WA B2B Procedure

Customer and Site Details Notification Process

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This document uses, as a baseline, the NEM Version 1.4 of the B2B Procedure Customer and Site Details Notification Procedure.

Contents

High-level statements

This document defines how the WA electricity market operates its B2B Procedure within the process defined for Customer and Site Details Notification.

This document is based on the NEMMCO document B2B Procedure Customer and Site Details Notification Process, Version 1.4, Published 30 June 2007. This version of the NEMMCO document remains valid, save for the exceptions/deviations that are specified in the WA version.

This document uses **red** text to highlight where changes have been made to the baselined source document. Due to the limitations in page real estate that Acrobat documents put in place, there will be occasions where it will be necessary to insert or append pages. When this has to happen, it will not be practicable to renumber Acrobat page numbers. So, if significant information needs to be inserted between pages 2 and 3, we will insert new pages 2a, 2b, etc.

Within this WA B2B Procedure: Customer and Site Details Notification Process document:
- **MSATS** should be taken to read "the Network Operator's systems that support standing data and customer transfer".
- **CATS** should be taken to read "the Network Operator's systems that support the transfer of customers under the Customer Transfer Code 2004."
- **DNSP** should be taken to read "the Network Operator".
- **NEMMCO** should be taken to read "the WA Network Operator, in its role as the market data manager."
- **NEMMCO B2B** should be taken to read "the B2B system operated within Western Australia by the Network Operator".
- **MDP** should be taken to read "Network Operator".
- **aseXML** should be taken to read "waeXML".
- **MSATS B2B Handler** should be taken to read "WA B2B Gateway".
- **National B2B Infrastructure** should be taken to read "WA B2B Infrastructure".
- **B2B Browser Application** should be taken to read "Metering Service Centre".
- **MSATS Procedures** refer to the schedule of documents that support the operation the WA Electricity Market. Part 4 of the Electricity Industry Metering Code 2005 Communication Rules defines this schedule.
- **Rules** should be taken to read as a reference to the Metering Code 2005 and the Customer Transfer Code 2004, plus all their subsidiary documents that give legal and regulatory foundation to the operation of the WA Electricity Market.

Document History

Version	Date	Author	Comments
0.7	10/7/2008	Western Power	This document is based on the NEMMCO document B2B Procedure Customer and Site Details Notification Process, Version 1.4, Published 30 June 2007
0.8	18/12/2008	Western Power	Minor adjustments following feedback from NEMMCO. To avoid confusion, references to NEMMCO and the National Electricity Rules have been changed or removed.

Interpretation

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

Documentation Conventions

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

1 INTRODUCTION

1.1 Document Structure

a. Section One provides an introduction to this Procedure.

b. Section Two describes the transactions and their business context.

c. Section Three describes the Timing Requirements.

d. Section Four itemises the data to be provided in each transaction.

1.2 Introduction

a. ~~This B2B Procedure: Customer and Site Details Notification Process ("Procedure") is deemed to have been the subject of an Information Exchange Committee Recommendation and to have been approved by NEMMCO in accordance with clause 7.2A.5.a.1 of the National Electricity Rules ("Rules").~~

b. This document comes into operation in accordance with the WA Electricity Industry Customer Transfer Code 2004 and the WA Electricity Industry Metering Code 2005 ("Rules").

c. This Procedure (including this provision) may only be amended in accordance with ~~clause~~ the change management procedure described in the Electricity Industry Metering Code 2005 Communication Rules.~~7.2A.3 of the Rules.~~

d. In the event of any inconsistency between this Procedure and the provisions of the Rules, the provisions of the Rules shall prevail to the extent of any inconsistency.

e. In the event of any inconsistency between this Procedure and the provisions of the relevant Metrology Procedure, the provisions of the Metrology Procedure shall prevail to the extent of any inconsistency.

f. ~~In the event of any inconsistency between this Procedure and the provisions of a MSATS Procedure , the MSATS Procedure shall prevail to the extent of any inconsistency.~~

g. In the event of any inconsistency between this Procedure and the provisions of the WA B2B Procedures: Technical Delivery Specification and/or the provisions of the WA B2B Procedures: Technical Guidelines for B2B Procedures (together referred to as the "B2B Technical Procedures"), unless this Procedure provides specially otherwise, the relevant B2B Technical Procedure shall prevail to the extent of any inconsistency.

h. In this Procedure, a word or phrase which commences with capital letters has the meaning given to it:

    1. in this Procedure;

    2. if no meaning is given to it in this Procedure, then as that term is defined in the Technical Guidelines for B2B Procedures; or

3. if no meaning is given to it in the Technical Guidelines for B2B Procedures, then as that term is defined in the Rules.

i.   This Procedure shall be interpreted in accordance with the rules of interpretation set out in ~~clause 1.7 of~~ the Rules and the Technical Guidelines for B2B Procedures. Provisions which are placed in a square box coloured grey are provided by way of explanation and to assist readers and do not form any obligation on Participants nor do they affect the interpretation of this Procedure.

