR effective transfer date*.
>
> vii. Use any other parameters required to select the batch being processed (e.g. *current LNSP*, *jurisdiction*).

5. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 9-A and Table 9-B.

Table 9-A: *Role* Status of NEW - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP (*RoLR*)**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	-	-	-	Yes

Table 9-B: *Role* Status of CURRENT - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	Yes	Yes	Yes	Yes

6. Once all the batches for changing the *FRMP* and *RP* for the first *RoLR*/*RoC* are finished, complete clause 9.3 f) for all batches for that same *RoLR* where only the *FRMP* has to be changed (i.e. for *second* tier *NMI*s where the *suspended Retailer* is the *FRMP* but not the *RP*).

f) Starting with the RoC and for one RoLR at a time, use the *BCT* to update all remaining *second tier NMI*s to be transferred to each *RoLR* where the *current FRMP* for the *NMI* on the *RoLR effective transfer date* is the *suspended Retailer* but the *suspended Retailer* is not the *RP*, to make the *RoLR* the *FRMP*, effective from that date, using the same rules as specified in clause 9.3 e), but noting the following differences:

1. Only change the *role* of the *FRMP*.

2. Clause 9.3 e) 2, clause 9.3 e) 3, clause 9.3 e) 4.iii and clause 9.3 e) 4.v do not apply.

3. The COM *MSATS change request notifications* will be the notifications listed below in Table 9-C and Table 9-D not those in Table 9-A and Table 9-B.

Table 9-C: *Role* Status of NEW - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP (*RoLR*)**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	-	-	-	-

Table 9-D: *Role* Status of CURRENT - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	Yes	Yes	Yes	Yes

g)   Produce ROLR_025 report detailed in Appendix 1 once all *BCT* updates of *second tier NMI*s are complete as required by clause 9.3 d) and 9.3 f)

Note: This query would find any *NMI*s where the *suspended retailer* is the *FRMP* on the *RoLR effective transfer date* but for which an *MSATS change request* with an *actual change date* that is more recent than the *RoLR effective transfer date* has subsequently completed and the *FRMP* is no longer the *suspended retailer*. This could occur in situations where there are a large number of *NMI*s to update and it takes several days to complete all the *BCT* runs.

h)   For each *NMI* identified by running the report specified in clause 9.3 g), individually update the records for each of those *NMI*s to change their *FRMP* from the *suspended retailer* to the *RoLR* and, if the *RP* was also the *suspended retailer*, change the *RP* from the *suspended retailer* to the *RoLR*, for the period from the *RoLR effective transfer date* to the date that is the day before the date the *current FRMP* became the *FRMP*.

i)   In completing clause 9.3 g), do not change any roles other than the *FRMP* and, if applicable, the *RP*.

j)   In completing clause 9.3 g), apply the following for each individual *NMI*:

1.   Use the *change reason code* of *ROLR*.

2.   The period of time for the change is from the *RoLR effective transfer date* to the day before the *NMI* was transferred from the *suspended retailer* to another *FRMP*.

3.   During that period of time, the *current FRMP* must be the Participant ID for the *suspended retailer* for the *NMI* being processed.

4.   The *new FRMP* will be the Participant ID for the *RoLR*.

5.   If, during that period of time, the *current RP* is the Participant ID for the *suspended retailer* for the group being processed, the *new RP* will be the Participant ID of the *RoLR* (if applicable).

6. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 9-A and Table 9-B if the *RP* is being changed or Table 9-C and Table 9-D if the *RP* is not being changed.

k) If there are no *NMI*s to update where the *LR* is the *suspended retailer* (i.e. as required by clause 10 and clause 11), send an email notification containing the information specified in clause 9.3 l) to all *RoLR key contacts*.

Note: This communication may also be delivered to *regulatory bodies*.

l) In the email referred to in clause 9.3 k):

1. Confirm that all updates of *FRMP*s and RPs are now completed; and

2. If there are no *RoLR* roles to update and clause 15 is not required (because the *suspended retailer* is still operating in some *jurisdictions*), confirm that there are no other updates required in *MSATS*.

m) Compliance with clause 9.3 k) and clause 9.3 l) is not required if there are further updates to do in *MSATS*, as identified in clause 10 and/or clause 11.

9.4   Time Frame Rules

a) Reasonable endeavours must be used to commence the obligations imposed by clause 9.3 as soon possible after the conditions precedent specified in clause 9.2 are met and continue, within the limitations imposed by clause 9.3 e), until completed.

b) Reasonable endeavours must be used to complete the obligations imposed by clause 9, clause 10 and clause 11 within 15 *business days* of starting the clause 9 obligations.

Note: The time frame of 15 *business days* is the anticipated timing if the *suspended retailer* is the *FRMP*, *RP* and *LR* for a significant number of *NMI*s. If, for example, the *suspended retailer* only acted in the *role* of a *FRMP* and only had a small share of the market then this task would be completed much sooner.

c) If required, clause 9.3 k) must be completed within one *business hour* of completing the obligations imposed by clause 9.3 d), clause 9.3 f) and clause 9.3 h).

10. AEMO CHANGES THE LR FOR SECOND TIER *NMI*S FROM THE SUSPENDED RETAILER

10.1 Application

Clause 10 applies to:

a) *AEMO*.

b) *MSATS participants* with relationships to the *NMI*s affected by clause 10 that will receive *MSATS change request notifications* (as specified in Table 10-A and Table 10-B).

Note: The *NMI*s affected by clause 10 are *second tier NMI*s where the *suspended retailer* is nominated as the *current LR* in *MSATS*.

10.2 Conditions Precedent

a) It must be at least two days after the *RoLR event* has been invoked.

b) The obligations imposed by clause 9.3 must have been completed (i.e. all *second tier NMI*s where the *suspended retailer* was the *FRMP* must have been transferred to the *RoLR*).

c) The Participant(s) to which the *LR* roles are to be assigned must be registered as a Market Customer(s) in accordance with *the Rules*.

d) The Market Customer(s) to which the *LR* roles are to be assigned must be assigned the *role* of *LR* in *MSATS*.

e) *Regulatory* advice must have been received instructing *AEMO* which *MSATS participant* to make the *new LR* for *NMI*s for which the *suspended retailer* is the *current LR*. Only *NMI*s for which such an instruction has been received can be updated as a consequence of the execution of clause 10.

Note: Such instructions may be in previously agreed standing instructions or protocols, in an existing Act, or be provided in *writing* subsequent to the invoking of the *RoLR event*.

10.3 AEMO Obligations

AEMO must:

a) Confirm that each Participant that is to become the *LR* for *NMI*s where the *current LR* is the *suspended retailer* has been registered as a Market Customer in accordance with *the Rules*.

b) Confirm that each Participant ID of the Market Customers identified in clause 10.3 a) has been assigned the *LR role* in *MSATS*.

c) Use the *BCT* to update all *second tier NMI*s to make the *Market Participant* nominated by the relevant *Regulatory Body* the *LR*, effective from the *RoLR effective transfer date*, where the *suspended retailer* is the *current LR* for the *NMI*.

d) Apply the following rules when making the changes required by clause 10.3 c).

1. Sequence the *BCT* runs in batches (e.g. by *new LR* grouping, by *LNSP*/New *LR* grouping or by *LNSP*/New *LR*/*TNI* grouping) (i.e. complete the changes in batches by selecting each unique combination of *LNSP* and *new LR*).

Note: A meter read is not required for completion of the transaction (this is not necessary using the *BCT*).

2. Do not change any *role* other than the *LR*.

3. Use the following parameters when using the *BCT*:

    i.   Use the *change reason code* of 6401.

    ii. The *current LR* is the Participant ID for the *suspended retailer* for the group being processed.

    iii. The *new LR* is the Participant ID of the *Market Participant* specified by the *Regulatory Body*.

    iv. The *Start Date* parameter is the *RoLR effective transfer date*.

    v.   Any other parameters required to select the batch being processed (e.g. *current LNSP*, *TNI*).

4. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 10-A and Table 10-B.

Table 10-A: *Role* Status of NEW - *Change Request* Status Notification Rules for 6401 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	LR	LNSP	MDP	MPB	RP
Completed	-	Yes	-	-	-	-

Table 10-B: *Role* Status of CURRENT - *Change Request* Status Notification Rules for 6401 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP	LR	LNSP	MDP	MPB	RP
Completed	Yes	Yes	Yes	Yes	Yes	Yes

e) If there are no *first tier NMI*s to update (i.e. where the *suspended retailer* is the *current LR* and the *current FRMP*), then send an email notification containing the information specified in clause 10.3 f) to all *RoLR key contacts*.

Note: This communication may also be delivered to *Regulatory bodies.*

f) In the email referred to in clause 10.3 e):

1. Confirm that all updates of *second tier NMI*s are now completed; and

2. If there are no *RoLR* roles to update and clause 15 is not required (because the *suspended retailer* is still operating in some *jurisdictions*), confirm that there are no other updates required in *MSATS*.

g) Compliance with clause 10.3 e) and 10.3 f) is not required if there are further updates to do in *MSATS*, as identified in clause 11.

10.4   Timeframe Rules

a) Reasonable endeavours must be used to commence the obligations imposed by clause 10.3 as soon as the preconditions in clause 10.2 are met and continue, within the limitations imposed by clause 10.3 d), until completed.

b) Reasonable endeavours must be used to complete the obligations imposed by clause 9, clause 10 and clause 11 within 15 *business days* of starting the clause 9 obligations.

Note: The time frame of 15 *business days* is the anticipated timing if the *suspended retailer* is the *FRMP*, *RP* and *LR* for a significant number of *NMI*s. If, for example, the *suspended retailer* only acted in the *role* of a *FRMP* and only had a small share of the market then this task would be completed much sooner.

c) If required, clause 10.3 e) must be completed within one *business hour* of completing the obligations imposed by clause 10.3 c).

11. AEMO CHANGES FRMP, LR AND RP ROLES FOR FIRST TIER NMI'S FROM THE SUSPENDED RETAILER AND COMPLETES OTHER ROLE CHANGES AS REQUIRED

11.1 Application

Clause 11, which only applies in the event of the failure of a *retailer* which is a Local *Retailer*, applies to:

a) *AEMO*.

b) *MSATS participants* with relationships to the *NMI*s affected by clause 11 that will receive *MSATS change request notifications* (the same as those specified in Table 11-A and Table 11-B).

Note: The *NMI*s affected by clause 11 are:

- First tier *NMI*s where the *suspended retailer* is nominated as the *FRMP* and the *LR* in *MSATS* for the *RoLR effective transfer date*. Such *NMI*s may also have the *suspended retailer* nominated as the *RP*.

- Any other *NMI*s identified as requiring changes as part of a final check by *AEMO* to ensure that there are no *NMI*s where the *current FRMP*, *LR* or *RP* for any date on or after the *RoLR effective transfer date* is the *suspended retailer* (whether or not the *suspended retailer* has any current active roles for that *NMI*).

11.2 Conditions Precedent

a) It must be at least two days after the *RoLR event* has been invoked.

b) Any *change requests* that are to be *accelerated* as a result of the application of clause 8.3 c) must have completed.

c) Any *change requests* that are to be cancelled as a result of the application of clause 6.3 b) or clause 6.3 d) and clause 7.3 b) must have been cancelled.

d) The *RoLR* must be registered as a Market Customer in accordance with *the Rules*.

e) Each *RoLR* must be assigned the roles of *FRMP* and *LR* and, if required, the *role* of *RP* in *MSATS*.

Note: The *RP role* is only required if the *suspended retailer* is the *current RP* for any *NMI*s.

f) *Bundling* of *MSATS change request notifications* must be turned on for all *RoLR event affected MSATS participants*.

g) *Regulatory* advice must have been received instructing *AEMO* regarding the *MSATS participant* to which to transfer the *RoLR event affected NMIs*. Only *NMI*s for which such an instruction has been received can be transferred as a consequence of the execution of clause 11.

Note: Such instructions may be in previously agreed standing instructions or protocols, in an existing Act, or be provided in *writing* subsequent to the invoking of the *RoLR event*.

11.3   AEMO Obligations

AEMO must:

a)   Confirm that each *RoLR* has been registered as a Market Customer in accordance with *the Rules*.

b)   Confirm that each *RoLR*'s Participant ID has been assigned the *FRMP*, *LR* and, if required, *RP role* in *MSATS*.

c)   Starting with the RoC and for one RoLR at a time, use the *BCT* to update all *NMI*s to make the *RoLR* the *FRMP*, the *LR* and the *RP*, effective from the *RoLR effective transfer date* where:

1.   The *suspended retailer* is the *current FRMP* for the *NMI* on the *RoLR effective transfer date*; and

2.   The *suspended retailer* is the *current LR* for the *NMI* on the *RoLR effective transfer date*; and

3.   The *suspended retailer* is the *current RP* for the *NMI* on the *RoLR effective transfer date*.

d)   Apply the following rules when making the changes required by clause 11.3 c):

1.   Sequence the changes in batches (e.g. by *RoLR*/*jurisdiction* grouping or by *RoLR*/*LNSP* grouping).

Note: A meter read is not required for the completion of the updates (this is not necessary using the *BCT*).

