Decision on gas retail market scheme: Procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W

Submitted by the Australian Energy Market Operator

February 2021

Economic Regulation Authority

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Decision

On 6 November 2020, the Economic Regulation Authority received a submission from the Australian Energy Market Operator seeking approval of amendments to the gas retail market scheme as outlined in procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W.

In accordance with section 11ZOM(a) of the *Energy Coordination Act 1994* (WA), the ERA approves the amendments in procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W as submitted by AEMO.

In accordance with clause 386(2) of the Retail Market Procedures, the approved amendments will take effect at a time stipulated by the ERA in the *Western Australian Government Gazette*.

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1. Background

The Western Australian gas retail market scheme covers the gas distribution systems operated by ATCO Gas Australia Pty Ltd and has the following elements:

- The WA Gas Retail Market Agreement, which is the agreement between the Australian Energy Market Operator (AEMO, the retail market operator) and gas market participants.[1, 2]

- The Retail Market Procedures, which govern the requirements and process for gas full retail contestability (FRC) in the distribution systems covered by the scheme.

- FRC Hub Operational Terms and Conditions, which is the communication infrastructure operated by AEMO through which market participants can deliver and receive messages using defined protocols and formats.

- AEMO Specification Pack, which includes a set of documents that provide the technical specifications for how AEMO and market participants are to implement business processes to transfer information between each other's systems. These include:

  - *AEMO Specification Pack Usage Guidelines*, which present an overview and the purpose of the various documents that form the AEMO Specification Pack.

  - *FRC Business to Business (B2B) System Interface Definitions*, which define the necessary interfaces required by market participants to build and test their internal information technology systems.

  - *B2B Service Order Specifications – Part 1* and *B2B Service Order Specifications – Part 2*, which define how transactions are used to determine the work requirement and priority.

The ERA is responsible for approving amendments to the gas retail market scheme in accordance with Part 2B of the *Energy Coordination Act 1994* and Chapter 9 of the Retail Market Procedures (WA).

The Gas Retail Consultative Forum (GRCF), comprising AEMO and market participants, facilitates formal consultation on procedure changes. The ERA is an observer on the GRCF. In consultation with GRCF, AEMO prepares an amendment to the gas retail market scheme and submits the amendment to the ERA for approval.

1.1 Legislative requirements for the ERA's approval

The *Energy Coordination Act* outlines the ERA's obligations in approving an amendment to the gas retail market scheme.

Section 11ZOL of the Act outlines the criteria that market participants and AEMO must consider before submitting an amendment to the ERA for approval:

> (1) The members for the time being of an approved retail market scheme may —
>
> (a) prepare an amendment to the scheme; and

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[1]   Section 11ZOF(1) of the *Energy Coordination Act 1994* (WA) stipulates that "a retail market scheme for a distribution system is to consist of one or more agreements made between persons who are gas market participants in relation to that system; a formal entity to provide the structure through which the scheme is administered; and a set of retail market rules".

[2]   Market participants include users (i.e. retailers) and the network operator (currently ATCO Gas in WA).

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    (b)   submit the amendment to the Authority for approval.

(2) An amendment to a retail market scheme is not to be submitted under subsection (1) unless the provisions of the scheme relating to proposals for amendment of the scheme have been complied with.

(3) An amendment to the retail market rules made as part of a scheme for a distribution system is not to be submitted under subsection (1) unless the members of the scheme have consulted in relation to the amendment with any of the following who would be affected by the amendment if it is approved —

    (a)   a gas transmission operator whose pipeline is used to transport gas into that system; and

    (b)   a prescribed person within the meaning in section 11ZOD(1)(b).

(4) Consultation is required under subsection (3) with a person referred to in subsection (3)(b) only to the extent that the person —

    (a)   is required by the regulations to be consulted under that subsection; or

    (b)   meets any criteria in relation to the requirement for consultation that are prescribed for the purposes of this paragraph.

(5) In this section and in section 11ZOM — ***amendment*** includes a replacement for the whole or part of the retail market scheme.

Section 11ZOB of the Act outlines the purpose of the retail market scheme:

> The purpose of a retail market scheme for a distribution system is to ensure that the retail gas market that is supplied through that system is regulated and operates in a manner that is —
>
>   (a)   open and competitive;
>
>   (b)   efficient; and
>
>   (c)   fair to gas market participants and their customers.[3]

Section 11ZOM of the Act outlines the options available to the ERA in considering an application to amend the gas retail market scheme:

> Where an amendment is submitted under section 11ZOL, the Authority is to, in accordance with sections 11ZOO and 11ZOP —
>
>   (a)   approve it;
>
>   (b)   request that it be changed and approve it in a changed form; or
>
>   (c)   refuse to approve it.[4]

Section 11ZOO of the Act outlines the criteria that the ERA must consider in approving an amendment:

> The Authority may approve an amendment to a retail market scheme under section 11ZOM only if the Authority is satisfied that —
>
>   (a)   if the amendment is made the provisions of the scheme —
>
>   i)   will comply with this Act; and
>
>   ii)   be suitable for the purposes of section 11ZOB;

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3   *Energy Coordination Act 1994* (WA), s11ZOB.

4   Ibid, s11ZOM.

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      (b) any other principle, criterion or requirement that is prescribed for the purposes of this paragraph has been met.

The Authority may approve an amendment to any retail market rules under section 11ZOM only if the Authority is satisfied that the consultation required by section 11ZOL(3) has taken place and —

      (a) Each person required to be consulted has agreed to the amendment; or

      (b) If any person required to be consulted has not so agreed, that person has been given a reasonable opportunity in the course of the consultation to provide reasons for not agreeing and any reasons so provided have been considered. [5]

Section 11ZOP of the Act outlines any other matters the ERA must consider when making its decision:

The Authority is also to have regard to —

      (a) any principles, criteria or requirements that are prescribed for the purposes of this paragraph; and

      (b) such other matters as the Authority considers relevant,

when determining whether or not to give an approval under section 11ZOM.[6]

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[5] Ibid, s11ZOO.

[6] Ibid, s11ZOP.

2. Discussion

On 6 November 2020, AEMO sought approval for three proposals to amend the gas retail market scheme.[7]

- Proposal 1 (IN003/20W) adds two transactions to market participants' information technology (IT) systems to allow retailers and the network operator to exchange information regarding customer contact details for the purpose of conducting site works.
- Proposal 2 (IN002/15W) adds two transactions to market participants' IT systems to allow retailers and the network operator to exchange information regarding a customer's meter disconnection or reconnection.
- Proposal 3 (IN010/20W and IN009/19W) amends several transactions to add further information regarding the status of a customer's meter.