1.3   Purpose

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

1.4   Jurisdictional Instruments

a.   ~~Certain obligations contained in this Procedure reflect the requirements of Registered Participants stated in relevant jurisdictional instruments, as those jurisdictional instruments existed on 23 December 2004.~~ To the extent of any inconsistency between this Procedure and the provisions of any relevant jurisdictional instrument, the relevant jurisdictional instrument shall prevail to the extent of such inconsistency.

1.5   Scope

a.   This Procedure defines the business rules and transactions for regular updates of Customer and Site Details from the Retailer to the DNSP. The Procedure must be used for the reconciliation of Customer and Site Details between Retailers and DNSPs.

b.   The Procedure also includes requests by the DNSP to the Retailer for the customer details.

c.   The Procedure only applies to electricity customers.

d.   This Procedure excludes internal business processes, such as the validation of data by the DNSP, the verification of customer identity by the Retailer, or the extraction of customer data updates by the Retailer.

1.6   aseXML

a.   A Participant must use the agreed WA market derivation of the industry standard of aseXML (i.e. waeXML) messaging to deliver Transactions pursuant to this Procedure.

1.7   Application of this Procedure

a.   In accordance with and subject to the provisions in clause 1.6 of the Metering Code 2005, Participants~~, NEMMCO~~ and Metering Providers must comply with this Procedure except to the extent set out in paragraph 1.7(b) below.

b.   ~~In accordance with clause 7.2A.4(k) of the Rules,~~ Participants may on such terms and
       conditions as agreed between them communicate a B2B Communication on a basis other
       than as set out in this Procedure, in which case the parties to the agreement need not
       comply with this Procedure to the extent that the terms and conditions agreed between
       them are inconsistent with this Procedure.

c.   This Procedure applies to Customer and Site Details in respect of the NMIs in the
       following Participating Jurisdictions:

Transaction	ACT	NSW	QLD	SA	VIC	TAS	**WA**
Customer Details Request	Yes	Yes	Yes	Yes	Yes	No	Yes
Customer Details Notification	Yes	Yes	Yes	Yes	Yes	No	Yes
Customer Details Reconciliation	Yes	Yes	Yes	Yes	Yes	No	Yes
Site Access Notification	Yes	Yes	Yes	Yes	Yes	No	Yes
Site Address Notification	Yes	Yes	Yes	Yes	Yes	No	Yes

Key

Yes	Applicable as defined.
No	Not Applicable

1.8   Enforceability of the Procedures

a.   The Procedure is enforceable by the Economic Regulatory Authority (ERA) in accordance
       with its powers under the Electricity Industry Metering Code (2005).

1.9   Terminology and Definitions

1.9.1   Business Documents

a.   Throughout this Procedure, the term "Business Document" is used to refer to the key
       Transactions sent between the Retailer and DNSP. In this Procedure, the relevant
       Business Documents are:

       1. CustomerDetailsRequest

       2. CustomerDetailsNotification

       3. CustomerDetailsReconciliation

       4. SiteAccessNotification

       5. SiteAddressNotification

1.9.2   Business Signals

a.   This Procedure defers technical transaction delivery details to the ~~MSATS Procedure:~~ WA B2B Procedure (Technical Delivery Specification). However, this Procedure does require that the technical delivery mechanism support the following "Business Signals":

   1. *BusinessReceipt*; and

   2. *BusinessAcceptance/Rejection*

b.   A *BusinessReceipt* indicates that a Business Document has been received and its contents indicate if it is readable by the Recipient.

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

1.10   Related Documents

a.   This Procedure has been prepared in conjunction with and should be read in conjunction with the following B2B Procedures:

   1. WA B2B Procedures: Technical Delivery Specification

   2. WA B2B Procedures: Technical Guidelines for B2B Procedures

b.   Participants should also refer to the following documents. It should be noted that these documents have been prepared by way of assistance only and are not legally binding documents nor do they affect in any way the interpretation of this Procedure.