2.   Do not change any *role* other than the *FRMP*, *LR* and *RP*.

3.   The *current FRMP*, the *current LR* and the *current RP* must have the same Participant ID.

4.   Use the following parameters for the *BCT*:

    i.   Use the *change reason code* of *ROLR*.

    ii.   The *current FRMP* is the Participant ID for the *suspended retailer* for the group being processed.

    iii. The *current LR* is the Participant ID for the *suspended retailer* for the group being processed.

    iv.   The *current RP* is the Participant ID for the *suspended retailer* for the group being processed.

    v.   The *new FRMP* is the Participant ID for the *RoLR*.

    vi.   The *new LR* is the Participant ID specified by the *Regulatory Body*.

vii. The *new RP* is the Participant ID for the *RoLR*, for the organisation specified by the *Regulatory Body*.

viii. The *Start Date* parameter is the *RoLR effective transfer date*.

ix. Use any other parameters required to select the batch being processed (e.g. *current LNSP*, *jurisdiction*).

5. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 11-A and Table 11-B.

Table 11-A: *Role* Status of NEW - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP (*RoLR*)**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	-	-	-	Yes

Table 11-B: *Role* Status of CURRENT - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	Yes	Yes	Yes	Yes

6. Once all the batches for changing the *FRMP*, *RP* and *LR* for the first *RoLR/RoC* are finished, complete clause 11.3 e) for all batches for that same *RoLR* where only the *FRMP* and *LR* have to be changed (i.e. for *first tier NMI*s where the *suspended retailer* is the *FRMP* and *LR* but not the *RP*).

e) Starting with the RoC and for one RoLR at a time, use the *BCT* to update all remaining *first tier NMI*s to be transferred to each *RoLR* where the *current FRMP* and *current LR* for the *NMI* on the *RoLR effective transfer date* is the *suspended retailer* but the *suspended retailer* is not the *RP*, to make the *RoLR* the *FRMP* and the *LR*, effective from that date, using the same rules as specified in clause 11.3 d), but noting the following differences:

1. Only change the *role* of *FRMP* and *LR*.

2. Clause 11.3 d) 2, clause 11.3 d) 3, clause 11.3 d) 4.iv, and clause 11.3 d) 4.vii do not apply.

3. The COM *MSATS change request notifications* will be the notifications listed below in Table 11-C and Table 11-D, not those shown in Table 11-A and Table 11-B.

Table 11-C: *Role* Status of NEW - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	FRMP (*RoLR*)	LR	LNSP	MDP	MPB	RP
Completed	Yes	-	-	-	-	-

Table 11-D: *Role* Status of CURRENT - *Change Request* Status Notification Rules for *RoLR* CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	Yes	-	Yes	Yes	Yes	Yes

f) Produce ROLR_026 report detailed in Appendix 1 once all *BCT* updates to *first tier NMI*s are complete as required by clause 11.3 c) and clause 11.3 e).

g) For each *NMI* identified by running the report specified in clause 11.3 f), individually update the records for each of those *NMI*s to change their *FRMP* from the *suspended retailer* to the *RoLR* and, if the *RP* was also the *suspended retailer*, change the *RP* from the *suspended retailer* to the *RoLR*, for the period from the *RoLR effective transfer date* to the date that is the day before the date the *current FRMP* became the *FRMP*.

h) In completing clause 11.3 g), do not change any roles other than the *FRMP*, and if applicable, the *RP*.

i) In completing clause 11.3 g), apply the following for each individual *NMI*:

1. Use the *change reason code* of *ROLR*.

2. The period of time for the change is from the *RoLR effective transfer date* to the day before the *NMI* was transferred from the *suspended retailer* to another *FRMP*.

3. During that period of time, the *current FRMP* must be the Participant ID for the *suspended retailer* for the *NMI* being processed.

4. The *new FRMP* is the Participant ID for the *RoLR*.

5. If, during that period of time, the *current RP* is the Participant ID for the *suspended retailer* for the group being processed, the *new RP* will be the Participant ID of the *RoLR* (if applicable).

6. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 11-A and Table 11-B if the *RP* has to be changed or Table 11-C and Table 11-D if the *RP* does not have to be changed.

j) As a final check, confirm that in *MSATS* there are now no longer any *NMI*s where the *suspended retailer* is the *current FRMP*, *LR* or *RP* for any date on or after the *RoLR effective transfer date*.

Note: This check must include a check for roles for which, as of the day the query is run, the *suspended retailer* is not current but for which it may still be current on earlier dates that are after the *RoLR effective transfer date*.

k)   If the query run in compliance with clause 11.3 j) identifies any *NMI*s (which would include any *NMI*s that were the subject of clause 11.3 g), which will still have the *suspended retailer* as the *LR*), individually update the details for each of these *NMI*s to replace the *suspended retailer* with the *Market Participant* nominated by the relevant *Regulatory Body* for the *role*. When all updates are complete, perform the check described in clause 11.3 j) again to ensure none were missed.

l)   Once all the updates required to satisfy the obligations imposed by clause 9, clause 10 and clause 11 are completed, send an email notification containing the information specified in clause 11.3 m) to all *RoLR key contacts*.

Note: This report may also be delivered to *regulatory bodies*.

m)   In the email referred to in clause 11.3 l):

   1.   Confirm that all updates of *FRMP*s, RPs and LRs are now completed; and

   2.   If there are no *RoLR* roles to update and clause 15 is not required (because the *suspended retailer* is still operating in some *jurisdictions*), confirm that there are no other updates required in *MSATS*.

11.4   Time Frame Rules

a)   Reasonable endeavours must be used to commence the obligations imposed by clause 11.3 as soon possible after the conditions precedent specified in clause 11.2 are met and continue, within the limitations imposed by clause 11.3 d), until completed.

b)   Reasonable endeavours must be used to complete the obligations imposed by clause 9, clause 10 and clause 11 within 15 *business days* of starting the clause 9 obligations.

Note: The time frame of 15 *business days* is the anticipated timing if the *suspended retailer* is the *FRMP*, *RP* and *LR* for a significant number of *NMI*s. If, for example, the *suspended retailer* only acted in the *role* of a *FRMP* and only had a small share of the market then this task would be completed much sooner.

c)   Clause 11.3 l) must be completed within one *business hour* of completing the obligations imposed by clause 11.3 c), clause 11.3 e) and clause 11.3 g).

12. AEMO PRODUCES PENDING TRANSFER REPORT AND RoC TRANSFER CONFIRMATION EMAIL FOR THE ROLR

12.1 Application

Clause 12 applies to:

a) *AEMO*.

b) The *RoLR/RoC* for each *RoLR event affected NMI*.

c) Each *RoLR event affected jurisdiction*.

12.2 Conditions Precedent

a) *AEMO* has completed its obligations imposed by clause 9, clause 10 and clause 11.

12.3 AEMO Obligations

AEMO must:

a) Identify all NMIs which were nominated as per the RoC process and transferred to the RoC, however were identified in the NMI List Reports, and send this information to the RoLR.

b) Produce ROLR_027 and ROLR_028 detailed in Appendix 1 that identifies all transfers that are *in progress* to transfer away from the *RoLR*, post the *RoLR Event* Date, for which the *RoLR* has not received any notifications from MSATS.

c) Deliver each report by secure email to:

   1. The Regulatory Body

   2. The *jurisdiction* which has *jurisdiction* of the *NMI*s in the report.

   3. The *RoLR key contact* for the *RoLRs* nominated in the report.

12.4 RoLR Obligations

Each RoLR key contact must:

a) Upon receipt of the email containing the reports or the couriered media containing the reports, delivered as required in clause 12.3 c), send an email verifying that it has been received.

12.5 Time Frame Rules

a) These reports must be delivered within two *business days* of completing all the transfers required by clause 9, clause 10 and clause 11.

13.   MDP PROVIDES METERING DATA TO MSATS FOR ROLR EFFECTIVE TRANSFER DATE

13.1   Application

Clause 13 applies to:

a)   *MDP*.

13.2   Conditions Precedent

a)   The *MDP* has received any of the following:

1.   An *MSATS change request* notification with a COM status for a change of *FRMP* generated as a result of the application of clause 8.3 c), clause 9.3 e) 5, clause 9.3 f) 3, clause 9.6 j) 6, clause 11.3 d) 5, or clause 11.3 i) 6 advising, for each *RoLR event affected NMI* where the *suspended retailer* was the *current FRMP*, which *Market Participant* is the *new FRMP* and the date of effect of the change (the *ActualChangeDate* in the *MSATS change request* notification), which is the *RoLR effective transfer date*.

Note: *MSATS change request notifications* generated as a result of the application of clause 9.3 e) 5, clause 9.3 f) 3, clause 9.3 j) 6, clause 11.3 d) 5, clause 11.3 e) 3 or clause 11.3 i) 6 will be easily identifiable because they use the *change reason code* of *ROLR*. The *NMI*s for which COM status *MSATS change request notifications* are generated as a result of compliance with clause 8.3 c) are not so easily identified because they will have a *business as usual change reason code*. These ones are able to be identified from the report supplied by *AEMO* in compliance with clause 8.3 g).

2.   An *MSATS change request* notification with a COM status for a change of *LR* generated as a result of the application of clause 10.3 d) 4, where the *suspended retailer* was not the *FRMP*, advising, for each *RoLR event* affected *NMI* where the *suspended retailer* was the *current LR*, which *Market Participant* is its *new LR* and the date of effect of the change (the *ActualChangeDate* in the *MSATS change request* notification), which is the *RoLR effective transfer date*.

Note: These would be notifications for change of *LR* for *second tier NMI*s where the *suspended retailer* was the *LR*.

13.3   MDP Obligations

The MDP must:

a)   For each *NMI* for which it has received an *MSATS change request* notification identified in clause 13.2 a), provide *metering data* up to the *RoLR effective transfer date* to *MSATS* and the same *metering data* up to the *RoLR effective transfer date* to those *MSATS Participants* entitled to it in accordance with the *Metrology Procedures* under clause 103 of *Part B - B2B* Procedure*: RoLR Process*.

b)   In accordance with clause 13.3 a), if an actual read is available for the *RoLR effective transfer date*, provide it.

c) In accordance with clause 13.3 a), if an actual read is not available for the *RoLR effective transfer date*, provide substituted *metering data*, which complies with substitution rules in the *Metrology Procedure Part B*

13.4 Time Frame Rules

a) Reasonable endeavours must be made to comply with clause 13.3 a) for each affected *NMI* within five *business days* after receiving the COM *MSATS change request* notification for that *NMI*.

13.5 Related Part B Clause

a) Clause 13 is related to *Part B* clause 103.

14. AEMO CHANGES ROLR ROLE IN MSATS FROM THE SUSPENDED RETAILER

14.1 Application

Clause 14 applies to:

a) *AEMO*.

b) *MSATS participants* with relationships to the *NMI*s affected by clause 14 that will receive *MSATS change request notifications* as specified in Table 14-A and Table 14-B (currently none).

14.2 Conditions Precedent

a) *AEMO* has completed all its obligations imposed by clause 9, clause 10 and clause 11.

b) *AEMO* has received advice from the *Regulatory Body* as to which Registered Participant should be nominated as the *RoLR*.

c) The *suspended retailer* is assigned to the *RoLR role* for one or more *NMI*s as at the *RoLR effective transfer date*.

14.3 AEMO Obligations

AEMO must:

a) Identify the *NMI*s for which the *suspended retailer* is the current *RoLR* in *MSATS* and for which the *Regulatory Body* has advised which Registered Participant should be nominated as the *RoLR*.

b) For each of the *NMI*s identified as a consequence of clause 14.3 a), determine the *new RoLR* in accordance with the *regulatory* instructions.

c) Confirm that any Registered Participant nominated as a *RoLR* by the *Regulatory Body* has been assigned the *RoLR* role in *MSATS*.

d) Use the *BCT* to update all *NMI*s where the current *RoLR* for the *NMI* on the *RoLR effective transfer date* is the *suspended retailer*, to make the newly nominated *RoLR* the *ROLR*, effective from that date.

e) Apply the following additional rules when making the changes required by clause 14.3 d):

1. Do not change any *role* other than the *RoLR*.

2. Use the following parameters when using the *BCT*:

    i. Use the *change reason code* of BC00.

    ii. The current *RoLR* is the Participant ID for the *suspended retailer* for the group being processed.

       iii.   The *new RoLR* is the Participant ID of the *RoLR*, for the organisation specified by the *Regulatory Body*.

       iv.   The *current LNSP* is the *LNSP* Participant ID for the group being processed.

       v.   The *Start Date* parameter is the *RoLR effective transfer date*.