AEMO asked the ERA to consider, endorse and publish its approval of the proposed amendments in February 2021 on the ERA website. AEMO requested that the ERA's approval be gazetted in the *Western Australian Government Gazette* in Q2 2021 with an effective commencement date in Q4 2021. This timeframe was endorsed by market participants.

The timeframe between approval and gazettal (February 2021 to Q2 2021) will provide market participants with enough time to commence building and testing of their internal IT systems that will determine the date that participants will be ready to go live with the upgraded systems. The timeframe between gazettal and commencement will provide market participants with enough time to upgrade their systems, business processes and conduct a recertification process.

AEMO will consult with market participants in early 2021 to determine when participants will be ready with their upgraded systems to suggest an effective commencement date to the ERA. AEMO expects to provide the ERA with a specific commencement date by the end of March 2021 for the ERA to publish a notice in the *Western Australian Government Gazette*. A summary of the proposed timeline is available in Appendix 1.

2.1 Proposal 1 – IN003/20W – Add transactions to exchange customer contact details

This proposal adds two optional transactions to market participants' IT systems to facilitate the automatic communication of customer contact information between retailers and the network operator.

Currently, the network operator manually requests customer contact information from the retailer when it is required to conduct site works at a customer's premises. This process can be burdensome and time-consuming, especially in instances of unplanned gas supply interruptions or emergencies. AEMO proposed that the WA gas retail market introduce two transactions – the *CustomerDetailsNotification* (CDN) and *CustomerDetailsRequest* (CDR) transactions – in market participants' IT systems to automate the communication of customer information between retailers and the network operator. These transactions are currently in

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[7]   AEMO, 2020, *Approval of amendment to the Retail Market Scheme – Procedure Changes IN003/20W. IN002/15W, IN010/20W and IN009/19W*, (online).

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use in the South Australian gas retail market and have been approved for implementation in the east coast gas retail markets.[8]

The network operator can use the CDR transaction to notify a retailer that it requires customer's contact information. The transaction includes the following mandatory elements:

- The customer's Meter Installation Registration Number (MIRN).
- The reason why the notification has been issued. For example, the notification may be issued if the network operator is missing the information, the current information incorrect, there has been a customer transfer or new connection so the information must be updated, or there is an issue with data quality.
- A free-text special comments field to provide any more information.

A retailer can use the CDN transaction to notify the network operator of changes to customer contact details. The CDN transaction includes:

- The following mandatory fields:
  - The customer's MIRN.
  - Whether there are any economic, health or safety issues with loss of supply to the connection point.
  - Whether the customer site is vacant or not.
  - The date and time the record was last updated.
- Optional fields such as the customer's name, business name, postal address, delivery point address, phone number and email address.

To incorporate these two transactions into the WA gas retail market, AEMO has proposed the following amendments to the *FRC B2B System Interface Definitions* and *Specification Pack Usage Guidelines* documents:

- Clarify that the transactions apply in the WA market but are optional.[9] This was in response to mixed feedback by market participants on whether a head of power existed for a retailer to provide customer information to the network operator. Market participants agreed that the proposed changes should only make the use of the transactions optional, with the possibility to seek approval to further amend the technical documents at a later stage to make their usage mandatory if a head of power could be found.
- Provide an example of how the transactions operate.
- Define the data elements of each transaction. For example, the customer name or business contact name for a connection point must be the person who is the contact for the management of outages and supply issues at that connection point.
- Outline whether the data elements of each transaction is mandatory or not. For example, the MIRN is mandatory but customer contact information is optional.

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[8]   On 27 August 2020, AEMO published a notice of its approval of procedure change proposal IN011/20 which will introduce the CDN and CDR transactions in the gas retail markets in Victoria, Queensland, New South Wales and the Australian Capital Territory, (online). In the East cost markets, AEMO can approve gas retail market scheme amendments, in Western Australia these are approved by the ERA.

[9]   The proposed wording of the technical document clarifies that the CDN/CDR transactions are mandatory in South Australia (SA) but optional in Western Australia (WA): *In SA, the User **must** provide a CDN in response to a valid CDR. In WA, the User **may** provide a CDN **only** in response to a valid CDR.*

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- Outline the usage requirements of each data element. For example, the customer's phone number and email address can be provided to the network operator only if the retailer had obtained the information for the purpose of contacting the customer for supply issues.

- Outline the triggers for initiating the transaction. For example, the CDR transaction to request information is triggered when a network operator reasonably believes that the information has not been previously provided or that the information it currently holds may be incorrect. The CDN transaction to provide information may be triggered only in response to request for information (CDR transaction) initiated by the network operator.

- Modify the format in which the transactions are provided to harmonise with the east coast jurisdiction and avoid the requirement to build bespoke IT systems for Western Australia.

AEMO stated that the amendment would have a range of benefits for market participants and customers, including:

- The reduction of inefficient and labour-intensive manual data handling for retailers and the network operator.

- Improved outcomes for customers via reduced service times.

- The creation of an accurate and consistent record of field work carried out at a customer's site. The improved recordkeeping will enable market participants' ability to better manage their regulatory obligations.

2.2 Proposal 2 – IN002/15W – Add transactions to exchange information on meter disconnection

This proposal proposes two amendments to the process through which a retailer and network operator conduct and communicate a customer's meter disconnection or reconnection.

New disconnection method

As the network operator, ATCO is responsible for the disconnection and reconnection of a customer's meter. Currently, ATCO disconnects small-use customers by:

- fitting a physical barrier to the meter control valve

- physically removing the pressure regulator at the meter inlet

  or

- disconnecting supply to the whole street.[10]

AEMO proposed a new disconnection method that involves fitting a Trailer Air Coupling (TAC) locking device to the customer's meter to mitigate the risk of anyone tampering with ATCO's metering equipment to affect an unauthorised reconnection of the delivery point. This new disconnection method also provides ATCO with an additional method to disconnect a customer's meter at the site before escalating to a street-level disconnection. AEMO has proposed to amend the *B2B Service Order Specification* documents to introduce two new codes in market participants' IT systems to communicate this disconnection method:

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[10] A small-use customer is a customer whose consumption of gas is less than 1 terajoule per year. Retail Market Procedures, 3 August 2020, section 2, "small use customer".