   1. ~~Frequently Asked Questions: Customer and Site Details Notification Process~~

   2. Participant Build Pack - B2B System Interface Definitions

2 CUSTOMER & SITE DETAILS PROCESS

2.1 Process Diagrams

a. The diagrams below show the entire process for the provision of Customer and Site details, including where the CustomerDetailsNotification is provided by the Retailer in response to the DNSP's CustomerDetailsRequest. On most occasions the CustomerDetailsNotification will be provided without an associated CustomerDetailsRequest, as the Retailer is obliged to advise updates as they occur.

b. The Timing Requirements for the *BusinessReceipt* and the *BusinessAcceptance/Rejection* for the SiteAccessNotification and SiteAddressNotification are identical to those for the CustomerDetailsNotification.

c. The triangles at the bottom of the diagrams below are the timing points for the process. Refer section 3 for details of the Timing Requirements for this process.

Generic Notifications Process
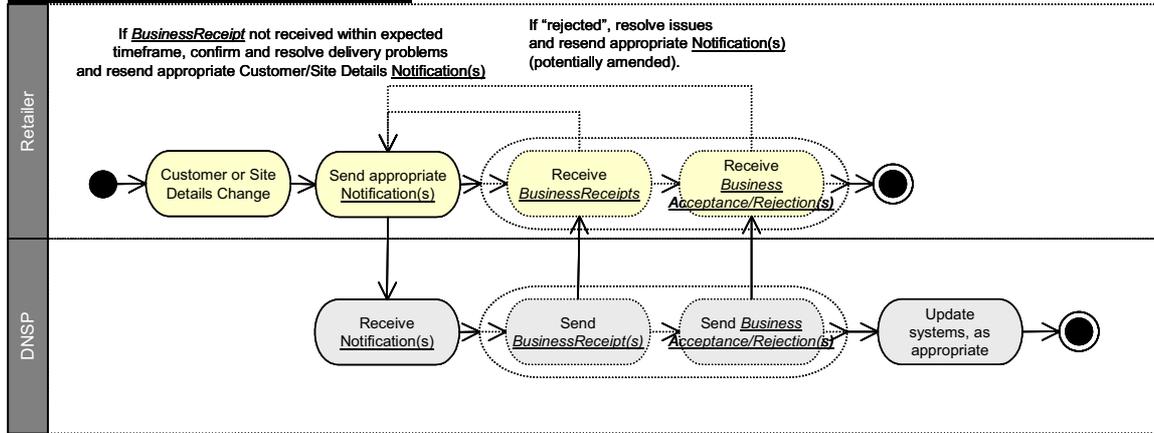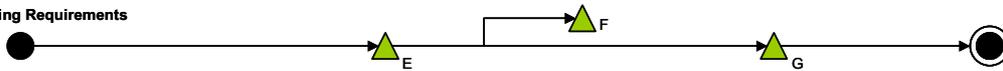
Figure 1: Notifications process
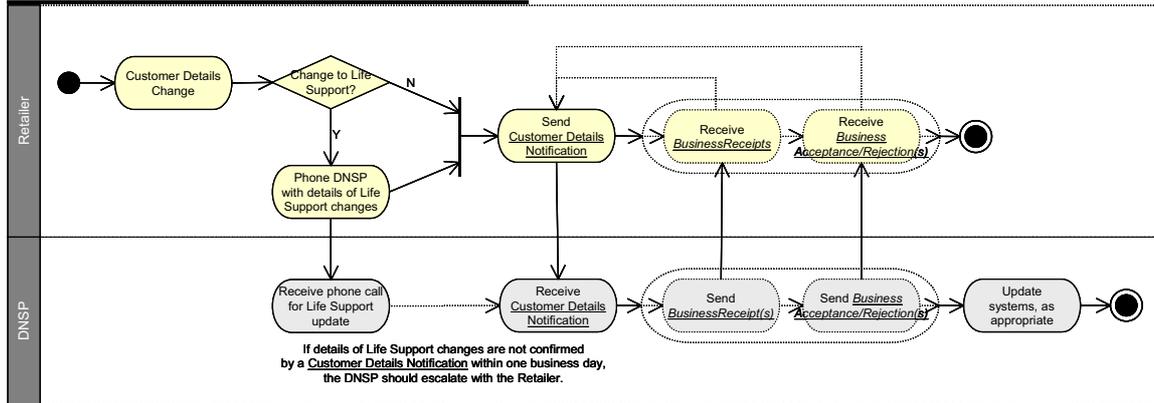
Customer Details Notification Process
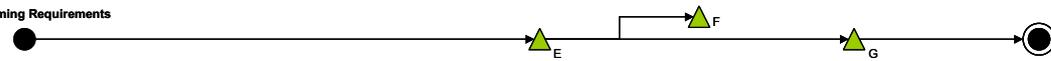
Figure 2: Customer Details Notification process (Notification initiated by a Retailer)