3. Send out COM (Completed) *MSATS change request notifications* in accordance with *the Rules* in Table 14-A and Table 14-B (currently none).

Table 14-A: *Role* Status of NEW - *Change Request* Status Notification Rules for BC00 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	-	-	-	-	-	-

Table 14-B: *Role* Status of CURRENT - *Change Request* Status Notification Rules for BC00 CR Code

	PARTICIPANT ROLE – RECEIVES NOTIFICATION OF CHANGE					
Status	**FRMP**	**LR**	**LNSP**	**MDP**	**MPB**	**RP**
Completed	-	-	-	-	-	-

f) Once clause 14.3 d) is completed and, if clause 15 is not required (because the *suspended retailer* is still operating in some *jurisdictions*), send an email confirming that there are no other updates required in *MSATS* to all *RoLR key contacts*.

Note: This email may also be delivered to *regulatory bodies*.

14.4   Time Frame Rules

a) Clause 14 must be complied with within two *business days* after *AEMO* has completed all its obligations imposed by clause 9, clause 10 and clause 11.

15.   AEMO CEASES ALL THE SUSPENDED RETAILER'S MSATS ROLES AS OF ROLR EFFECTIVE TRANSFER DATE

15.1   Application

Clause 15 applies to:

a)   *AEMO*.

b)   *Retailers* who have been suspended from the *NEM* or who have had their license suspended or revoked by all *jurisdictions* in which they operate.

15.2   Conditions Precedent

a)   The *suspended retailer* must not be able to operate in any *jurisdiction*.

Note: If the *RoLR event* was precipitated by the revoking or suspension of a *retailer's* licence in one *jurisdiction*, and it is still able to operate in one or more other *jurisdictions*, the clause 15 procedure is not required.

b)   The *suspended retailer* is not currently nominated in any *role* for any *non-extinct NMI* that overlaps the *RoLR effective transfer date*.

Note: This requires that all the changes required to meet *AEMO*'s obligations imposed by clause 9, clause 10, clause 11 and clause 14 have been completed.

15.3   AEMO Obligations

AEMO must:

a)   For all *MSATS* Participant Ids that belong to the *suspended retailer*, cease the ability for that Participant ID to act in any *MSATS role* by making the roles assigned to the Participant ID inactive as of the *RoLR effective transfer date*.

b)   Once clause 15.3 a) is completed, send an email confirming that there are no other updates required in *MSATS* to all *RoLR key contacts*.

Note: This email may also be delivered to *regulatory bodies*.

15.4   Time Frame Rules

a)   Clause 15 must be complied with within two *business days* of the conditions in clause 15.2 being met.

16.   PARTICIPANTS PERFORM A POST ROLR EVENT RECONCILIATION OF MSATS-RELATED DATA AND PREPARE A REPORT FOR AEMO

16.1   Application

Clause 16 applies to:

a)   *MSATS participants* that have a relationship with *RoLR event affected NMIs* in one or more of the following roles:

   1.   *RoLR.*

   2.   *LNSP.*

   3.   *MDP.*

   4.   *RP.*

   5.   *LR* (any *MSATS participants* that became the *LR* as a result of the implementing of clause 10.3 or clause 11.3).

16.2   Conditions Precedent

a)   *AEMO* has sent the email, indicating that all updates to *MSATS* are complete, required by one of clause 9.3 l) 2, clause 10.3 f) 2, clause 11.3 m 2, clause 14.3 f), or clause 15.3 b).

Note: The clause that triggers the requirement to send the email will depend on what tasks are required.

16.3   RoLR event affected MSATS Participants' Obligations

Each RoLR event affected MSATS participant acting in a role identified in clause 16.1 a) must:

a)   Undertake a reconciliation of data and associated information in accordance with Table 16-A below.

b)   Create a reconciliation differences table that captures discrepancies between the data and information stored by *AEMO* and the data and information stored by *MSATS participants*' systems.

c)   Work within bilateral arrangements with other *MSATS participants* and *AEMO* to resolve issues identified in the reconciliation differences table.

d)   Communicate with other *MSATS participants*, in the first instance, via the *RoLR key contacts* and thereafter between business personnel as applicable.

Table 16-A: Post *RoLR Event* Reconciliation Matrix – *MSATS* Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now FRMP)	*NMI*s where *FRMP* was changed	ROLR_013 report; and if received ROLR_014 report.	List of *NMI* mismatches - *NMI*s in the *AEMO* lists for which *MSATS change request*

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
		MSATS change request notifications for *ROLR* CR code.	*notifications* for *ROLR* CR code have not been received. - *NMI*s for which *MSATS change request notifications* for *ROLR* CR code have been received that are not in the *AEMO NMI* lists.
LNSP	*NMI*s where *FRMP* was changed	Same as for *RoLR* above.	Same as for *RoLR* above.
MDP	*NMI*s where *FRMP* was changed	Same as for *RoLR* above.	Same as for *RoLR* above.
Replacement *LR*	*NMI*s where *LR* was changed	ROLR_014 report. *MSATS change request notifications* for 6401 CR code. *MSATS change request notifications* for *ROLR* CR code received in *FRMP role* that also nominated a *new LR*.	List of *NMI* mismatches - *NMI*s in the *AEMO* list for which *MSATS change request notifications* for 6401 CR code or *ROLR* CR code with a *new LR* nominated have not been received. - *NMI*s for which *MSATS change request notifications* for 6401 CR code or *ROLR* CR code with a *new LR* have been received that are not in the *AEMO NMI* list.
LNSP	*NMI*s where *LR* was changed	Same as for Replacement *LR* above.	List of *NMI* mismatches (same as for Replacement *LR* above).
MDP	*NMI*s where *LR* was changed	Same as for Replacement *LR* above.	List of *NMI* mismatches (same as for Replacement *LR* above).
RoLR (now *FRMP*)	*NMI*s where *LR* was changed	Same as for Replacement *LR* above.	List of *NMI* mismatches (same as for Replacement *LR* above).
FRMP (other than *RoLR*)	*Accelerated* transfers	ROLR_023 report. If necessary, *MSATS change request notifications* that change the *FRMP*.	Check that, for all *accelerated* transfers on the *AEMO* list, the *NMI* is recorded in the *FRMP*'s internal systems as having being transferred on the *RoLR effective transfer date*.
*MDP*s for *NMI*s with *accelerated* transfers	*Accelerated* transfers	ROLR_024 report. If necessary, *MSATS change request notifications* that change the *FRMP*.	Check that, for all *accelerated* transfers on the *AEMO* list, the *NMI* is recorded in the *MDP*'s internal systems as having being transferred to a *new FRMP* (other than the *RoLR*) and, if applicable, *new MDP*, on the *RoLR effective transfer*

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
			date.
RP	*MPB* Participant ID	*MSATS change requests* The list of cancelled *MSATS change requests* (see clause 7.3 d)) that were updating the *MPB role*. Internal processes and systems.	Check that the *MPB role* is correct.
FRMP	*MDP* Participant ID	*MSATS change requests* The list of cancelled *MSATS change requests* (see clause 7.3 d)) that were updating the *MDP role*. Internal processes and systems.	Check that the *MDP role* is correct.

e)   Not until at least three months has passed *since* the *RoLR event* was invoked, provide *AEMO* with a report that contains the data specified in the sub-clauses of this clause 16.3 e):

1.   Summary of status of all *RoLR event affected NMIs* for that *MSATS participant*, listing:

   i.   Number of *NMI*s for which all processing is complete.

   ii.   Number of *NMI*s for which processing is still *in progress* for which there are issues.

   iii.   Number of *NMI*s for which processing is still *in progress* for which there are no issues.

   Note: The reconciliation shall be limited to detail directly affected by the *RoLR event*

2.   List of *NMI*s that are in dispute and reasons for the dispute.

3.   Impact statements including:

   i.   Volume of *NMI*s processed for the *MSATS participant*.

   ii.   Estimated times for completion of business processes described in *Part A* of this document.

   iii.   Any timeframe impacts on *business as usual MSATS*-related business processes.

16.4   Time Frame Rules

a)   The report must be provided to *AEMO* no earlier than three months after the *RoLR event* was invoked and no later than four months after the *RoLR event* was invoked.

16.5   Related Part B Clause

Clause 16 is related to *Part B* clause 105.

17. AEMO CONDUCTS ROLR POST IMPLEMENTATION REVIEW

17.1 Application

Clause 17 applies to:

a) *AEMO*.

17.2 Conditions Precedent

a) All *RoLR affected MSATS participants* have complied with clause 16.3 e).

b) All *RoLR affected MSATS participants* have complied with clause 105.3 e).

17.3 AEMO Obligations

AEMO must:

a) Undertake a *RoLR Post Implementation Review*, which results in the publication of a *RoLR Post Implementation Review* report.

b) In the *RoLR Post Implementation Review* report, include:

1. A review of the impacts to the market as a whole.

2. Captured substantial issues.

3. Proposed solutions, or a proposed methodology to identify solutions to the captured issues and changes to this Procedure where required.

17.4 Time Frame Rules

a) The *RoLR Post Implementation Review* report must be published within six months of the date the *RoLR event* was invoked.

Part B - B2B Procedure RoLR Process

101.   General B2B Obligations

101.1   Application

a) The purpose of clause 101 is to specify general obligations imposed on each *role* that is potentially involved in a *RoLR event* within the context of B2B-related business processes. Specific obligations are also assigned in other clauses.

b) Clause 101 applies to the following, as applicable:

    1. *Service Providers* and *RoLR-event* affected Participants.

    2. *Suspended retailer*.

101.2   Application of this procedure

This procedure applies to the following participating jurisdictions:

ACT	NSW	QLD	SA	VIC	TAS
Yes	Yes	Yes	Effective from 30 March 2011	Effective from 30 March 2011	Yes

101.3   General Obligations for Service Providers and RoLR-event affected Participants as Applicable

101.3.1   In Advance of a RoLR event

a) Participants and *Service Providers* must maintain up to date contact details for the *RoLR key contact* within the *NEM Retail Operations Contacts List* which is managed under section 6 of the *B2B Procedure: Technical Delivery Specification*. This includes the primary operational contact and the process owner or escalation contact.

101.3.2   Once a RoLR event is invoked

a) Participants and *Service Providers* must maintain *business as usual*, and must meet any *business as usual* obligations, some of which might be consequent on the *RoLR event*, that are defined in the *B2B Procedures* and other documentation as appropriate.

b) Immediately after *AEMO* has invoked a *RoLR event*, *RoLR event affected Participants* and *Service Providers* must, in accordance with this *Part B - B2B Procedure: RoLR Process* and other documentation as appropriate, follow the set of defined processes for the transition of *NMI*s and associated business services from the *suspended retailer* to the *RoLR*.

c) The nominated *RoLR key contact* for each *RoLR event affected MSATS participant* must be available for other *RoLR key contacts* to communicate to, and to provide and receive data from, as determined in this *Part B - B2B Procedure: RoLR Process*.

d) Should the primary operational *RoLR key contact* and the process owner or escalation *RoLR key contact* for an organisation both be on leave or otherwise unavailable at the time a *RoLR event* is invoked, the organisation must update the *NEM Retail Operations Contacts List* with the name and contact details for replacement *RoLR key contacts*.

101.4   Suspended Retailer

101.4.1 Once a RoLR event is invoked

The suspended retailer must:

a) Ensure that one of its nominated *RoLR key contacts* is available for *RoLR event affected MSATS participants* to communicate to, and to receive data from and provide data to as required in this *Part B - B2B Procedure: RoLR Process*.

102.   RoLR Obtains Customer & Site Details for NMIs for which it has become Financially Responsible

102.1   Application

Clause 102 applies to:

a)   *RoLR.*

b)   *Suspended retailer/Insolvency Official.*

c)   *LNSP.*

102.2   Conditions Precedent

a)   *AEMO* has provided the *suspended retailer* with the *NMI* list reports, as required by clause 5.3 c).

b)   *AEMO* has provided the *Service Provider* (the *LNSP*) with the *NMI* list reports, as required by clause 5.3 c).