- The "TCI" code will be used convey that the network operator has installed the TAC device to stop the supply of gas.
- The "TCR" code will be used to convey that the network operator has removed the TAC device to allow gas to flow.

Communicating the reason for disconnection

Currently, the reason for disconnecting a delivery point is conveyed between the retailer and network operator in a free-text format using the special comments field in a transaction. Extracting and examining the contents of the special comments field can be problematic and labour intensive. To automate and streamline this process, AEMO proposed that six sub-codes be added to the following existing codes which would convey the reason for the disconnection:

- Attach Meter Lock ("AML"): This code is used to initiate disconnection of supply by applying a meter lock.
- Regulator Removal Request ("MRM"): This code is used to disconnect supply if the meter cannot be locked or if there are concerns for the network operator's safety at the customer site.
- Disconnect in Street ("DSD"): This code is used to disconnect supply if the meter cannot be accessed, there are concerns for the network operator's safety at the customer site, or if the supply can only be disconnected at the service pipe in the street.

The six proposed sub-codes are as follows:

- The sub-code "N" conveys non-payment. For example, a transaction of "MRMN" would mean the retailer has requested the network operator to remove the pressure regulator at a customer's site because a customer has not paid their account.
- The sub-code "U" conveys unauthorised use. For example, when a customer has not contacted the retailer to set up an account.
- The sub-code "I" conveys illegal usage. For example, when a customer continues to illegally use gas after disconnection.
- The sub-code "B" conveys breach of contract. For example, when a customer has breached their contract by not providing the network operator with access to the premises for three consecutive meter reads.
- The sub-code "C" conveys customer request. For example, when a customer requests a site to be disconnected.
- The sub-code "M" conveys customer move out. For example, when a retailer requests a site to be disconnected when a customer moves out.

These sub-codes will be optional, so retailers do not have to use the four-character version. For example, a retailer can continue using "AML" instead of "AMLC" if it wishes to do so. The proposed inclusion of the four-character transaction is to allow retailers to provide additional information about site works if it is efficient to do so for their business.

Implementing the two proposed amendments in IN002/15W will require changes to the *Specification Pack Usage Guide* and *B2B Service Order Specifications* documents.

AEMO considers the proposed amendments will result in a range of benefits for the gas retail market:

- The amendments will mitigate the risk of illegal tampering with gas metering equipment or unauthorised site reconnection.

- There will be improved operational efficiency as:

  − The network operator can use a different disconnection method before escalating to a street level disconnection which is time-intensive and expensive.

  − Retailers can reduce the inefficient and labour-intensive method of extracting data from the free-text special comments field to understand the reason for site disconnection.

  − Retailers can prioritise different service order requests within resource constraints. For example, a retailer can prioritise a disconnection due to non-payment ahead of a disconnection due to customer move-out.

- There will be an accurate record of field work carried out at a customer's site, improving recordkeeping.

2.3 Proposal 3 – IN009/19W and IN010/20W – Update transactions to exchange information on meter status

This proposal involves two amendments to the status of a customer's meter which will result in changes to the *FRC B2B System Interface Definitions* and *Specification Pack Usage Guide* documents.

Add Meter Status field to four existing transactions

There are four possible methods to disconnect a customer's meter. Each method has a different cost that is passed from the network operator to the retailer and ultimately borne by the customer.

The meter disconnection method is communicated between the retailer and network operator using the Meter Status field. However, the Meter Status field is currently missing four transactions that are relevant to describe the method of meter disconnection.[11] As a result, retailers must manually follow up with the network operator to convey accurate costing information depending on the type of meter disconnection. This can result in delays in processing customer transfer requests.

To automate the process of communicating meter disconnection costs, AEMO proposed to add the Meter Status field to the four transactions as an optional element. This will require amendments to the definition of the Meter Status field in the *FRC B2B System Interface Definitions* document to clarify that it applies in the four transactions in the WA gas retail market.

Add two new possible values to Meter Status field

Currently, there are more meter disconnection methods available in the WA gas retail market than there are possible values for the Meter Status field.[12] This often results in an inaccurate

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[11] The four transactions are *NMIDiscoveryResponse*, *NMIStandingDataResponse*, *MeterDataNotification* / *CSVConsumptionData* and *CSVHistoryResponseData*.

[12] Currently there are four possible values for the Meter Status field: *Turned On*, *Turned Off*, *Plugged* and *No Meter*.

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disconnection method recorded on the customer's site and incorrect disconnection costs being calculated.

To resolve this inaccuracy, AEMO proposed to add two new possible values for the Meter Status field:

- The *Trailer AC* value will be used to indicate that a customer's meter was disconnected by installing a TAC device.

- The *No Reg* value will be used to indicate that a customer's meter was disconnected by physically removing the pressure regulator at the meter inlet.

AEMO stated that the amendments in IN009/19W and IN010/20W would have a range of benefits for market participants and customers:

- Retailers and the network operator can reduce the inefficient and labour-intensive method of manually exchanging site connection costs, resulting in increased operational efficiency.

- The network operator can accurately record the method used to disconnect a customer's meter, resulting in improved record keeping. Retailers and the network operator will therefore accurately calculate the meter disconnection costs.

- Customers will be provided with accurate and timely information on meter disconnection or reconnection costs, resulting in improved outcomes for customers.

- The use of technology will minimise customer service times, resulting in improved outcomes for customers.

- The addition of the Meter Status field as an optional element provides participants with the flexibility to choose whether they continue to exchange costing information manually or using technology.

2.4 Consultation process

The gas retail market procedures require AEMO to invite market participants to provide feedback to the ERA on the procedure change proposals submitted by AEMO:

> If the decision is to submit the proposed procedures for approval by the approving body where the approving body's approval to procedure change is required by law, AEMO must:
>
> (a) subject to any requirements of the approving body otherwise, provide each participant, pipeline operator, prescribed person, and interested person with the following information:
>
> i) instructions on how participants, pipeline operators, prescribed persons and interested persons can make a submission on the proposed procedures to the approving body; and
>
> ii) the closing date for submissions to the approving body by participants, pipeline operators, prescribed persons and interested persons, which must be at least 10 business days after the publication of the decision on AEMO's website; and
>
> (b) submit the proposed procedures to the approving body.[13] [14]

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13   Retail Market Procedures (WA), 3 August 2020, s383(4).