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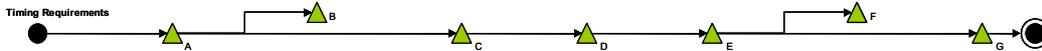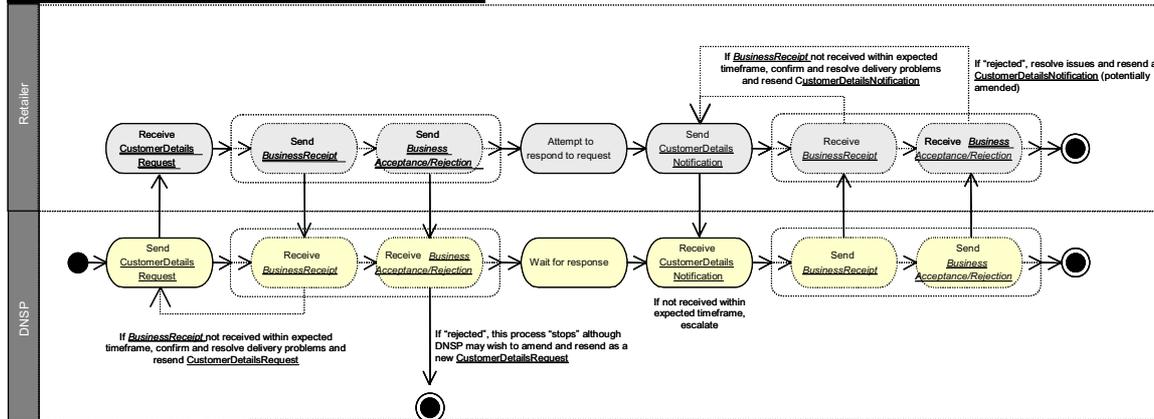
Figure 3: Overview of Customer Details process (Notification in response to a Request)

Customer Details Reconciliation Process
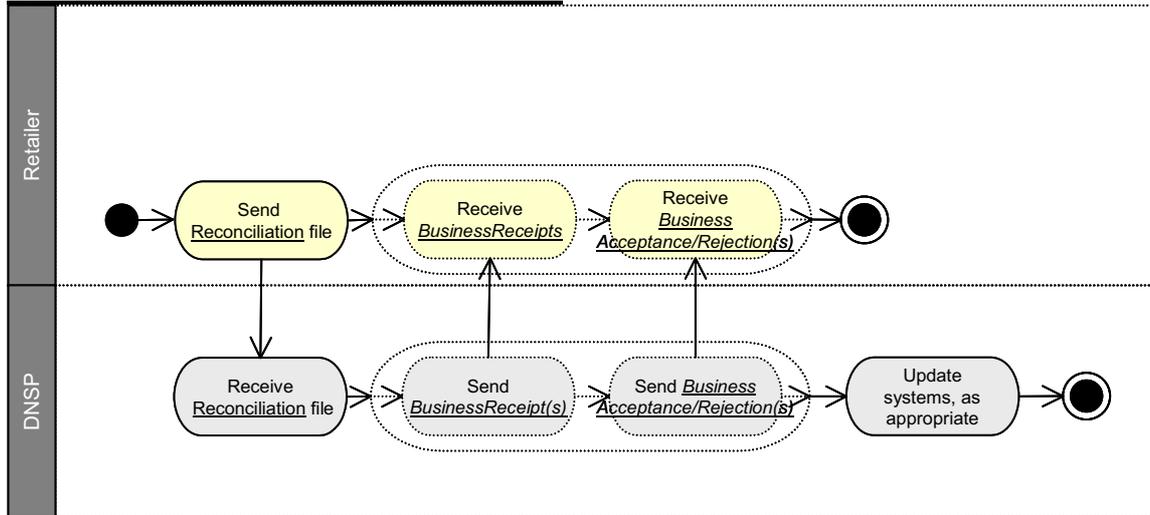
Note: Use if BusinessReceipts is to be agreed between the Participants.