102.3   Suspended Retailer**/Insolvency** Official Obligations

The suspended Retailer/Insolvency Official must:

a)   Provide each *RoLR* with the *customer and site details* data specified in Table 102 - A for each of the *NMI*s to be transferred to that *RoLR* that were in the *NMI* List provided by *AEMO* (the *RoLR/FRMP NMI* List - Where *Suspended Retailer* is *FRMP* Report) as a consequence of the application of clause 5.3 a) and clause 5.3 c), but excluding the *NMI*s identified in clause 102.3 b).

b)   Exclude from the list of *NMI*s identified in clause 102.3 a) any *NMI*s transferred to a *retailer* other than the *RoLR* as a result of *AEMO*'s acceleration of any existing transfers away from the *suspended retailer*, as a result of the application of clause 8.3 c). Use, to identify the *NMI*s to be excluded:

   1.   The list provided by *AEMO* in compliance with clause 8.3 d); and

   2.   Any *MSATS* COM notifications received as a consequence of the application of clause 8.3 c).

c)   Supply the data referred to in clause 102.3 a) in csv format as a minimum to the *RoLR key contact*, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

   Table 102-A: *Customer and Site Details* to Provide to *RoLR*

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
NMI	CHAR(10)	M	As defined in the CustomerDetailsNotification transaction in *B2B Procedure: Customer and Site Details Notification Process.*
*NMI*Checksum	CHAR(1)	M	As defined in the CustomerDetailsNotification transaction in *B2B Procedure: Customer and Site Details Notification Process.*
CustomerNamePersonNameTitle	VARCHAR(12)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
CustomerNamePersonNameGiven	VARCHAR(40)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
CustomerNamePersonNameFamily	VARCHAR(40)	R	A component of CustomerName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
BusinessName	VARCHAR(200)	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process* and further explained in the table in clause 3.2 of the *B2B Procedure: Technical Guidelines for B2B Procedures.*
BusinessContactNameTitle	VARCHAR(12)	R	A component of BusinessContactName, which is a part of the CustomerDetailsNotification transaction as defined in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameTitle in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
BusinessContactPersonNameGiven	VARCHAR(40)	R	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of PersonNameGiven in the PERSONNAME definition in the *B2B*

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			Procedure: Technical Guidelines for B2B Procedures.
BusinessContactPersonNameFamily	VARCHAR(40)	R	A component of BusinessContactName, which is part of a CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of PersonNameFamily in the PERSONNAME definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteFlatOrUnitType	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteFlatOrUnitNumber	VARCHAR(7)	R	A component of SiteAddress. The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteFloorOrLevelType	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteFloorOrLevelNumber	VARCHAR(5)	R	A component of SiteAddress. The format of this component is as per the definition of FloorOrLevelNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteBuildingOrPropertyName1	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteBuildingOrPropertyName2	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.* Note: This is only required if the building or property name require more than one line of description. It should only be supplied if there is a value in SiteBuildingOrPropertyName1.
SiteLocationDescriptor	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
SiteHouseNumber1	NUMERIC(5)	R	A component of SiteAddress. The format of

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
	IN RANGE 0-99999		this component is as per the definition of HouseNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If there is only one house number, use this data element only. If the address has a range of numbers, the first number in the range should go here.
SiteHouseNumberSuffix1	VARCHAR(1)	R	A component of SiteAddress. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteHouseNumber1.
SiteHouseNumber2	NUMERIC(5) IN RANGE 0-99999	R	See description of 'SiteHouseNumber1'. This value is the second number in the range if the address is expressed as a number range. Where data is provided, there must be a value in SiteHouseNumber1.
SiteHouseNumberSuffix2	VARCHAR(1)	R	See description of 'SiteHouseNumberSuffix1'. Where data is provided, there must be a value In SiteHouseNumber2.
SiteLotNumber	VARCHAR(6)	R	A component of SiteAddress. The format of this component is as per the definition of LotNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteStreetName1	VARCHAR(30)	R	A component of SiteAddress. The format of this component is as per the definition of StreetName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If there is only one street name in the address, use this data element only. If the address has more than one street name (e.g. an address on a corner), the first street name part of the address goes here.
SiteStreetType1	VARCHAR(4)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteStreetName1.
SiteStreetSuffix1	VARCHAR(2)	R	A component of SiteAddress. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Where data is provided, there must be a value in SiteStreetName1.
SiteStreetName2	VARCHAR(30)	R	See description of 'SiteStreetName1'. This would only be required, when used in

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			conjunction with a location descriptor for physical addresses that are expressed as the corner of two streets or rear access lots. Where data is provided, it must be the second name (i.e. there must be a value in SiteStreetName1).
SiteStreetType2	VARCHAR(4)	R	See description of 'SiteStreetType1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteStreetSuffix2	VARCHAR(2)	R	See description of 'SiteStreetSuffix1'. Where data is provided, it must be related to a value in SiteStreetName2.
SiteLocality	VARCHAR(46)	M	A component of SiteAddress. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteAddressState	VARCHAR(3)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressState in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteAddressPostcode	CHAR(4)	M	A component of SiteAddress. The valid values for and format of this component are as per the definition of SiteAddressPostcode in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteUnstructuredAddress1	VARCHAR(80)	R	If the site address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode. The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address). This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
SiteUnstructuredAddress2	VARCHAR(80)	R	This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If the unstructured address requires more than

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			one line, then this item contains the second line. Where data is provided, there must be a value in Unstructured SiteAddress1.
SiteUnstructuredAddress3	VARCHAR(80)	R	This element is a component of SiteAddress. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. If the unstructured address requires more than two lines, then this item contains the third line. Where data is provided, there must be a value in Unstructured SiteAddress2.
PostalFlatOrUnitType	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of FlatOrUnitType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFlatOrUnitNumber	VARCHAR(7)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of FlatOrUnitNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFloorOrLevelType	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of FloorOrLevelType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalFloorOrLevelNumber	VARCHAR(5)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R[**]	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			FloorOrLevelNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalBuildingOrPropertyName1	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of BuildingOrPropertyName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteBuildingOrPropertyName1 in this table.
PostalBuildingOrPropertyName2	VARCHAR(30)	R	See definition of PostalBuildingOrPropertyName1. Additional notes for SiteBuildingOrPropertyName2 in this table apply here too.
PostalLocationDescriptor	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of LocationDescriptor in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalHouseNumber1	NUMERIC(5) IN RANGE 0-99999	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of HouseNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SitehouseNumber1 in this table, which apply here too.
PostalHouseNumberSuffix1	VARCHAR(1)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details*

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			Notification Process. The format of this component is as per the definition of HouseNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.* See also additional notes for SiteHouseNumberSuffix1 in this table, which apply here too.
PostalHouseNumber2	NUMERIC(5) IN RANGE 0-99999	R	See definition of PostalHouseNumber1. Additional notes for SiteHouseNumber2 in this table apply here too.
PostalHouseNumberSuffix2	VARCHAR(1)	R	See definition of PostalHouseNumberSuffix1. Additional notes for SiteHouseNumberSuffix2 in this table apply here too.
PostalLotNumber	VARCHAR(6)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of LotNumber in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.*
PostalStreetName1	VARCHAR(30)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The format of this component is as per the definition of StreetName in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.* See also additional notes for SiteStreetName1 in this table, which apply here too.
PostalStreetType1	VARCHAR(4)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process.* The valid values for and format of this component are as per the definition of StreetType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures.* See also additional notes for SiteStreetType1 in this table.
PostalStreetSuffix1	VARCHAR(2)	R	Postal address is only required if the customer's postal address is different from the

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R[**]	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of StreetSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteStreetType1 in this table, which apply here too.
PostalStreetName2	VARCHAR(30)	R	See definition of PostalStreetName1. Additional notes for SiteStreetName2 in this table apply here too.
PostalStreetType2	VARCHAR(4)	R	See definition of PostalStreetType1. Additional notes for SiteStreetType2 in this table apply here too.
PostalStreetSuffix2	VARCHAR(2)	R	See definition of PostalStreetsuffix1. Additional notes for SiteStreetsuffix2 in this table apply here too.
PostalDeliveryType	VARCHAR(11)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of PostalDeliveryType in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalDeliveryNumber Prefix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberPrefix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalDeliveryNumber Value	NUMERIC(5) IN RANGE: 0-99999	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberValue in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
PostalDeliveryNumber Suffix	VARCHAR(3)	R	Postal address is only required if the customer's postal address is different from the site address. This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid format of this component is as per the definition of PostalDeliveryNumberSuffix in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalUnstructuredAdd ress1	VARCHAR(80)	R	If the postal address is not stored in a structured format and structured address details (for the building, flat, street name and number, etc) cannot be provided, then the equivalent information can be provided using this data item and, if required two further 'address lines' of data. It does not, however, include locality, state or postcode. The preference is for data to be provided in the format it is stored (i.e. if the data is stored as structured data, provide structured data but if structured data is not available because the address is stored as an unstructured address, provide the unstructured address). This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress1 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
PostalUnstructuredAdd ress2	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress2 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. See also additional notes for SiteUnstructuredAddress2 in this table, which apply here too.
PostalUnstructuredAdd ress3	VARCHAR(80)	R	This element is a component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of UnstructuredAddress3 in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R[**]	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			See also additional notes for SiteUnstructuredAddress3 in this table, which apply here too.
PostalSuburbOrPlaceOrLocality	VARCHAR(46)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Locality (SiteAddressCity) in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.
PostalStateOrTerritory	VARCHAR(3)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of SiteAddressState in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.
PostalPostcode	CHAR(4)	R	A component of PostalAddress, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of SiteAddressPostcode in the ADDRESS definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if any other 'Postal' address data items are supplied.
Contact1PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact1PhoneNumber.
Contact1PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber1, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Number in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact1PhonePrefix.
Contact1PhoneService	VARCHAR(40)	R	A component of PhoneNumber1, which is a

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R[**]	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
Comment			part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact1PhoneService Type	VARCHAR(12)	R	A component of PhoneNumbe12, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact2PhonePrefix	VARCHAR(4)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Prefix in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. Contact2 phone details should only be populated if a Contact2 telephone number has been provided. This is mandatory if there is a value in Contact2PhoneNumber.
Contact2PhoneNumber	VARCHAR(15)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The format of this component is as per the definition of Number in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*. This is mandatory if there is a value in Contact2PhonePrefix.
Contact2PhoneService Comment	VARCHAR(40)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceComment in the TELEPHONE definition in the *B2B Procedure: Technical Guidelines for B2B Procedures*.
Contact2PhoneService Type	VARCHAR(12)	R	A component of PhoneNumber2, which is a part of the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ServiceType in the TELEPHONE definition in the *B2B Procedure:*

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
			Technical Guidelines for B2B Procedures.
RebateCode	VARCHAR(20)	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of RebateCode in the *B2B Procedure: Customer and Site Details Notification Process*.
PensionHealthCardNumber	VARCHAR(10)	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of PensionHealthCardNumber in the *B2B Procedure: Customer and Site Details Notification Process*. Mandatory if there is a value in RebateCode.
FromDate	DATE(8)*	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of FromDate in the *B2B Procedure: Customer and Site Details Notification Process*. This is mandatory if there is a value in RebateCode.
ToDate	DATE(8)*	R	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of ToDate in the *B2B Procedure: Customer and Site Details Notification Process*. This is mandatory if the value in RebateCode is Health Care Card.
DateOfBirth	DATE(8)*	R	Customer's date of birth. Mandatory if there is a value in RebateCode.
CustomerIdentification	VARCHAR(25)	R	Contains customer's driver licence.
SensitiveLoad	VARCHAR(20)	M	As defined in the CustomerDetailsNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of SensitiveLoad in the *B2B Procedure: Customer and Site Details Notification Process*.
SiteAccessDetails	VARCHAR(160)	R	As defined in the SiteAccessNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of AccessDetails in the *B2B Procedure: Customer and Site Details Notification Process*.

FIELD (COLUMN NAME IF PROVIDED IN .CSV FILE)	FORMAT (BASED ON B2B PROCEDURE)	M or R**	COMMENT (REFERENCE TO B2B PROCEDURE WHERE DATA IS DEFINED AND ADDITIONAL QUALIFICATION WHERE NECESSARY)
SiteHazardDescription	VARCHAR(80)	R	As defined in the SiteAccessNotification transaction in the *B2B Procedure: Customer and Site Details Notification Process*. The valid values for and format of this component are as per the definition of HazardDescription in the *B2B Procedure: Customer and Site Details Notification Process*.