14   An *interested person* is a government representative, the ERA, or any person that the ERA or AEMO considers has a legitimate interest in the matter or should be consulted in relation to the matter. A

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Prior to approving any amendment, the ERA is required under the Act to ensure that each person required to be consulted has agreed to the amendment:

> The Authority may approve an amendment to any retail market rules under section 11ZOM only if the Authority is satisfied that the consultation required by section 11ZOL(3) has taken place and —
>
> (a) Each person required to be consulted has agreed to the amendment; or
>
> (b) If any person required to be consulted has not so agreed, that person has been given a reasonable opportunity in the course of the consultation to provide reasons for not agreeing and any reasons so provided have been considered.[15]

On 9 November 2020, AEMO advised market participants that it had submitted procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W to the ERA for approval and provided information on how to make a submission to the ERA by 18 December 2020.

The ERA received one submission from Alinta Energy supporting all amendments proposed by AEMO. There was no objection to AEMO's proposed amendments.

In the absence of any submissions opposing the amendments, the ERA accepts that each person who is required to agree with the amendments set out in proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W has agreed and that the requirements under section 11ZOO(2) of the Act and section 384(4) of the procedures have been satisfied. AEMO has completed the consultation process required by the Act and procedures.

2.5   The ERA's assessment

To approve an amendment, the ERA must be satisfied that the retail market scheme will:

- comply with the Act
- be regulated and operate in a manner that is:
  - open, competitive, and efficient
  - fair to gas market participants and their customers.

The ERA is satisfied with evidence provided by AEMO that the amendments will minimise manual work and increase operational efficiency, as market participants will be able to share information more quickly and accurately using technology.

AEMO and market participants have not calculated the implementation or operational costs of each amendment but have indicated that the benefits of implementing all amendments outweigh the costs for the Western Australian gas retail market. The implementation costs would vary for each participant depending on the size and complexity of its respective IT infrastructure. If competition in the market is effective, it is expected that retailers will pass on cost savings from the changes to customers. Customers would also benefit from shorter service times and improved service quality. The ERA considers the amendment will result in improved economic efficiency.

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prescribed person includes a swing service provider, a shipper or a self-contracting retailer. Retail Market Procedures (WA), 3 August 2020, section 2.

15   *Energy Coordination Act 1994* (WA), s11ZOO(2).

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The amendments do not reduce market openness by placing prohibitively large additional costs on prospective new entrants. This is because all retailers will have the option, but not an obligation, to provide the network operator with requested information through the IT infrastructure. Participants can continue to share information manually if they prefer. Moreover, the amendments will result in the IT system requirements in the Western Australian gas market being harmonised with the east coast gas markets, which will reduce barriers for an existing east coast retailer to enter the Western Australian market.

The amendments will apply to all gas market participants, but they are not obliged to implement it, so it is fair to market participants. Feedback provided from market participants at the GRCF indicated that participants were supportive of implementing these amendments together to minimise implementation costs.[16]

The amendments will not impose any additional obligations on customers or remove existing customer protection mechanisms in place. The information proposed to be shared between the market participants' IT systems is the same information that is currently shared in a free text format or manually. Therefore, the ERA considers that the amendments are fair to gas market customers.

The ERA is satisfied by AEMO's assessment that the proposed amendments do not contravene any applicable laws, including the Act and the procedures.

The ERA is satisfied that the requirements under the Act have been met for all amendments in proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W and approves the procedure change proposals as submitted by AEMO.

The approved amendments will take effect on a date specified by the ERA in the *Western Australian Government Gazette*.

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[16] Gas Retail Consultative Forum, 21 April 2020, 'Item 9. Bundled IT System Release Workshop', Final Minutes – *Gas Retail Consultative Forum Meeting 135*, (online).

Appendix 1 Timeline of consultation process

The retail market procedures outline the process that AEMO must follow to progress procedure change proposals.[17] The timeline for each procedure change proposal is outlined in Table 1.

Table 1: **Timeline of consultation process**

Action	IN003/20W Add transactions to exchange customer contact information	IN002/15W Add transactions to communicate meter disconnection	IN010/20W and IN009/19W Amend transactions to update meter status
Gas market issue raised by market participant.	18 February 2020	18 February 2020	12 February 2020
Proposed procedure change (PPC) issued by AEMO to market participants for comment.	13 July 2020	18 August 2020	20 August 2020
Submissions on PPC closed.	24 July 2020	4 September 2020	4 September 2020
	5 submissions received	10 submissions received	6 submissions received
Impact and implementation report (IIR) issued by AEMO to market participants for comment.	13 August 2020	22 September 2020	22 September 2020
Submissions on IIR closed.	10 September 2020	20 October 2020	20 October 2020
	5 submissions received	6 submissions received	4 submissions received
AEMO published notice of decision.	28 September 2020	10 November 2020	9 November 2020
AEMO submitted the proposals to the ERA for approval.	6 November 2020		
Public consultation on AEMO's proposal opens.	9 November 2020		
Public consultation on AEMO's proposal closes.	18 December 2020		
The ERA decides on whether to approve the amendments.	16 February 2021		
Approved amendments will be published in the *Western Australian Government Gazette*.	Q2 2021 (tentative)		
Approved amendments will take effect.	Q4 2021 (tentative)		

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[17] Retail Market Procedures (WA), Chapter 9.

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Appendix 2 Summary of stakeholder feedback

On 9 November 2020, AEMO notified the market that it had submitted procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W to the ERA for approval and invited submissions from each participant, pipeline operator, prescribed person and interested person by 18 December 2020.

The ERA received 1 submission which is summarised in Table 2 and provided in Appendix 1.

Table 2: **Summary of stakeholder feedback**

Stakeholder	Summary of feedback
Alinta Energy	Alinta Energy supports all procedure change proposals to take effect in Q4 2021 as proposed by AEMO. Alinta Energy considers that the combined work program will ensure a cost effective and efficient outcome for AEMO, market participants and customers.

Appendix 3 Summary of technical amendments

Green underline text represents additions and ~~red strikethrough text~~ represents deletions.

Proposal 1 – IN003/20W

The following amendments to the *FRC B2B System Interface Definitions* document have been approved.

4.6. Customer Details Information (SA Only)

The following table shows the Customer Details aseXML transaction<u>s</u> and the corresponding transactions from the Table of Transactions.

aseXML Transaction	Table of Transactions	
Transaction Name	Ref No	Transaction Type
CustomerDetailsNotification	70	Amend Customer Details
<u>CustomerDetailsRequest</u>	<u>72</u>	<u>Customer Details Request</u>

Th<u>ese</u>~~is~~ business transaction<u>s</u> will be mapped to the "CUST" Transaction Group in aseXML.