Figure 4: Overview of Customer Details Reconciliation process

2.2   Business Rules

2.2.1   Common business rules

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

2.2.2   Common business rules for Notifications

a.   Subject to 2.2.2 (c), Retailers must send the relevant Notification whenever they become
         aware of Customer and Site Detail Changes (Changes).

b.   The Retailer must use reasonable endeavours to send the CustomerDetailsNotification in
         the following situations:

   1. At completion of transfer, or

   2. For a New Connection where the customer details and access requirements are assigned to
      the new NMI, or

   3. When the customer moves out or moves in, or

   4. Upon receipt of routine updates provided by existing customer.

c.   Retailers must only send a single daily Notification of each type (where relevant) covering
         all Changes made to the NMI's details that day. The Retailer must ensure that the most
         recent details are provided. Notifications sent by a Retailer in response to a
         CustomerDetailsRequest may be sent individually or included with other Notifications
         (refer section 2.4.a of the Technical Delivery Specification for details regarding the
         bundling of transactions).

d.   A Retailer must provide the full set of available information that they hold for each
         Notification transaction, not just information Changes. If the Retailer does not complete
         non-Mandatory fields (as defined in Section 4), this indicates that the Retailer does not
         have this information.

e.   It is within a DNSP's sole discretion as to whether they decide to update their records on
         the basis of the information provided by Retailers. If the DNSP does not accept the
         information provided by the Retailer, the DNSP must send a
         BusinessAcceptance/Rejection with an appropriate *EventCode* and details of the Retailer's
         data being rejected.

f.   A ServiceOrderRequest does not replace the need to also send the relevant Notification
         transaction(s). For example, a Re-energisation ServiceOrderRequest, which includes a
         hazard detail, does not replace the SiteAccessNotification that would advise the same
         information. The information in the ServiceOrderRequest is treated as only pertinent to
         the work requested, the details in the SiteAccessNotification is treated as the official,
         enduring update.

g.   Retailers must only send updates where the Customer or Retailer initiated the Changes.
         Retailers must not send updates based on information received from MSATS or the DNSP.
         This prevents the cyclical transmission of information between Retailers and DNSPs.

h.   The details provided in a <u>CustomerDetailsNotification</u>, <u>SiteAccessNotification</u> and <u>SiteAddressNotification</u> must be the current details at the date and time that the Notification, was generated. This date may be historical in certain situations. The recipient should use the date the transaction was generated as the effective date for the change of details and not the last modified date and time. For Life Support Changes refer to 2.2.4.a.and b).

2.2.3   Customer Details Request

a.   The DNSP must only send a <u>CustomerDetailsRequest</u> when they reasonably believe that the information has not been previously provided by the Retailer in a Notification transaction or that the information they hold is incorrect.

b.   The DNSP must only send a maximum of one <u>CustomerDetailsRequest</u> per NMI per day.

c.   The Retailer must provide a <u>CustomerDetailsNotification</u> in response to a valid <u>CustomerDetailsRequest</u>. The Retailer must not provide a <u>SiteAccessNotification</u> or <u>SiteAddressNotification</u> in response to a valid <u>CustomerDetailsRequest</u>.

d.   The DNSP must not use this transaction to obtain mass updates of information. If a mass update of information is required, the Reconciliation Process must be used.

2.2.4   Customer Details Notification

a.   The Retailer must immediately advise the DNSP by telephone when they become aware of a Life Support situation (refer *SensitiveLoad* field, Section 4.2). The Retailer must subsequently send a <u>CustomerDetailsNotification</u> in accordance with the normal Timing Requirements set out in Section 3.2.3). In this case, the Changes are effective from the time of the telephone call from the Retailer to the DNSP.

b.   For sites in ~~South~~Western Australia with Life Support requirements, the Retailer must ~~fax~~email a copy of the documentation verifying the Life Support requirements for the Site to the DNSP. The *BusinessAcceptance/Rejection* transaction does not indicate formal acceptance of the Life Support information. Formal acceptance occurs once verification of the Life Support information is received as per regulatory requirements. In this case, the Changes are effective from the time the DNSP verifies the documentation provided by the Retailer.

c.   The *SensitiveLoad* code "Sensitive Load" will not be used by the DNSP for the purpose of de-energisation. The DNSP may use this information for load or outage management purposes.