**   Values are as follows:

    M   Mandatory (must be provided in all situations)

    R   Required (if this information is available)

*   Refer to definition of DATE(8) in clause 3.2 of the *B2B Procedure: Technical Guidelines for B2B Procedures*.

102.4   LNSP Obligations

The LNSP must:

a) Provide each *RoLR* with the *customer and site details* data specified in Table 102-A for all the *NMI*s on the *NMI* list reports provided by *AEMO* in compliance with clause 5.3 c).

b) Exclude from the list of *NMI*s identified in clause 102.4 a) any *NMI*s transferred to a *retailer* other than the *RoLR* as a result of *AEMO*'s acceleration of any existing transfers away from the *suspended retailer*, as a result of the application of clause 8.3 c), using, to identify the *NMI*s to be excluded:

    1. The list provided by *AEMO* in compliance with clause 8.3 d); and

    2. Any *MSATS* COM notifications received as a consequence of the application of clause 8.3 c)

c) Supply this information in csv format as a minimum to the *RoLR key contact*, unless an alternative person to receive the data has been agreed between both parties. The preferred delivery mechanism is a DVD (any DVD type), with the backup delivery method being email. The backup delivery method is, however, the preferred method if the amount of data to be transmitted is less than one megabyte.

102.5   Time Frame Rules

a) The *suspended retailer/insolvency official* must make reasonable endeavours to comply with clause 102.3 a) by the end of the next *business day* after receiving the *NMI* List report provided in compliance with clause 5.3 c), and, if that is not possible, must comply within four business days of receiving it.

b) The *LNSP* must comply with clause 102.4 a) within four business days of receiving the *NMI* List reports provided in compliance with clause 5.3 c) and clause 8.3 d).

103.   MDP Provides Metering Reads for RoLR Effective Transfer Date

103.1   Application

Clause 103 applies to:

a)   *MDP*.

103.2   Conditions Precedent

a)   The *MDP* has received any of the following:

1.   An *MSATS change request* notification with a COM status for a change of *FRMP* generated as a result of the application of clause 8.3 c), clause 9.3 e) 5, clause 9.3. f) 3, clause 9.3 j) 6, clause 11.3 d) 5 clause 11.3 e) 3 or clause 11.3 i) 6, advising, for each *RoLR event affected NMI* where the *suspended Retailer* was the *current FRMP*, which *Market Participant* is the *new FRMP* and the date of effect of the change (the *ActualChangeDate* in the *MSATS change request* notification), which is the *RoLR effective transfer date*.

Note: *MSATS change request notifications* generated as a result of the application of clause 9.3 e) 5 or clause 11.3 d) 5 will be easily identifiable because they use the *change reason code* of *ROLR*. The *NMI*s for which COM status *MSATS change request notifications* are generated as a result of compliance with clause 8.3 c) are not so easily identified because they will have a *business as usual change reason code*. These ones are able to be identified from the report supplied by *AEMO* in compliance with clause 8.3 g).

2.   An *MSATS change request* notification with a COM status for a change of *LR* generated as a result of the application of clause 10.3 d) 4, where the *suspended retailer* was not the *FRMP*, advising, for each *RoLR event* affected *NMI* where the *suspended retailer* was the *current LR*, which *Market Participant* is its *new LR* and the date of effect of the change (the *ActualChangeDate* in the *MSATS change request* notification), which is the *RoLR effective transfer date*.

Note: These would be notifications for change of *LR* for *second tier NMI*s where the *suspended retailer* was the *LR*.

103.3   MDP Obligations

The MDP must:

a)   For each *NMI* for which it has received the *MSATS change request* notification identified in clause 103.2 a), provide *metering data* up to the *RoLR effective transfer date* to those *MSATS participants* entitled to it, in accordance with the 'Service Level Requirements - *Metering data* Collection, Processing and Delivery Services for *Metering* Provider Category Type 5D, 6D and 7D'.

b)   In accordance with clause 103.3 a), if an actual read is available for the *RoLR effective transfer date*, provide it.

c)   In accordance with clause 103.3 a), if an actual read is not available for the *RoLR effective transfer date*, provide substituted *metering data*, which complies with substitution rules in the *Metrology Procedure Part B.*

103.4   Time Frame Rules

a)   Reasonable endeavours must be made to comply with clause 103.3 a) for each affected *NMI* within five *business days* after receiving the COM *MSATS change request* notification for that *NMI.*

103.5   Related Part A Clause

a)   Clause 103 is related to *Part A* clause 13.

104. Management of In Progress Service Orders raised by Suspended Retailer

104.1 Application

Clause 104 applies to:

a) *Suspended retailer*.

b) *LNSP*.

c) *RoLR* that becomes the *retailer* for *RoLR event affected NMIs* where the *suspended retailer* was the *FRMP*.

104.2 Conditions Precedent

a) *AEMO* has invoked a *RoLR* event.

b) The *suspended retailer* and *LNSP* have received a notification of the *RoLR event* being invoked.

104.3 Suspended Retailer Obligations

The suspended Retailer must:

a) Stop raising *Service Order Requests* for *RoLR event affected NMIs* immediately after the *RoLR event* is invoked.

b) After receiving the *FRMP*/*RoLR NMI* List report provided by *AEMO* in compliance with clause 5.3 c), provide each *RoLR* with a list of *Service Orders* that have been raised, for which a *ServiceOrderResponse* transaction with a response type of 'Closure' has not been received, for all *RoLR*-affected *NMIs*.

c) At least once each *business day*, provide each *RoLR* with a list of all *Service Orders* that it has previously raised, for which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed", "Not Completed" or "Complete" is received, for all *RoLR*-affected *NMIs* where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the *RoLR effective transfer date*.

d) Include in the lists provided as required by:

1. Clause 104.3 b), all the details contained in each original *Service Order Request*; as defined in clause 4.1 of the *B2B Procedure: Service Order Process*; and

2. Clause 104.3 c), all the details contained in each original *Service Order Request*, as defined in clause 4.1 of the *B2B Procedure: Service Order Process*, and the information provided by the *LNSP* in the *ServiceOrderResponse*, as defined in clause 4.2 of the *B2B Procedure: Service Order Process*.

e) At a minimum, the lists to be provided in compliance with clause 104.3 b) and clause 104.3 c), must be in csv format.

104.4   LNSP Obligations

Each LNSP must:

a) On receipt of notification that the *RoLR event* has been invoked (either the original *AEMO Communication* notification or the notification referred in clause 3.3 a), whichever is received first), obtain and retain a list of all *Service Orders* raised by the *suspended retailer* for which a *ServiceOrderResponse* transaction has yet to be provided.

Note: This report will be used to support the reconciliation required by clause 105.3.

b) Should the *suspended retailer* send any *Service Order Requests* with an Action Type of 'New' or 'Replace' on or after the *RoLR effective transfer date* for *NMI*s that are in *jurisdictions* where the *suspended retailer* is no longer licensed to operate, send a *Business Rejection* signal in response to the *Service Order Request* which indicates that 'The Request falls outside the *LNSP*'s regulatory and contractual obligations'.

Note that if the *RoLR event* was invoked by *AEMO* issuing a *suspension notice* then the *suspended retailer* will not be able to operate in any *jurisdiction* because they have been suspended from the *NEM*.

c) All De-Energisation for non-payment *Service Orders* must be cancelled and finalised for each *RoLR event affected NMI*, except where the *LNSP* considers the field work is unable to be cancelled, by sending a *ServiceOrderResponse* transaction with the following details:

   1. *ServiceOrderStatus* = "Not completed"

   2. *ExceptionCode* = "Other"

   3. *SpecialNotes* = "*RoLR*"

d) Provide the *RoLR* with a list of all *Service Orders* for which a *ServiceOrderResponse* with a "Not Completed" *ServiceOrderStatus* was generated as a consequence of the requirements of clause 104.4 c), which contains all of the details in:

   • Each original *Service Order Request*; as defined in clause 4.1 of the *B2B Procedure: Service Order Process*, and

   • Each original *Service Order* Response, as defined in clause 4.1 of the *B2B Procedure: Service Order Process*.

e) Complete the field work for any non-payment *Service Orders* that have been scheduled in the field that were not able to be cancelled.

f) For a period of fifteen *business days*, starting from when the *NMI* List report is received, deliver to each *RoLR* a daily report that has lists of all *Service Orders* details including Request and Response information initiated by the *suspended Retailer* for *NMI*s for which the *RoLR* has become the *FRMP* (to be sent to the *RoLR Key Contact*):

   1. For which a *ServiceOrderResponse* has yet to be sent to the *suspended retailer*; and those

2. For which a *ServiceOrderResponse* transaction with a *ServiceOrderStatus* of "Partially Completed" "Not Completed" or "Complete" has been sent to the *suspended retailer*.

g) At a minimum, the list to be provided in compliance with clause 104.4 d) must be in csv format and must:

   1. Contain all ServiceOrderRequest transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table

   2. Contain all ServiceOrderResponse transaction fields as described in the B2B Procedure: Service Order Processes Transaction Table.

   3. Be in csv format with each row identified with the field name in the same order as those described in the B2B Procedure: Service Order Processes Transaction Table, with ServiceOrderRequest data preceding ServiceOrderResponse data

Note: The first *business day* that this report is sent, the items identified in clause 104.4 g) 2 should include all applicable *ServiceOrderResponse*s where the date of the *ActualDateAndTime* in the *ServiceOrderResponse* transaction is equal to or greater than the *RoLR effective transfer date*. Subsequent reports should include all applicable *ServiceOrderResponse* transactions generated since the previous report.

104.5   RoLR Obligations

The RoLR must:

a) After receiving a list of *Service Orders* that are still not finalised from the *suspended retailer* provided in compliance with clause 104.3 b) or a list of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Not Completed" from the *LNSP* as a consequence of clause 104.4 d) or clause 104.4 g), do the following where necessary:

   1. If the service is still required, initiate a new *Service Order* with the *LNSP* to have the service undertaken.

b) After receiving any lists of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Partially Completed" from the *suspended retailer* in compliance with clause 104.3 c) or the *LNSP* in compliance with clause 104.3 g) 2, do the following where necessary:

   1. If the service is still required, initiate a new *Service Order* with the L*NSP* to have the service undertaken.

c) Be responsible for any charges passed on by the *LNSP*, under use of system agreements, for providing any services it has requested from *LNSP*s for any *NMI*s transferred to it as a consequence of the *RoLR event*.

104.6   Time Frame Rules

a) Clause 104.3 a) must be complied with immediately after receiving the *AEMO Communication* notification that the *RoLR event* has been invoked.

b) Clause 104.3 b) must be complied with within one *business hour* of receiving the *NMI* List reports from *AEMO* provided in compliance with clause 5.3 c).

c)   Clause 104.3 c) must be complied initially within one *business hour* of receiving the *NMI* List report provided in compliance with clause 5.3 c) and continue once each *business day* for fourteen *business days*.

d)   Clause 104.4 a) and clause 104.4 b) must be complied with immediately after receiving notification that the *RoLR event* has been invoked, either the original *AEMO Communication* notification or the notification referred in clause 3.3 a), whichever is received first).

e)   Clause 104.4 c) must be complied with by the end of the next *business* day after receiving the *NMI* List report provided in compliance with clause 5.3 c).

f)   Clause 104.4 d) must be complied with within a *business hour* of completing clause 104.4 c).

g)   Clause 104.4 f) must be complied with initially by the end of the next *business day* after receiving the *NMI* List report provided by *AEMO* in compliance with clause 5.3 c), and then by the end of each of the next fourteen *business days*.

105. Participants Perform a Post RoLR Event Reconciliation AND Prepare A REPORT for AEMO

105.1 Application

Clause 105 applies to:

a) *MSATS participants* that have a relationship with *RoLR event affected NMIs* in one of the following roles:

  1. *RoLR*.

  2. *LNSP.*

105.2 Conditions Precedent

a) *AEMO* has sent the email, indicating that all updates to *MSATS* are complete, required by one of clause 9.3 k), clause 10.3 e), clause 11.3 l), clause 14.3 f) or clause 15.3 b).

Note: The time when the email is sent will depend on what subsequent tasks are required.

105.3 RoLR Event Affected MSATS Participants' Obligations

Each RoLR event affected MSATS Participant acting in a role identified in clause 105.1 a) must:

a) Undertake a reconciliation of data and associated information in accordance with Table 105 - below.

b) Create a reconciliation differences table that captures discrepancies between the *NMI* list data provided by *AEMO* and *MSATS change request notifications* and B2B data and information provided by other *MSATS Participants*.

c) Work within bilateral arrangements with other *MSATS Participants* and *AEMO* to resolve issues identified in the reconciliation differences table.

d) Communicate with other *MSATS Participants*, in the first instance, via the *RoLR key contacts* and thereafter between business personnel as applicable.