The transaction<u>s</u> ha<u>ve</u>~~s~~ been defined below.

4.6.2 Amend Customer Details

Customer Contact information assists the Network Operator in terms of handling planned works, emergency and fault calls.

The User has the primary contact relationship with the customer and is more likely to be notified of any changes to Customer Contact details.

<u>In SA</u> ~~U~~<u>u</u>nder the National Energy Retail Rules, changes to Customer Contact details are to be supplied to the Network Operator.

<u>In SA the User must provide a CustomerDetailsNotification in response to a valid CustomerDetailsRequest. See section 4.6.3 for further details on CustomerDetailsRequest</u>

<u>In WA, the User may provide a CustomerDetailsNotification only in response to a valid CustomerDetailsRequest. See section 4.6.3 for further details on CustomerDetailsRequest</u>

The CustomerDetailsNotification transaction is used by a User to notify the Network Operator of changes to Customer contact details.

Process Sequence

In the course of managing Customer contact details a User may wish to amend Customer contact details for a number of MIRNs. The changes are forwarded via the CustomerDetailsNotification transaction ~~containing a CSVCustomer element~~ to the Network Operator to enable updating of the Network Operator held data.

A change to customer contact details can occur as a result of

- A customer notifying the Retail that their contact details have changed.
- A move in situation has occurred and as a consequence the contact details for that premise require updating.

ID	aseXML Transaction	From object	To object	Process flow
1	CustomerDetailsNotification / ~~CSVCustomer~~	User	FRC Hub	
2	CustomerDetailsRequest / ~~CSVCustomer~~	FRC Hub	Network Operator	

4.6.2.1 CustomerDetailsNotification/~~CSVCustomer~~

Transaction definition table cross-reference	This interface realises the following transactions from the transaction definition table: • 70 – amend customer details
Trigger	This interface is triggered (a) when a User makes a change to a MIRN's Customer details (for SA) (b) in response to a CustomerDetailsRequest from the Network Operator (for WA only).
Pre-conditions	None
Post-conditions	Network Operator possesses updated customer details
Transaction acknowledgement specific event codes	3603, 201, 202~~, 3665, 3666, 3670, 3672, 3674, 3677~~

The CustomerDetailsNotification~~/CSVCustomer~~ transaction is used by the User to notify the Network Operator of changes to a MIRN's customer contact details.

Transaction Data Elements

Transaction		CustomerDetailsNotification~~/CSVCustomer~~
Received from		User
Sent to		Network Operator
Data Element	**Mandatory / optional**	**Usage**
NMI	M	
Checksum	M	Implemented as an attribute of the NMI aseXML element
CustomerName	O	Mandatory if BusinessName is blank. Not required where the site is vacant.

Transaction		CustomerDetailsNotification /CSVCustomer
BusinessName	O	Mandatory where the CustomerName is blank. Not required where the site is vacant.
BusinessContactName	O	Not required where the site is vacant.
PostalAddress	O	Not required where the site is vacant.
DeliveryPointIdentifier	O	Not Required where the site is vacant.
PhoneNumber1	O	Required where the User has obtained a telephone number for the purpose of contacting the Customer for supply issues, the number is to be provided in the CustomerDetailsNotification. Not required where the site is vacant.
PhoneNumber2	O	Required where the Retail has obtained a telephone number for the purpose of contacting the Customer for supply issues, the number is to be provided in the CustomerDetailsNotification. Not required where the site is vacant.
EmailAddress	O	Required where the User has obtained an email address for the purposes of contacting the Customer for supply issues, the email address is to be provided in the CustomerDetailsNotification. Not required where the site is vacant.
SensitiveLoad	M	This field indicates whether or not there are economic, health or safety issues with loss of supply of the connection point.
MovementType	M	A code that indicates the customer details update status
LastModifiedDateTime	M	Date and time that the record was updated in the Initiator's system
RecordCount	M	Specifies the number of records contained in the populated CSV element
CSVCustomer / CSVData	M	Contains the updated customer contact details data in CSV format. If RecordCount is set to 0, then the value of CSVData element must be set to xsi:nil="true".

CSV Elements

All specified fields are to be provided if available. Any fields sent as empty will be assumed to be empty and will be set to blank in the receivers database.

CSVCustomer / CSVData		
Heading	Mandatory / optional	Comment
NMI	M	

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CSVCustomer / CSVData		
NMI_Checksum	M	
Person_Name_Title	O	Contains customer's title
Person_Name_Given	O	Contains customer's first name
Person_Name_Family	O	Contains customer's surname. Required if Business_Name is not populated
Business_Name	O	Contains company or business name; required if Person_Name_Family is not populated
ContactDetail_PersonName	O	Contains contact's mailing name or company name
Mail_Address_Line_1	O	Contains formatted postal address details
Mail_Address_Line_2	O	Contains formatted postal address details
Mail_Address_Line_3	O	Contains formatted postal address details
Suburb_Or_Place_Or_Locality	M	Contains postal address suburb details
State_Or_Territory	M	contains postal address state details
Postcode	M	Contains postal address postcode
ContactDetail_PhoneNumber_1	O	Contains contact's primary phone number
ContactDetail_PhoneNumber_2	O	Contains contact's secondary phone number
Sensitive_Load_Flag	O	A code that indicates whether the User classifies the supply point as a sensitive load "Y" – Yes, "N" – No.
Movement_Type	M	A code that indicates the customer update status "MI" – Move in; "MO" – Move out; "UP" – Update

---

4.6.3. Customer Details Request (CDR)

A Network Operator sends a CustomerDetailsRequest to the current User when they reasonably believe that the information in the CustomerDetailsNotification has not been previously provided in a Notification transaction or that the information they hold is or may be incorrect.

A Network Operator must only send a maximum of one CustomerDetailsRequest per MIRN per day

The following table shows the aseXML transaction.

aseXML Transaction	Table of Transactions	
Transaction Name	Ref No	Transaction Type
CustomerDetailsRequest	72	Customer Details Request

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These business transactions will be mapped to the new "CUST" Transaction Group in aseXML.