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

e.   If a Customer changes Retailer, the Old Retailer must not send a <u>CustomerDetailsNotification</u>. The New Retailer must send a <u>CustomerDetailsNotification</u> in accordance with 2.2.2.b.1.

2.2.5   Customer Details Reconciliation

a.   Participants can agree to conduct a reconciliation of Customer Details on a regular or as required basis. The Reconciliation Process must use the CustomerDetailsNotification transaction with *MovementType* equals "Reconciliation". This form of the CustomerDetailsNotification transaction is called the CustomerDetailsReconciliation transaction.

b.   The use of *BusinessAcceptance/Rejections* for the CustomerDetailsReconciliation will be identical to that used for the CustomerDetailsNotification.

c.   The delivery method for the CustomerDetailsReconciliation transaction and its Business Signals must be agreed bilaterally. If the agreed delivery method is via the B2B e-Hub and the number of files exceeds 100, the Participant must agree the timing of the Reconciliation with ~~NEMMCO~~the Network Operator before commencing the Reconciliation. If the CustomerDetailsReconciliation transaction is sent via the B2B e-Hub, the transaction must be sent as a Low Priority aseXML document.

d.   The Timing Requirements for the use of the CustomerDetailsReconciliation transaction and its Business Signals will be as agreed between the Participants using the Transaction.

e.   A Reconciliation transaction does not replace the requirement for the Notification of Customer Details Changes as described in sections 2.2.2 and 2.2.4.

2.2.6   Site Address Notification

a.   The DNSP must comply with the following usage rules for the Business Events listed in the table below when sending *BusinessAcceptance/Rejections* for SiteAddressNotifications.

Business Event	Usage
Accept	The DNSP fully accepts the information provided by the Retailer and will update MSATS accordingly.
~~Address identical to address held by DNSP~~	~~The information provided by the Retailer matches the DNSP's records. The DNSP will not be updating its records based on the information provided by the Retailer.~~
Address not accepted. MSATS correct	The DNSP reasonably believes the Site address recorded by the DNSP and MSATS is correct. The DNSP will not be updating its records or MSATS based on the information provided by the Retailer.
~~Address not accepted. MSATS to be updated~~	~~The DNSP does not accept the Site address provided by the Retailer. The DNSP investigation of the site address has resulted in changes to its records and will result in a corresponding change to MSATS.~~

3   TIMING REQUIREMENTS

3.1   Definition of timing points and periods

a.   The timing points A to G described and used below are shown in the diagrams in section 2.1.

b.   These Timing Requirements do not apply to the use of the <u>CustomerDetailsReconciliation</u> transaction (refer 2.2.5).

c.   The following definitions apply:

Timing Point	Definition
A	This timing point is when the DNSP issues a <u>CustomerDetailsRequest</u> to a Retailer.
B	This timing point is when the DNSP receives a *<u>BusinessReceipt</u>* for a <u>CustomerDetailsRequest</u> from the Retailer.
C	This timing point is when the DNSP receives a *<u>BusinessAcceptance/Rejection</u>* for a <u>CustomerDetailsRequest</u> from the Retailer.
D	This timing point is when the request has been actioned.
E	This timing point is when the Retailer sends a Notification to the DNSP.
F	This timing point is when the Retailer receives a *<u>BusinessReceipt</u>* for a Notification from the DNSP.
G	This timing point is when the Retailer receives a *<u>BusinessAcceptance/Rejection</u>* for a Notification from the DNSP.

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

3.2 Specific Timing Requirements

3.2.1 Timing Requirement for *BusinessReceipts* for Requests

a. The timing requirement for *BusinessReceipts* is set out in section 4.10 of the B2B Procedures: Technical Delivery Specification.

3.2.2 Timing Requirement for *BusinessAcceptance/Rejection* for Requests

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

3.2.3 Timing Requirement for Providing Notifications

a. Where the CustomerDetailsNotification is provided in response to a CustomerDetailsRequest, the Retailer must provide the CustomerDetailsNotification within 2 Business Days of receiving the CustomerDetailsRequest.

b. In all other situations, the Notification transaction (Customer, Address or Access details) must be provided within one business day of the relevant data being updated/changed (and the completion of the related customer transfer, if applicable). Refer 2.2.2.a and 2.2.4.e.