Table 105 -A: Post RoLR Event Reconciliation Matrix – B2B Related Data

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now *FRMP*)	*Customer* and site data for *NMI*s where *FRMP* was updated.	'*RoLR/FRMP NMI* List – Where *Suspended Retailer* is a *Second Tier FRMP* Report' And, if received: '*RoLR/LR NMI* List– where *Suspended Retailer* is *LR* Report' (includes *first tier NMI*s where *suspended retailer* is *FRMP* and *LR*) *Customer* and site details provided by *suspended Retailer/insolvency official* and/or *LNSP*.	List of *NMI*s on *AEMO NMI* lists for which no *customer* and site data has been received. List of *NMI*s for which *customer* details have been received that are not on the *AEMO NMI* lists.

RECONCILING PARTICIPANT	DATA	RECONCILES AGAINST	OUTPUT
RoLR (now *FRMP*)	Services Orders for which a ServiceOrder Response with a *ServiceOrderStatus* of "Not complete" was received.	Lists provided by *LNSP* and/or *suspended retailer/insolvency official* against internal documents that track *customer* contacts Used to confirm that they have contacted all *customers* and actioned appropriately.	List of *Service Orders* with a *ServiceOrderStatus* of "Not complete" that have not been followed up with the *customer* by *LNSP*.
RoLR (now *FRMP*)	Services Orders for which a ServiceOrder Response with a *ServiceOrderStatus* of "Partially Completed" was received.	Lists provided by *LNSP* and/or *suspended retailer/insolvency official* against internal documents that track *customer* contacts. Used to confirm that they have contacted all *customers* and actioned appropriately.	List of *Service Orders* with a ServiceOrder Status of "Partially Completed" that have not been followed up with the *customer* – by *LNSP*.
LNSP	Ensure that a *ServiceOrderResponse* has been provided for all *Service Orders* requested by the *suspended retailer*.	Compare snapshot report of *Service Orders* from *suspended retailer* made in compliance with clause a) against internal systems to check if there are any *Service Orders* on that list that have still not been responded to with a *ServiceOrderResponse*.	List of *Service Orders* raised by *suspended retailer* for which a *ServiceOrderResponse* has not been sent.

e) Not until at least three months have passed since the *RoLR event* was invoked, provide *AEMO* with a report that contains the data specified in the sub-clauses of this clause 105.3 e)

   1. Summary of status of all *RoLR event affected NMIs* for that *MSATS participant*.

      i.   Number of *NMIs* for which all required *customer* and site details have been received (*FRMP* only).

      ii. Number of *NMIs* for which all required *customer* and site details have not been received (*FRMP* only).

      iii. Number of *NMIs* for which there are issues with regard to completion of *Service Orders*.

   2. List of *NMIs* that are in dispute and reasons for the dispute.

   3. Impact statements including:

      i.   Volume of *NMIs* processed for the *MSATS participant*.

      ii. Estimated times for completion of business processes described in *Part B* of this document.

iii.   Any timeframe impacts on *business as usual* B2B-related business processes.

105.4   Time Frame Rules

a) The report must be provided to *AEMO* no earlier than three months after the *RoLR event* was invoked and no later than four months after the *RoLR event* was invoked.

105.5   Related Part A Clause

a) Clause 105 is related to *Part A* clause 16.

Glossary

106. Glossary

Glossary terms are represented in this document in italics. Glossary terms include:

* Terms defined in the table that follows.

* Terms defined in chapter 10 of the National Electricity Rules (*the Rules*).

Where a term is defined only in *the Rules*, its definition for this document is the definition in *the Rules* and it will not appear in this glossary.

Where a term is defined in *the Rules* and its definition is added to in this document, the definition in *the Rules* and its additional definition or qualification in this document applies.

TERM	DEFINITION
accelerate / accelerated	A process, initiated by *AEMO* at the request of the Regulatory Body, which allows *AEMO* to intervene to complete *in progress MSATS change requests* away from the *suspended retailer* outside the normal *MSATS* business rules. Such acceleration allows for: • Completion of *change requests* that would otherwise require the *MDP* to submit the *actual change date*, where that date has not yet been submitted. • Specification of an *actual change date* (the *RoLR effective transfer date*) to supersede any existing proposed change date or *actual change date* on the *change request*.
actual change date	The date specified in an *MSATS change request* transaction that is the date from when a new *NMI* master record will take effect once the *change request* is completed. (It is the same date as the FromDate in an *MSATS C4 report* and the *Start Date* seen on *MSATS* browser screens that display *NMI* master data). In the case of a retail transfer, this is the date from when the *new FRMP* becomes the *current FRMP*.
ActualChangeDate	[Refer to actual change date.]
ActualDateAndTime	A data item in a B2B *ServiceOrderResponse* transaction. [Refer *B2B Procedure: Service Order Process*.]
***AEMO* communication**	A method of providing *NEM*-related information, issued by *AEMO* by email to a previously-specified distribution list of recipients.
B2B	Business-to-Business. Generic term used to refer to defined business-to-business interactions between participants; excludes interactions between a participant and market systems such as *MSATS.*
B2B Procedure: *Customer and Site Details* **Notification Process**	The *B2B Procedure: Customer and Site Details Notification Process*, which defines the transactions and processes for communicating B2B messages between Participants that contain information about *customer and site details* via the *MSATS* B2B Handler or contingency systems.
B2B Procedure: **Meter Data Process**	*B2B Procedure: Meter Data Process*, which defines the transactions and processes for communicating B2B messages between Participants that contain information about *metering data* via the *MSATS* B2B Handler or contingency systems.
B2B Procedure: One Way Notification	*B2B Procedure: One Way Notification Process*, which defines the process for of providing participants with a message to multiple *NMI*s.

TERM	DEFINITION
Process	[Refer B2B Procedure One Way Notification Process].
B2B Procedure: RoLR Process	*Part B* of this *NEM RoLR Processes* document, which is the B2B Procedure: *RoLR* Process. *Part B* contains clauses 101 to 105.
B2B Procedure: Service Order Process	The *B2B Procedure: Service Order Process*, which defines the transactions and processes for communicating B2B messages between Participants that contain information about *Service Orders* via the *MSATS* B2B Handler or contingency systems.
B2B Procedure: Technical Delivery Specification	The *B2B Procedure: Technical Delivery Specification*, which defines the technical requirements for communicating B2B messages between Participants via the *MSATS* B2B Handler or contingency systems.
B2B Procedure: Technical Guidelines for B2B Procedures	The *B2B Procedure: Technical Guidelines for B2B Procedures*, which defines guidelines for the developers of B2B documentation to ensure a consistent use of terminology across all *B2B Procedures*
B2B Procedures	A B2B Procedure is one that is issued in accordance with and is subject to the provisions in clause 7.2A.4(i) of *the Rules*. *B2B Procedures* is a generic term to describe the set of *B2B Procedures*. This set comprises: *B2B Procedure: Technical Guidelines for B2B Procedures*. *B2B Procedure: Customer and Site Details Notification Process*. *B2B Procedure: Meter Data Process*. *B2B Procedure: Service Order Process*. *B2B Procedure: Technical Delivery Specification*. *B2B Procedure: RoLR Process*. *B2B Procedure: One Way Notification Process*.
BCT	*MSATS* Bulk Change Tool. This is a component of *MSATS* used by *AEMO* to make bulk changes to *MSATS NMI* data without requiring the submission of *MSATS change requests*. The *BCT* can be configured to generate notifications that are identical to *MSATS change request notifications*. Bulk data updates made using the *BCT* update MSATS immediately. They don't require the *business as usual MSATS* overnight updates to process them. The *BCT* can also be used to *accelerate* existing *in progress MSATS change requests*. Existing *change requests accelerated* using the *BCT* are completed using the *business as usual MSATS* overnight updates.
bundling / bundled	*MSATS participants* can request that *AEMO* turn on '*bundling*' of *MSATS change request notifications* for their *MSATS* Participant IDs. This means that instead of sending *MSATS change request notifications* as individual *XML* messages containing a single transaction, many notifications can be *bundled* into a single *XML* message (one message, with multiple transactions, in a single file). *Bundling* significantly reduces the number of *XML* files that *MSATS* has to generate and that an *MSATS participant* receives.
business as usual	*Business as usual* is all normal operational processes under other procedures and instruments.
business day	Has its meaning in *the Rules*, which is: [A day other than a Saturday, Sunday or a day which is lawfully observed as a national public holiday on the same day in each of the participating *jurisdictions*.] Where terms such as "within two *business days*" and "end of the next

TERM	DEFINITION
	business day" are used in this *NEM RoLR Processes* document, they mean by 17:00 EST on the relevant day. In this *NEM RoLR Processes* document, a *business day* commences at 09:00 EST.
business hour	Is a period of one hour, within a *business day*.
Business Rejection	As defined in the *B2B Procedures*. [Specific instance of a Business Acceptance/Rejection Business Signal indicating a rejection.] In the context of this *NEM RoLR* processes document, it is a business signal sent in response to a *Service Order Request*, which indicates that the request transaction is not accepted. [Refer *B2B Procedure: Service Order Process*]
C4 Report	An *MSATS* report that contains current master standing data for one or more *NMI*s.
CATS	The Consumer Administration and Transfer Solution.
CATS Procedures	The *MSATS Procedures*: *CATS Procedures*.
change reason code	A code that identifies a type of *MSATS change request*. The code defines rules such as what *NMI* information can be updated and which roles will receive an *MSATS change request* notification each time the status of the *change request* is updated. [Refer also *change request* and the *CATS Procedures*.]
change request (CR)	A transaction that may be submitted to *MSATS* by an *MSATS participant*, which is a request to create or update *MSATS'* *NMI* standing data, including the standing data associated with an *end use consumer* transfer. A *change request* passes through a number of statuses throughout its life cycle. [Refer also *MSATS change request* notification.]
current FRMP	As defined in the *CATS Procedures*. [The *Retailer* that is identified on the current *NMI* master record.]
current LNSP	As defined in the *CATS Procedures*. [The *LNSP* that is identified on the current *NMI* master record.]
current LR	The Local *Retailer* that is identified on the current *NMI* master record.
current MDP	As defined in the *CATS Procedures*. [The *MDP* that is identified on the current *NMI* master record.]
current retailer	See *Current FRMP*.
current RP	As defined in the *CATS Procedures*. [The RP that is identified on the current *NMI* master record.]
Customer	In *Part A*, in relation to Market Customer, the definition is *the Rules* definition.
customer	In *Part B*, any reference to *customer* is to the *end use consumer*.
customer and site details	Elements of data identified in any of the notification transactions detailed in the *B2B Procedure: Customer and Site Details Notification Process* and, in some cases (e.g. the data elements that comprise an address), further explained in the B2B Procedure: Technical Delivery Guidelines. *Customer* details are elements of data identified in the *Customer* Details

TERM	DEFINITION
	Notification transaction detailed in the *B2B Procedure: Customer and Site Details Notification Process*. Site details are details related to the physical location of the connection point. [Refer *B2B Procedure: Customer and Site Details Notification Process* and *B2B Procedure: Service Order Process*].
end use consumer	The person consuming the electricity at the connection point. In some other documents that are quoted in this *NEM RoLR Processes* document, the term end use *customer* is used for the same party.
end use customer	See *end use consumer*.
ESC	Essential Services Commission (Vic).
ExceptionCode	A data item in a *ServiceOrderResponse* transaction. [Refer *B2B Procedure: Service Order Process*].
Financially Responsible *Market Participant* (FRMP)	The *current retailer* that is financially responsible for energy consumption at a market connection point. It is financially responsible because it is a *Market Participant* that has classified the connection point as one of its market loads.
first tier	*NMI*s where the *current FRMP* and *current LR* are the same *MSATS participant*.
High Priority	Refer to the definition of Transaction Priority in the *B2B Procedures* glossary in the B2B Procedure Technical Guidelines for *B2B Procedures*.

in progress	In the context of *MSATS change requests* (including *change requests* to transfer *retailer*), these are *change requests* with a status of:
	     Requested (REQ)
	     Objected (OBJ)
	     Pending (PEND)
	 [Refer also *change reason code*, *change request* and *MSATS change request* notification.]