ID	aseXML Transaction	From object	To object	Process flow
1	CustomerDetailsRequest	Network Operator	FRC Hub	
2	CustomerDetailsRequest	FRC Hub	User	

TRANSACTION DEFINITION TABLE CROSS-REFERENCE	THIS INTERFACE REALISES THE FOLLOWING TRANSACTIONS FROM THE TRANSACTION DEFINITION TABLE • 72 – CUSTOMER DETAILS REQUEST
Trigger	This interface is triggered when a Network Operator reasonably believes that the information in the CustomerDetailsNotification has not been previously provided in a Notification transaction or that the information they hold is or may be incorrect.
Pre-conditions	None
Post-conditions	User issues updated customer details via the CDN transation.
Transaction acknowledgement specific event codes	3603, 201, 202

The CustomerDetailsRequest transaction is used by the Network Operator to notify a User to provide a CDN transaction

---

Transaction Data Elements

Transaction		CustomerDetailsRequest	
Received from		Network Operator	
Sent to		User	
Data Element	**Mandatory / optional**	**Usage**	
NMI	M		
Checksum	M	Implemented as an attribute of the NMI aseXML element	
Reason	M		
SpecialNotes	O	Required if Reason is "Other" or "Data Quality Issue"	

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Sample Transaction

```
<Header>
    <From description="Pulse">PULSE</From>
    <To description=" TXU Networks ">TXUN</To>
    <MessageID>TXUN_20030617123455</MessageID>
    <MessageDate>2005-10-15T01:02:40+10:00</MessageDate>
    <TransactionGroup>CUST</TransactionGroup>
    <Priority>Medium</Priority>
    <Market>VICGAS</Market>
</Header>
<Transactions>
    <TransactiontransactionDate="2005-10-15T01:02:40+10:00"
    transactionID="XUN_20030617123455">
        <CustomerDetailsRequest version="r32">
            <NMI checksum="7">1234567890</NMI>
            <Reason>No response to rejected CDN</Reason>
            <Comments>
                <CommentLine>Consumption on `vacant' premise</CommentLine>
            </Comments>
        </CustomerDetailsNotification>
    </Transaction>
    </Transactions>
```

Appendix A. Data Dictionary

aseXML Data Elements

aseXML Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
BusinessName	Business Name	Must be the name of the business			
BusinessContactName	Business Contact Name	Must be the name of the person who is the contact for the management of outages and supply issues for each connection point. Only one Business Contact Name can be provided.			
CustomerName	Customer Name	Must be the name of the person who is the contact for the management of outages and supply issues for each connection point.			
DeliveryPointIdentifier	Delivery Point Identifier	The DPID for the PostalAddress as per Australian Standard AS4590	Integer	8	
EmailAddress	Email Address	Must be the email address of the person who is the contact for the management of outages and supply issues for each connection point.	String	100	Must be a valid email address format.
MovementType	Movement Type	If a Site is vacant, the User must send a CustomerDetailsNotification with the MovementType value of 'Site Vacant'	String	Enum	"Site vacant" "Update"
PhoneNumber1	Phone Number	Must be the phone number of the person who is the contact for the management of outages and supply issues for each connection point. Not required where the Site is vacant.			
PhoneNumber2	Phone Number	Must be the phone number of the person who is the contact for the management of outages and supply issues for each connection point.			

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aseXML Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
		Not required where the Site is vacant.			
Reason	Reason	Reason why Customer Details Request information has been provided. Notes regarding the allowed values "Returned Mail" means the Distributor has received returned mail with the current PostalAddress held by the Network Operator. "Missing Customer Details" means the Network Operator reasonably believes the customer details have changed and the User has not provided a Notification of the Changes (e.g. move-in has occurred). "Confirm Life Support" means the Network Operator requires confirmation of whether the Connection Point has a Life Support requirement or not. Only to be used if agreed between parties. "No response to rejected CDN" means that a Network Operator has rejected a previous CDN where it was reasonably expected the User would send through a new CDN with updated/corrected information, which has not yet been received. "Transfer Complete, no CDN Received" means a transfer has completed for the MIRN and the Network Operator believes a CDN has not yet been received within the allowed timeframe. "New Connection, no CDN Received" means a new connection has completed for the MIRN and the Network Operator believes a CDN has not yet been received within the	String	Enum	Allowable values for CustomerDetailsRequest transaction are: "Returned Mail" "Missing Customer Details" "Confirm Life Support" "No response to rejected CDN" "Transfer Complete, no CDN Received" "New Connection, no CDN Received" "Data Quality Issue" "Other" "Rec – confirm no SensitiveLoad" (Reconciliation only) (obsolete, no longer used for CDR).

aseXML Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
		allowed timeframe. The Network Operator must provide which specific data they are querying in the SpecialNotes field. "Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The Network Operator must provide which specific data they are querying in the SpecialNotes field. "Other" must only be used for scenarios not covered by the specified allowed values. The Network Operator must provide the details of the reason in the SpecialNotes field. "Rec - confirm no SensitiveLoad" means the Network Operator has a MIRN is flagged for Life Support, but it was not included in the CustomerDetailsReconciliation transaction(s) provided by the User			
SensitiveLoad	Sensitive Load	This field indicates whether or not there are economic, health or safety issues with loss of supply of the connection point. The value 'Life Support' applies to the customer at the Connection Point, where a customer relies on the life support equipment. The LifeSupportNotification is to be used for registration/update and deregistration of life support. The value 'Sensitive Load' is used to indicate that the Initiator reasonably believes there are economic, health or safety issues with loss of	String	Enum	"Life Support" "Sensitive Load" "None"

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aseXML Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
		supply to the Connection Point, other than Life Support._ Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided._ 'None' also applicable if the Site is vacant.			
SpecialNotes	Special Notes	Any additional information the Initiator wishes to convey to the Recipient._ Used in CDR transactions	String	240	

CSV Data Elements

CSV Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
ContactDetail_PersonName	Contact detail person name	Contains contact's mailing name or company name	String	60	
ContactDetail_PhoneNumber_1	Contact detail phone number 1	Contains contact's primary phone number	String	15	
ContactDetail_PhoneNumber_2	Contact detail phone number 2	Contains contact's secondary phone number	String	15	
Mail_Address_Line_1	Mail Address Line 1	Contains formatted postal address details	String	80	
Mail_Address_Line_2	Mail Address Line 2	Contains formatted postal address details	String	80	

CSV Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
Mail_Address_Line_3	Mail Address Line 3	Contains formatted postal address details	String	80	
Movement_Type	Movement Type	A code that indicates the customer details update status: "MI" = Move In "MO" = Move Out "UP" = Update	String	2	"MI" = Move In "MO" = Move Out "UP" = Update
Person_Name_Title	Person Name Title	Must be the name of the business	String	12	
Person_Name_Given	Person Name Given	Contain's customer's first name	String	40	
Person_Name_Family	Person Name family	Contains customer's surname, require if Business_Name is not populated	String	40	
Sensitive_Load_Flag	Sensitive Load Flag	A code that indicates whether the User classifies the supply point as a sensitive load	String	1	"Y" – Yes "N" – No
State_Or_Territory	Site Address State (Address Elements)	Defines the state as per Australian Standard AS4590	String	3	"AAT", "ACT", "NSW", "NT", "QLD", "SA", "TAS", "VIC", "WA"