3.2.4 Timing Requirement for Sending CustomerDetailsRequests

a. The DNSP must not send a CustomerDetailsRequest for a NMI before the Close of Business of the business day following the completion of the Transfer of the Connection Point.

3.2.5 Timing Requirement for *BusinessReceipts* for Notifications

a. The timing requirement for *BusinessReceipts* is set out in section 4.10 of the B2B Procedures: Technical Delivery Specification.

3.2.6 Timing Requirement for *BusinessAcceptance/Rejection* for Notifications

a. With the exception of SiteAddressNotification, the timing requirement for *BusinessAcceptance/Rejections* is set out in section 4.10 of the B2B Procedures: Technical Delivery Specification.

b. The DNSP must provide a *BusinessAcceptance/Rejection* to the Retailer within 15 Business Days of receiving a SiteAddressNotification.

4   TRANSACTIONS

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

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

4.1   <u>CustomerDetailsRequest</u> Transaction Data

Field	Format	Usage: Customer Details Request	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	*NMI Checksum* (as used by MSATS).
Reason	VARCHAR(40)	M	<u>Allowed values</u> Returned Mail Missing Customer Details Confirm Life Support Other (explanation in *SpecialNotes*) <u>Notes regarding the allowed values</u> "Returned Mail" means the DNSP has received returned mail with the current *PostalAddress* held by the DNSP. "Missing Customer Details" means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of the Changes (e.g. move-in or transfer has occurred). "Confirm Life Support" means the DNSP requires confirmation of whether the Connection Point has a Life Support requirement or not. "Other" means other reasons to the specified ones. If this Code is use, the DNSP must provide the details of the reason in the in *SpecialNotes* field.
SpecialNotes	VARCHAR(240)	O/M	Any additional information the DNSP wishes to convey to the Retailer. Mandatory if Reason is "Other".

4.2   <u>CustomerDetailsNotification</u> Transaction Data

a. Note: The <u>CustomerDetailsReconciliation</u> transaction is identical to the
    <u>CustomerDetailsNotification</u> transaction. Refer 2.2.5.

Field	Format	Usage: Customer Details Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
CustomerName	PERSONNAME	M/N	Mandatory where *BusinessName* is blank. Not Required where the site is vacant (refer 2.2.4.d).
BusinessName	BUSINESSNAME		Mandatory where the *CustomerName* is blank. Not Required where the site is vacant (refer 2.2.4.d).
BusinessContactName	PERSONNAME	O	Where there are several contact types for a business (billing contact, outage contact), the Retailer must use reasonable endeavours to transmit the appropriate contact for the purpose of contacting the customer for supply related issues. Only one *BusinessContactName* must be supplied. Not Required where the site is vacant (refer 2.2.4.d).
PostalAddress	ADDRESS (UNSTRUCTURED)	M/N	Postal address for the customer (for outage notification purposes). An aseXML compliant ~~structured address or~~ unstructured address must be provided. The data provided must be the one considered by the Retailer to be the one most suitable for use as a postal address for contacting the customer. Where there is a conflict, provide the Outage address and not the self-read address. The Mandatory fields must be provided except where a site is vacant (refer 2.2.4.d), where they are not required.
DeliveryPoint Identifier	NUMERIC (8)	R	The DPID for the *PostalAddress*. Defines the delivery point identifier as per Australian Standard AS4590. Not Required where the site is vacant (refer 2.2.4.d).
PhoneNumber1	TELEPHONE	R	The appropriate phone number for outage notification. The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues. Not Required where the site is vacant (refer 2.2.4.d).
PhoneNumber2	TELEPHONE	R	The appropriate phone number for outage notification. The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues. Not Required where the site is vacant (refer 2.2.4.d).

Field	Format	Usage: Customer Details Notification	Definition/Comments
SensitiveLoad	VARCHAR(20)	M	This field indicates if there are economic, health or safety issues with loss of supply of the Connection Point. Allowed Values Life Support Sensitive Load None The value 'None' field must be provided where the site is vacant (refer 2.2.4.d). The value 'Life Support' is as defined by the relevant jurisdictional instrument. The value 'Sensitive Load' is used to indicate that the Retailer reasonably believes there are economic, health or safety issues with loss of supply of the Connection Point, other than Life Support ones. Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided.
MovementType	VARCHAR(14)	M	Allowed CustomerDetailsNotification Codes Site Vacant, Move In, or Update Allowed CustomerDetailsReconciliation Code Reconciliation
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.
RebateCode	VARCHAR(20)	N	Allowed Codes → Pension Card → Health Care Card → Health Benefit Card → Veteran Affairs Card Not Required where the site is vacant (refer 2.2.4.d).
PensionHealthCardNumber	VARCHAR(10)	N	Nine numeric and one alpha unique identifier issued by Department Social Security or Department Veterans Affairs Not Required where the site is vacant (refer 2.2.4.d).
FromDate	DATE	N	Effective date at which card is valid. Not Required where the site is vacant (refer 2.2.4.d).
ToDate	DATE	N	Date at which card expires. Mandatory for Health Care Cards only. Not Required where the site is vacant (refer 2.2.4.d).