Insolvency Official	An insolvency official is appointed in respect of the retailer or any property of the retailer and means a receiver, receiver and manager, administrator, provisional liquidator, liquidator, trustee in bankruptcy or person having a similar or analogous function.
jurisdiction	Has the same meaning as participating *jurisdiction* in *the Rules*.
jurisdictional	Of or from a *jurisdiction* (usually in relation to a policy, procedure or other instrument). Also see 'Regulatory Body'
Life Support	An occupant of the premises relies on electricity for operation of *life support* equipment. The definition of *life support* equipment may vary between *jurisdictions*.
LNSP	Local Network *Service Provider*. *LNSP* is also the code used for the *role* of Local Network *Service Provider* in *MSATS*.
LR	Local *Retailer*. *LR* is also the code used for the *role* of Local *Retailer* in *MSATS*.
MDP	*Metering data* Provider, which is used as a generic term to refer to the *role* of providing basic or interval meter data to *MSATS*. For types 1-4 *metering* installations, the participant nominated in the *MDP role* is the *AEMO*-appointed *Meter Data Agent*. For types 5-7 *metering* installations, the participant nominated in the

TERM	DEFINITION
	MDP role is the *Metering* Provider category D appointed by the *LNSP*. *MDP* is also the code used for the *role* of *Metering data* Provider in *MSATS*.
Meter Data Agent (MDA)	See *MDP*.
MPB	*Metering* Provider category B, which is the *Metering* Provider responsible for maintenance of a *metering* installation. *MPB* is also the code used for the *role* of *Metering* Provider category B in *MSATS*.
MPC	*Metering* Provider category C, which is the *Metering* Provider responsible for collection of *metering data* from a *metering* installation. *MPC* is also the code used for the *role* of *Metering* Provider category C in *MSATS*.
MSATS	Market Settlement and Transfer Solution.
MSATS change request notification	A notification normally generated by *MSATS* and provided to one or more *MSATS participants* as a consequence of a change of status of an *MSATS change request*. The *MSATS participants* that receive the notification depend on *the Rules* defined for the specific *change request*'s *change reason code* and status in the *CATS Procedures*. Updates made using the *BCT* also generate *MSATS change request notification*s. [Refer also to *CATS Procedures*.]
MSATS participant	Any organisation that has a defined *role* in the *MSATS* system.
MSATS Procedure	A procedure that is issued in accordance with and is subject to the provisions in clause 7.2.8 of *the Rules*.
MSATS Procedures: RoLR Procedures	*Part A* of this *NEM RoLR Processes* document, which is the *MSATS Procedures: RoLR Procedures*. It is an *MSATS Procedure*. *Part A* contains clauses *2 to 17*.
NEM Retail Operations Contacts List	A list of contact details published by Participants to be used for the purpose of contact between Participants to support B2B communications pursuant to the *B2B Procedures*.
***NEM* RoLR Processes**	This document, which includes: • *MSATS Procedures: RoLR Procedures*. • B2B Procedure – *RoLR* Process. When this term is used alone, the context is the entire document.
new FRMP	The *FRMP* to be changed that is identified on a *change request*, from a proposed change date or, in the context of this *NEM RoLR* Procedures document, a data item provided when using the *BCT* to update the *FRMP role* for *NMI*s in *MSATS*.
new LR	The *LR* to be changed that is identified on a *change request*, from a proposed change date or, in the context of this *NEM RoLR* Procedures document, a data item provided when using the *BCT* to update the *FRMP role* for *NMI*s in *MSATS*. Also in the context of this *NEM RoLR Processes* document, it is also the *MSATS participant* nominated as the new Local *Retailer* for a *NMI* as a result of the application of clause 10, both before and after the *change request* has completed.

TERM	DEFINITION
new MDP	The *MDP* to be changed that is identified on a *change request*, from a proposed change date.
new retailer	See '*new FRMP*'.
new RoLR	The *RoLR* to be changed that is identified on a *change request*, from a proposed change date. Specifically, in the context of this *NEM RoLR Processes* document, it is also the *MSATS participant* nominated as the *new Retailer of Last Resort* for a *NMI* as a result of the application of clause 14, both before and after the update is complete. This assumes that the *Market Participant* that was identified as the *RoLR* prior to the *RoLR event* has now become the *current FRMP*.
new RP	The *RP* to be changed that is identified on a *change request*, from a proposed change date or, in the context of this *NEM RoLR* Procedures document, a data item provided when using the *BCT* to update the *RP role* for *NMI*s in *MSATS*. Also, in the context of this *NEM RoLR Processes* document, it is also the *MSATS participant* nominated as the *new RP* for a *NMI* as a result of the application of clause 9 and clause 11 , both before and after the update is complete.
Next Scheduled Read Date	As defined in the *CATS Procedures*. [The date of the next scheduled meter read to be undertaken by the *current MDP*/*MPC*.]
***NMI* classification**	A code that identifies the nature of the flow of electricity at a connection point, e.g. Generator, Interconnector. Retail connection points are classified as small or large, depending on the volume of energy consumed. Sample and Eprofile are used to classify loads used for profiling under certain conditions.
Non-extinct *NMI*	A *NMI* with a *NMI* Status code of anything other than X (eXtinct).
old FRMP	Any previous *FRMP* for a *NMI*.
Part A	*MSATS Procedures: RoLR Procedures*.
Part B	*B2B Procedure: RoLR Process*.
retailer	As defined in the *CATS Procedures*. [The person who is responsible in the wholesale market for the settlement of electricity that has been supplied to an *end use consumer's NMI*.]
role	As defined in the *CATS Procedures*. [The '*role*' in which an organisation is associated with a connection point in *MSATS*. Note that a single company may be associated with a connection point in more than one *role*.]
Regulatory Body	A term used to describe all regulatory bodies that have responsibility for or input into a NEM RoLR Event. This can include the Australian Energy Regulator (AER) and/or jurisdictional bodies involved in RoLR event processes.
RoLR of Choice (RoC)	This term refers to a RoLR as nominated by a customer (as appropriately classified in s.2 of the National Energy Retail Law) and agreed by the nominated Retailer to be its FRMP in a RoLR event.

TERM	DEFINITION
	Also see RoLR.
RoLR	Means *retailer of last resort*, as defined in *the Rules*, with, in this *NEM RoLR Processes* document, the following additional meanings: - The *Retailer of Last Resort* may be required to assume the obligations specified in *the Rules* not just as a consequence of another Market Customer defaulting in the performance of their obligations under *the Rules* but also as a result of another Market Customer having its licence to operate as an electricity *retailer* revoked or suspended in one or more *jurisdictions*. - The *Retailer of Last Resort* specifically refers to the *Market Participant* that will or has already become (depending on the point of time in the process) the *current FRMP* as a result of the invoking of a *RoLR event*. - For customers (as appropriately classified in s.2 of the National Energy Retail Law), RoLR also refers to the 'RoLR of Choice' (RoC) as specified by the customer and the Retailer, in writing to take over as its FRMP is case of a RoLR event. Refer also to '*new RoLR*', RoLR of Choice (RoC). For the purposes of this document, though, it is important to note that the *Market Participant* nominated as the *RoLR* in *MSATS* is not necessarily the *Market Participant* that may become the *RoLR* for a connection point as a result of a *RoLR event*.
RoLR effective transfer date	The first calendar day after the declaration of *RoLR event*. This is the date from which *NMI*s for which the *suspended retailer* was the *Financially Responsible Market Participant* are transferred to their *RoLR*. At that date, the *RoLR* becomes the *Financially Responsible Market Participant*.
RoLR event	A *RoLR event* is the term used to describe an event that triggers the process to transfer *end use consumers* from a *suspended retailer* to a *RoLR*. This could be caused by *AEMO* issuing a *suspension notice* or *the Regulatory Body* suspending or revoking a *retailer's* licence.
RoLR event affected jurisdiction	*Jurisdictions* affected by a *RoLR event* are: *Jurisdictions* with *jurisdiction* for any *NMI*s that (depending on the point of time in the process) the *suspended retailer* is or was assigned to one or more *MSATS* roles on the *RoLR effective transfer date*; and - In the context of clause 6, *jurisdictions* with *jurisdiction* for any *NMI*s for which, at the time of the *RoLR event*, the *suspended retailer* is nominated as the *new FRMP* on an incomplete *change request*.
RoLR event affected MSATS participant	*MSATS participants* potentially affected by a *RoLR event* are: *MSATS participants* that have a current *role*, that is defined in *MSATS*, for any *NMI* where the *suspended retailer* was assigned to one or more *MSATS* roles on the *RoLR effective transfer date*; including: - The *suspended retailer* (the *current FRMP* and/or *LR*). - The *current LNSP*. - The *current MDP*. - The current *MPB*. - The *RoLR* for each *RoLR event* effected *NMI*. - If the *suspended retailer* is a *LR*, the replacement *LR*. - In the context of clause 6, *MSATS participants* that have a *role*, that is

TERM	DEFINITION
	defined in *MSATS*, for a *NMI* for which, at the time of the *RoLR event*, the *suspended retailer* was nominated as the *new FRMP* on an incomplete *change request* or *MSATS participants* that are nominated in a new *role* on such a *change request*.
RoLR event affected *NMI*	*NMI*s affected by a *RoLR event* are: • *NMI*s where the *suspended retailer* was assigned to one or more current *MSATS* roles for the *RoLR effective transfer date*; and • In the context of clause 6, *NMI*s for which at the time of the *RoLR event*, the *suspended retailer* was nominated as the *new FRMP* on an *in progress change request*.
RoLR event affected Participant	See *RoLR event affected MSATS participant*.
RoLR key contact	A *RoLR key contact* as specified in the industry *NEM Retail Operations Contacts List*, which is managed under section 6 of the *B2B Procedure: Technical Delivery Specification*. Two contacts should be nominated: a primary contact who is responsible for all ROLR activities for the participant and an escalation contact. The contact detail must include after hours contact information.
RoLR Post Implementation Review	A review managed by *AEMO* to verify that all of the objectives of a *RoLR event* have been met.
RoLR transition period	The period of time from when a *RoLR event* is invoked to the time a *RoLR Post Implementation Review* is completed.
RP	responsible person, as defined in *the Rules*. *RP* is also the code used for the *role* of responsible person in *MSATS*.
second tier	*NMI*s where the Participant that is the *FRMP* is not the same as the Participant that is the *LR*.
Service Order	A request to perform specified work. [Refer *B2B Procedure: Service Order Process*].
Service Order Request	A request made by a *Retailer* to a *Service Provider* for a defined service to be performed at a connection point. [Refer *B2B Procedure: Service Order Process*]
service provider	When used in *Part A*, it refers to the *LNSP*, *MDP*, *MPB* or *MPC*.
Service Provider	When used in *Part B*, it is used as in the *B2B Procedures* glossary definition.
ServiceOrderRequest	A B2B transaction that represents a *Service Order Request*. [Refer *B2B Procedure: Service Order Process*].
ServiceOrderResponse	A B2B transaction submitted by a *Service Provider* in response to a *ServiceOrderRequest* transaction, usually when the work is completed but it can be used to indicate the work was not completed, in which case an explanation is included. [Refer *B2B Procedure: Service Order Process*].
ServiceOrderStatus	A data item in a *ServiceOrderResponse* transaction. [Refer *B2B Procedure: Service Order Process*].
SpecialNotes	A data item in a *ServiceOrderResponse* transaction. [Refer *B2B Procedure: Service Order Process*].

TERM	DEFINITION
SR	See suspended retailer/ insolvency official
Start Date	A data item required by the *BCT* to update *MSATS*' master data. The date entered is the date from which the change will occur. Changes take effect from 0:00 on the specified date.
suspended retailer	A *Financially Responsible Market Participant* (*FRMP*) or Local *Retailer* that has defaulted in the performance of its obligations under *the Rules* and been issued with a *suspension notice* or has had its *retailer* licence suspended or revoked in one or more *jurisdictions* and whose *end use consumers* are or will be transferred to a *RoLR* as the result of a *RoLR event* being invoked. [Refer also to defaulting *Market Participant* in *the Rules*]. Also see SR / insolvency official
TNI	Transmission Node Identifier.
Writing	A method of conveying an instruction which is in written form, which includes electronically produced documents such as PDF documents and emails, and documents delivered by facsimile.
XML	eXtensible Markup Language.