CSV Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
~~Suburb_Or_Place_Or_Locality~~	~~Site Address City (Address Elements)~~	~~Defines the suburb or locality as per Australian Standard AS4590~~	~~String~~	~~46~~	

Appendix D. Table of Transactions Cross-Reference

GIP Transaction No	Transaction Type	Comms Type	aseXML Transaction	Section Ref.	Transaction Transport Method
70	Amend Customer Details	B2B	CustomerDetailsNotification	4.6	aseXML ~~(SA only)~~
72	Amend Customer Details	B2B	CustomerDetailsRequest	4.6	aseXML

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Proposal 2 – IN002/15W

The following amendments to the *B2B Service Order Specifications – Part 1* and *B2B Service Order Specifications – Part 2* documents have been approved.

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
AML	Attach Locks/Plugs to Meter	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO may also initiate for safety reasons and then provides the AML Service Order Response to the Current user. The successful completion of this service order will result in: meter valve physically locked, MIRN status = Decommissioned.	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Plugged. Meter physically plugged or locked
AMLN	Attach Locks/Plugs to Meter for Non-Payment	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of gas. This is to be used when a customer has not paid their account.	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Plugged. Meter physically plugged or locked,
AMLU	Attach Locks/Plugs to Meter for Unauthorised	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of gas. This is to be used when a customer has not contacted the user to set up an account.	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to	MIRN status = Decommissioned, Meter status = Plugged.

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
	usage (ie non-identification)			install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	Meter physically plugged or locked,
AMLB	Attach Locks/Plugs to Meter for breach of contract.	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of gas. This is to be used when a customer has continued to breach their contract.	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Plugged. Meter physically plugged or locked.
AMLI	Attach Locks/Plugs to Meter for illegal usage.	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of gas. This is to be used when a customer continues to illegally use gas.	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Plugged. Meter physically plugged or locked,
AMLC	Attach Locks/Plugs to Meter at the	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to	MIRN status = Decommissioned, Meter status = Plugged.

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Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
	request of a customer	gas. This is to be used when the customer requests a site be disconnected.		install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	Meter physically plugged or locked,
AMLM	Attach Locks/Plugs to Meter at the request of a user when a customer is moving out	Used to request attachment of Locks or Plugs (wad) to the meter which will prevent the use of gas. This is to be used when a user requests a site be disconnected when a customer moves out	M	Only used for applying Meter Locks. If meter cannot be locked will result in failure of SO. To escalate use MRM to remove regulator, TCI to install TAC device or DSD to cut Service. NO does not care why, does not have to be for debt. NO may also initiate for safety reasons and provides the AML Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Plugged. Meter physically plugged or locked.
DMS	Not applicable	Not applicable	N/A	Not applicable	Not applicable
DSD	Disconnect Service in Street	Used to initiate when disconnection of supply when access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve). NO may also initiate for safety reasons and then provides the DSD Service Order Response to the Current user. The successful completion of this service order is: Service physically disconnected, MIRN Status = Decommissioned.	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged

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Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
DSDN	Disconnect in Street for Non-Payment	This may be requested by User, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term or access to the meter is not available due to non-payment of outstanding account by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve).	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged
DSDU	Disconnect in Street for Unauthorised Usage (i.e. Non identification)	This may be requested by User, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term or access to the meter is not available due to unauthorised usage by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve).	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged
DSDB	Disconnect in Street for Breach of Contract	This may be requested by User, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term or access to the meter is not available due to breach of contract by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel,	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
		and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve).			
DSDI	Disconnect in Street for Illegal Usage	This may be requested by User, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term or access to the meter is not available due to illegal usage by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve).	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged
DSDA	Disconnect in Street for no access	This may be requested by User, or by Distributor as a matter of safety, when disconnection of supply is intended to be longer term or access to the meter is not available due to no access/access blocked by the customer. On occasion, access to the meter is not possible, or endangers the safety of the field personnel, and disconnection of supply can only be affected by disconnecting the service pipe in the street (or closing isolation valve).	M	Same Use in WA, reason may be other than Debt. NO may also initiate for safety reasons and provides the DSD Service Order Response to the Current user	MIRN status = Decommissioned, Meter status = Turned OFF Service physically plugged
MRM	Remove Regulator	Initiates regulator removal. NO may also initiate for safety reasons and then provides the MRM Service Order Response to the Current user. The successful completion of this service order	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to	MIRN Status = Decommissioned, Meter Status = 'No Reg'

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
		is: regulator physically removed, MIRN Status = Decommissioned.		the Current user. To reinstall use MTN	Meter regulator is physically removed from premises,
MRMN	Remove Regulator for Non Payment	Used to request regulator removal where a customer has not paid their account.	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to the Current user. To reinstall use MTN	MIRN Status = Decommissioned, Meter Status = 'No Reg' Meter regulator is physically removed from premises,
MRMU	Remove Regulator for Unauthorised Usage (i.e. Non Identification)	Used to request regulator removal where a customer has not contacted the user to set up an account.	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to the Current user. To reinstall use MTN	MIRN Status = Decommissioned, Meter Status = 'No Reg' Meter regulator is physically removed from premises,
MRMB	Remove regulator for Breach of Contract	Used to request regulator removal where there is a breach of contract by the customer.	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to the Current user. To reinstall use MTN	MIRN Status = Decommissioned, Meter Status = 'No Reg' Meter regulator is physically removed from premises,

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
MRMI	Remove regulator for Illegal Usage	Used to request regulator removal where a customer continues to use gas illegally	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to the Current user. To reinstall use MTN	MIRN Status = Decommissioned, Meter Status = 'No Reg' Meter regulator is physically removed from premises.
MRMC	Remove regulator at Customer Request	This is to be used when a customer requests their meter to be removed	M	Used in WA to initiate removal of Regulator. Meter remains at premises. NO may also initiate for safety reasons and provides the MRM Service Order Response to the Current user. To reinstall use MTN	MIRN Status = Decommissioned, Meter Status = 'No Reg' Meter regulator is physically removed from premises,
PRE	Not applicable	Not applicable	N/A	Not applicable	Not applicable
TCI (WA Only)	Install Trailer Air Coupling to stop supply of gas	Used to request a Trailer Air Coupling to be installed to stop the flow of gas. NO may also initiate for safety reasons and then provides the TCI Service Order Response to the Current user. The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Decommissioned.	M	-	MIRN status = Decommissioned, Meter status = Trailer AC. Gas flow stopped
TCIN (WA Only)	Install Trailer Air Coupling to stop supply of	Used to request a Trailer Air Coupling to be installed to stop the flow of gas. NO may also initiate for safety reasons and then provides the TCI Service Order Response to the Current user.	M	-	MIRN status = Decommissioned, Meter status = Trailer AC.