4.3   <u>SiteAccessNotification</u> Transaction Data

Field	Format	Usage: Site Access Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
AccessDetails	VARCHAR(160)	M	If the customer has supplied any special access details, the Retailer must include these. Any access requirements should be fully described, without using abbreviations. <u>Standard values</u> "Customer reports no access requirements", or <Description of access requirement>
HazardDescription	VARCHAR(80)	M	This field repeats to allow the reporting of multiple hazards. <u>Standard values</u> One or more of the following standard values should be used, where applicable. • Customer Reports No Hazard • Dog • Electric Fence • Customer Caution • Not Known To Retailer Any other hazards should be fully described, without using abbreviations.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.

4.4   SiteAddressNotification Transaction Data

Field	Format	Usage: Site Address Notification	Definition/Comments
NMI	CHAR(10)	M	NMI (as used by MSATS).
NMI Checksum	CHAR(1)	O	NMI Checksum (as used by MSATS).
SiteAddress	ADDRESS	M	An aseXML compliant structured address is required, otherwise an unstructured address must be provided. Refer *Technical Guidelines for B2B Process Specifications*.
LastModifiedDateTime	DATETIME	M	Date and time that the record was updated in the Retailer's system.
DeliveryPointIdentifier	NUMERIC (8)	R	Defines the delivery point identifier as per Australian Standard AS4590- 1999.
CustomerType	VARCHAR (1)	M	Although mandatory, this attribute is not used in WA. Populate with any one of the allowed values, namely: - Industrial - Commercial - Residential - Farm - Lighting

4.5 *BusinessAcceptance/Rejection* Transaction Data

4.5.1 Fields

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

Field	Structure	Occurs	Comments
EventCode	EVENTCODE	M	A code to indicate the reason for the rejection. Applicable Events are defined below (4.5.2).
KeyInfo	VARCHAR(10)	M	The *NMI* of the transaction being rejected.
Context	EVENTCONTEXT	O	The Data Element in the received Business Document (eg. *HazardDescription*) that causes the Event.
Explanation	UNLIMITED VARCHAR	M/O	An explanation of the event. Must be provided where the Business Event requires an *Explanation*.

4.5.2 Applicable Business Events

a. Participants must use the most relevant Business Event(s).

b. Where the *EventCode* is not in the aseXML reserved range (0-999), an *EventCodeDescription* must be included in the *BusinessAcceptance/Rejection* in accordance with the aseXML Guidelines.

c. The following table identifies the Events that can arise to this process and the relevant Business Signals to which they relate.

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	Document Reference or Notes
CustomerDetailsRequest	*BusinessAcceptance/ Rejection*	Participant is not authorised to receive the requested data	No	Error	
CustomerDetailsNotification	*BusinessAcceptance/ Rejection*	Medical Certificate not received in time	Yes	Error	Only used in SA.
SiteAccessNotification	*BusinessAcceptance/ Rejection*				
SiteAddressNotification	*BusinessAcceptance/ Rejection*	Address identical to address held by DNSP	No	Information	2.2.6
		Address not accepted. MSATS correct.	No	Error	2.2.6
		Address not accepted. MSATS to be updated.	No	Error	2.2.6
All Notifications	*BusinessAcceptance/ Rejection*	Not Current FRMP	No	Error	
All	*All*	Accept.	No	Information	Standard aseXML Code
		Data missing. Details provided in *Explanation.*	Yes	Error	Standard aseXML Code

Business Document	Business Signal	Business Event	*Explanation* Required	Severity	Document Reference or Notes
		Recipient is not responsible for the supplied NMI.	Yes	Error	
		Invalid data. Details provided in *Explanation.*	Yes	Error	Standard aseXML Code

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