Appendices

Appendix 1 – Specifications for RoLR reports

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_001	4.3(a)	*RoLR*/*FRMP* Summary Report Type A	A summary report by *jurisdiction* of *second tier NMI*s where the *suspended retailer* is the *FRMP*. Each *Regulatory Body* receives the count of *NMI*s from its *jurisdiction*.	CSV file	ROLR_001_<JURISDICTION> where <JURISDICTION> is the name of the *Regulatory Body* applicable to the file.	Each individual *Jurisdiction*	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_002	4.3(a)	*RoLR*/*FRMP* Summary Report Type B	A summary report by *MDP* of *second tier NMI*s where the *suspended retailer* is the *FRMP*. Each *MDP* receives the count of *NMI*s for which it is the *current MDP*.	CSV file	ROLR_002_<MDP> where <MDP> is the Participant ID of the *MDP* applicable to the file.	Each individual *MDP*	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_003	4.3(a)	*RoLR/FRMP* Summary Report Type C	A summary report by *LNSP* of *second tier NMI*s where the *suspended retailer* is the *FRMP*. Each *LNSP* receives the count of *NMI*s for which it is the *current LNSP*.	CSV file	ROLR_003_\<LNSP\> where \<LNSP\> is the Participant ID of the *LNSP* applicable to the file.	Each individual *LNSP*	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_004	4.3(a)	*RoLR/FRMP* Summary Report Type D	A summary report by *RoLR* as the *new FRMP* of *NMI*s where the *suspended retailer* is the *FRMP*. Each *RoLR* receives the count of *NMI*s for which it is the current *RoLR* (i.e. the *NMI*s for which it can expect to become the *current FRMP*).	CSV file	ROLR_004_\<ROLR\> where \<ROLR\> is the Participant ID of the *RoLR* applicable to the file.	Each individual *RoLR* as the *new FRMP*	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_005	4.3(a)	*RoLR/FRMP* Summary Report Type D	A summary report by *RoLR* as the *new FRMP* of *NMI*s where the *suspended retailer* is the *FRMP*. The *FRMP* (which is the *suspended retailer*) receives the count of *NMI*s for each *RoLR* (i.e. the *NMI*s for which the *RoLR*(s) can expect to become the *current FRMP*).	CSV file	ROLR_005_<SR> where <SR> is the Participant ID of the *Suspended Retailer*.	The *Suspended Retailer* (SR)	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_006	4.3(a)	*RoLR/FRMP* Summary Report Type E	A summary report by *MPB* of all *second tier NMI*s where the *suspended retailer* is the *FRMP*.	CSV file	ROLR_006_<MPB> where <MPB> is the Participant ID of the *MPB* applicable to the file.	Each individual *MPB*	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_007	4.3(b)	*RoLR/LR* Summary Report Type A	A summary report by *jurisdiction* of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*. Each *Regulatory Body* receives the count of *NMI*s from its *jurisdiction*.	CSV file	ROLR_007_<JURISDICTION> where <JURISDICTION> is the name of the *Regulatory Body* applicable to the file.	Each individual *Regulatory Body*	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_008	4.3(b)	*RoLR/LR* Summary Report Type B	A summary report by *MDP* of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*. Each *MDP* receives the count of *NMI*s for which it is the *current MDP*.	CSV file	ROLR_008_<MDP> where <MDP> is the Participant ID of the *MDP* applicable to the file.	Each individual *MDP*	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_009	4.3(b)	*RoLR/LR* Summary Report Type C	A summary report by *LNSP* of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*. Each *LNSP* receives the count of *NMI*s for which it is the *current LNSP*.	CSV file	ROLR_009_<LNSP> where <LNSP> is the Participant ID of the *LNSP* applicable to the file.	Each individual *LNSP*	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_010	4.3(b)	*RoLR/LR* Summary Report Type D	A summary report by *new LR* (*RoLR* as the *new LR*) of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*. Each replacement *LR nominated by the Regulatory Body* receives the count of *NMI*s for which it can expect to become the *current LR*.	CSV file	ROLR_010_<Replacement LR> where <Replacement LR> is the Participant ID of the Replacement *LR* applicable to the file.	Each individual *RoLR* (either as the *new FRMP*, as the *new LR* or both)	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_011	4.3(b)	*RoLR/LR* Summary Report Type D	A summary report by *new LR* (*RoLR* as the *new LR*) of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*. The *current LR* (which is the *suspended retailer*) receives the count of *NMI*s each replacement *LR* nominated by the Regulatory Body that can expect to become the *current LR*.	CSV file	ROLR_011_<SR> where <SR> is the Participant ID of the *Suspended Retailer*.	The *Suspended Retailer* (SR)	Delivered within 2 *business days* of *RoLR Event* occurring
ROLR_012	4.3 (b)	*RoLR/LR* Summary Report Type E	A summary report by *MPB* of all *first tier* and *second tier NMI*s where the *suspended retailer* is the *LR*.	CSV file	ROLR_012_<MPB> where <MPB> is the Participant ID of the *MPB* applicable to the file.	Each individual *MPB*	Delivered within 2 *business days* of *RoLR Event* occurring

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_013	5.3 (a)	RoLR/FRMP NMI List - SR is 2nd Tier FRMP	NMI list by MSATS participant of all second tier NMIs where the suspended retailer is the current FRMP	CSV file	ROLR_013_<Role>_<Participant ID> where: <Role> is the Role of the participant applicable to the file, and <Participant ID> is the participant ID applicable to the file.	All relevant registered and market participants	Commence within 2 hours of completing reports specified in clause 4.3 (b), and complete by the end of the following business day.
ROLR_014	5.3 (b)	RoLR/LR NMI List - SR is LR	NMI list by MSATS participant of all first tier and second tier NMIs where the suspended retailer is the current LR.	CSV file	ROLR_014_<Role>_<Participant ID> where: <Role> is the Role of the participant applicable to the file, and <Participant ID> is the participant ID applicable to the file.	All relevant market and registered participants.	Commence within 2 hours of completing reports specified in clause 4.3 (b), and complete by the end of the following business day.

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_015	6.3 (a)	CRs Pending where SR is to become FRMP	A list of all *in progress change requests* entered into *MSATS* where the *suspended retailer* is nominated as the *new FRMP* and the date for which the change is proposed is great than or equal to the *RoLR effective transfer date*.	CSV file	ROLR_015_*AEMO*	*AEMO*	On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest
ROLR_016	6.3 (f)	Proposed Cancelled CRs - CRs Pending where SR is to become FRMP	A list of all in progress Change Requests where the Suspended Retailer is nominated as the new FRMP and the proposed change date is great than or equal to the RoLR effective transfer date. - Note these CR will all be cancelled.	CSV file	ROLR_016_<Participant ID> where <Participant ID> is the participant ID applicable to the file.	LNSP	On day of RoLR event or by COB the day after the RoLR Event at the latest

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_017	6.3 (g)	Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP	A list of all in progress Change Requests where the Suspended Retailer is nominated as the new FRMP and the proposed change date is great than or equal to the RoLR effective transfer date. - Note these CR will all be cancelled.	CSV file	ROLR_017_<Participant ID> where <Participant ID> is the participant ID applicable to the file.	Current FRMP	On day of RoLR event or by COB the day after the RoLR Event at the latest
ROLR_018	7.3 (a)	CRs Pending submitted by SR to change any *role* (*AEMO*)	A list of all *change requests* that have been submitted by the *Suspended Retailer* to change any *Role*, other than FRMP and are still *in progress*.	CSV file	ROLR_018_*AEMO*	*AEMO*	On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_019	7.3 (d)	CRs Pending submitted by SR to change any *role* (by *RoLR*)	A list of *change requests* for each *RoLR* as the *new FRMP* that are *in progress* to change any *Role,* other than the FRMP, that have been submitted by the *suspended retailer.*	CSV file	ROLR_019_<ROLR>

where <ROLR> is the Participant ID of the *RoLR* applicable to the file. | Each individual *RoLR* as the *new FRMP* | On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest |
| ROLR_020 | 8.3 (b) | CRs to be accelerated (*AEMO*) | A list of all *in progress change requests* in *MSATS* to transfer the *FRMP* where, in *MSATS*, the *suspended retailer* is the *current FRMP* for the *RoLR effective transfer date* and a different *retailer* is the nominated *new FRMP* on the *change request*. | CSV file | ROLR_020_*AEMO* | *AEMO* | On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest |

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_021	8.3 (d)	CRs to be accelerated (SR)	A list of all *in progress change requests* in *MSATS* to transfer the *FRMP* where, in *MSATS*, the *suspended retailer* is the *current FRMP* for the *RoLR effective transfer date* and a different *retailer* is the nominated *new FRMP* on the *change request*.	CSV file	ROLR_021_<SR> where <SR> is the Participant ID of the *Suspended Retailer*.	The *Suspended Retailer*	On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest
ROLR_022	8.3 (e)	CRs to be accelerated (by LNSP)	A list of all in progress change requests in MSATS to transfer the FRMP where, the Suspended Retailer is the current FRMP on the RoLR effective (transfer) date, for each individual LNSP.	CSV file	ROLR_022_<LNSP> where <LNSP> is the Participant ID of the effected NMI.	Each Individual LNSP	On day of RoLR event or by COB the day after the RoLR Event at the latest

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_023	8.3 (f)	CRs to be accelerated (by *new FRMP*)	A list of *in progress change requests* to transfer the *FRMP*, for each nominated *new FRMP* where, in *MSATS*, the *suspended retailer* is the *current FRMP* for the *RoLR effective transfer date* and the recipient of the report is the nominated *new FRMP* on the *change request*.	CSV file	ROLR_023_<New FRMP>

where <New FRMP> is the Participant ID of the *New FRMP* applicable to the file. | Each *New FRMP* | On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest |
| ROLR_024 | 8.3 (g) | CRs to be accelerated (by *MDP*) | A list of *in progress change requests* to transfer the *FRMP*, for each existing or *new MDP* where, in *MSATS*, the *suspended retailer* is the *current FRMP* for the *RoLR effective transfer date* and the recipient of the report is or will become the *current MDP* on the *RoLR effective transfer* | CSV file | ROLR_024_<MDP>

where <MDP> is the Participant ID of the *MDP* applicable to the file. | Each *MDP* post *change request* | On day of *RoLR event* or by COB the day after the *RoLR Event* at the latest |

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
			date.				
ROLR_025	9.3 (g)	Check for *Second Tier NMI*s with a FRMP or FRMP and RP relationship to the SR	A list of any *second tier NMI*s where the *FRMP* and/or *RP* is the *suspended retailer*, in *MSATS*, for any period on or after the *RoLR Effective Date*.	CSV file	ROLR_025_*AEMO*	*AEMO*	To commence after the processes in clauses 9.3 (d) and 9.3 (f) have finished, which is no earlier than two days after the *RoLR event* has been invoked, and to finish ASAP and no later than 15 *business days* after starting the 9.3 processes.

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_026	11.3 (f)	Check for *NMI*s still where SR is LR, FRMP or RP.	A list of any *NMI*s where the *FRMP* and/or *LR* and/or *RP* is the *suspended retailer*, in *MSATS*, for any period on or after the *RoLR Effective Date*.	CSV file	ROLR_026_*AEMO*	*AEMO*	To commence after the processes in clauses 11.3 (d) and 11.3 (f) have finished, which is no earlier than two days after the *RoLR event* has been invoked, and to finish ASAP and no later than 15 *business days* after starting the 9.3 processes.
ROLR_027	12.3 (a)	CRs to change *FRMP* still *in progress* for *NMI*s that have changed due to *ROLR event* (by *Jurisdiction*)	A list of any *NMI*s, by *Jurisdiction*, where their *FRMP* is due to be changed due to the *RoLR event*, and the transfer end date is not before the *RoLR Effective Date*.	CSV file	ROLR_027_<JURISDICTION> where <JURISDICTION> is the name of the *Regulatory Body* applicable to the file.	Each *Regulatory Body*	Within two *business days* after completing all transfers required by clauses 9, 10 and 11.

Report No.	Applicable document clause	Report Name	Report Description	Report format	Filename	Recipient	Timing
ROLR_028	12.3 (a)	<u>CRs to change *FRMP* still *in progress* for *NMIs* that have changed due to *ROLR* event (by *ROLR* as the new *FRMP*)</u>	A list of any *NMI*s, by *RoLR* where their *FRMP* is due to be changed due to the *RoLR event*, and the transfer end date is not before the *RoLR Effective Date*.	CSV file	ROLR_028_<ROLR>

where <ROLR> is the Participant ID of the *RoLR* as the *new FRMP* applicable to the file. | Each *RoLR* as the *new FRMP* | Within two *business days* after completing all transfers required by clauses 9, 10 and 11. |
| ROLR_031 | 6.3 (h) | Proposed Cancelled CRs - CRs Pending CRs where SR is to become FRMP | A list of all in progress Change Requests where the Suspended Retailer is nominated as the new FRMP and the proposed change date is great than or equal to the RoLR effective transfer date. - Note these CR will all be cancelled. | CSV file | ROLR_031_<Participant ID>

Where <Participant ID> is the Participant ID of the ROLR as the new MDP applicable to the file. | Current MDP | On day of RoLR event or by COB the day after the RoLR Event at the latest |