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Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
	gas for non-payment	The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Decommissioned This is to be used when a customer has not paid their account.			Gas flow stopped
TCIU (WA Only)	Install Trailer Air Coupling to stop supply of gas for unauthorised usage (i.e. Non Identification)	Used to request a Trailer Air Coupling to be installed to stop the flow of gas. NO may also initiate for safety reasons and then provides the TCI Service Order Response to the Current user. The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Decommissioned This is to be used when a customer has not contacted the user to set up an account.	M	-	MIRN status = Decommissioned, Meter status = Trailer AC. Gas flow stopped
TCIB (WA Only)	Install Trailer Air Coupling to stop supply of gas for breach of contract	Used to request a Trailer Air Coupling to be installed to stop the flow of gas.NO may also initiate for safety reasons and then provides the TCI Service Order Response to the Current user. The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Decommissioned This is to be used when a customer has continued to breach their contract.	M	-	MIRN status = Decommissioned, Meter status = Trailer AC. Gas flow stopped
TCII (WA Only)	Install Trailer Air Coupling to stop supply of gas for illegal usage	Used to request a Trailer Air Coupling to be installed to stop the flow of gas.NO may also initiate for safety reasons and then provides the TCI Service Order Response to the Current user. The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Decommissioned	M	-	MIRN status = Decommissioned, Meter status = Trailer AC. Gas flow stopped

Job enquiry Code	WA Brief Description	WA Detailed Description	MIRN	WA Comments	For relevant Enquiry Codes, successful completion will result in the following MIRN and Meter status changes.
		This is to be used when a customer continues to illegally use gas.			
TCR (WA Only)	Remove Trailer Air Coupling to allow gas to flow	Used to request a Trailer Air coupling to be removed to restore supply. The successful completion of this service order is: Trailer Air Coupling device installed, MIRN Status = Commissioned	M	-	MIRN status = Commissioned, Meter Status = Turned on. Trailer Air Coupling removed from the meter.

Proposal 3 – IN009/19W and IN010/20W

The following amendments to the *FRC B2B System Interface Definitions* document are approved.

Meter Data Notification

CSV Elements

Heading	Victoria & SA/WA Mandatory/Optional	Comment
Meter_Status	M	For SA Iif "Plugged" this is a Disconnection Read. ~~Will always be "Turned On" in WA as meter status has no meaning in WA.~~

NMIDiscoveryResponse (WA ~~sceham R13~~)

Transaction Data Elements

Transaction	NMIDiscoveryResponse	
Received from	Network Operator	
Sent to	User	
Data Element	**Mandatory / optional**	**Usage**
MeterStatus	O	If MeterStatus is set to "No Meter", then no meter is attached to the MIRN. This applies to SA. Always required for single MIRN responses. Not to be provided for multiple responses. ~~Not used in WA.~~

Decision on gas retail market scheme: Procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W – Submitted by the Australian Energy Market Operator

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Appendix A. Data Dictionary

aseXML Data Elements

aseXML Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
MeterStatus	Meter Status	Field that confirms if a disconnection has taken place. Meter Disconnection by User notification to Network Operator. For WA field that defines the status of the meter, effectively Turned on or describes method of disconnection	String	Enum	"Turned on" "Turned off" "Plugged" "No meter" ~~Not used in WA Market~~ "Trailer AC" – This is not used in SA "No Reg" – This is not used in SA.

CSV Data Elements

CSV Element Name	Element Name	Description	Attributes /Formats	Length/ Decimal Places	Allowed Values
Meter_Status	Meter Status	Field that confirms if a disconnection has taken place. Meter Disconnection by User notification to Network Operator. For WA field that defines the status of the meter, effectively turned on or describes method of disconnection.	String	10	"Turned on" "Turned off" "Plugged" ~~= Meter is disconnected~~ "No meter" ~~If this Meter_Status is mandatory in a transaction, then it will always be "Turned On" in WA as metere status has no meaning in WA.~~ "Trailer AC" – This is not used in SA. "No Reg" – This is not used in SA.

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Appendix E. Non Automated Electronic Files

Transaction 46, CSVHistoryResponseData			
Heading	SA/WA Mandatory / Optional	Victoria Mandatory / Optional	Comment
Meter_Status	O	M	This element reflects the current meter status. ~~Not used in WA.~~

Decision on gas retail market scheme: Procedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W – Submitted by the Australian Energy Market Operator

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Appendix 4 Stakeholder feedback

Decision on gas retail market scheme: Pocedure change proposals IN003/20W, IN002/15W, IN009/19W and IN010/20W – Submitted by the Australian Energy Market Operator

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18 November 2020

Ms Nicola Cusworth
Chair
Economic Regulation Authority
PO Box 8469
PERTH BC WA 6849

Dear Ms Cusworth

Amendment to the Gas Retail Market Scheme
Procedure Changes IN003/20W, IN002/15W, IN009/19W and IN010/20W

Alinta Energy supports the following procedure changes proposed by AEMO to take effect in October – December 2021:

- **IN003/20W** – Customer Details Notification / Customer Details Request
- **IN002/15W** – New Job Enquiry Codes
- **IN009/19W** and **IN010/20W** – Add Meter Status to WA gas retail transactions

Alinta Energy has been actively involved in the development of these procedure changes and has made written submissions to AEMO at each stage of the consultation process. We support the bundling of these procedure changes together with the program of work being undertaken by AEMO for the east coast gas market, which will ensure a cost effective and efficient outcome for AEMO, market participants and ultimately, for customers.

If you require additional information concerning this submission, please contact me on 9486 3191 or at catherine.rousch@alintaenergy.com.au .

Yours sincerely,
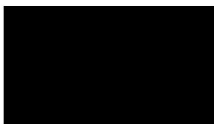
Catherine Rousch
Manager Regulatory Compliance
Alinta Energy