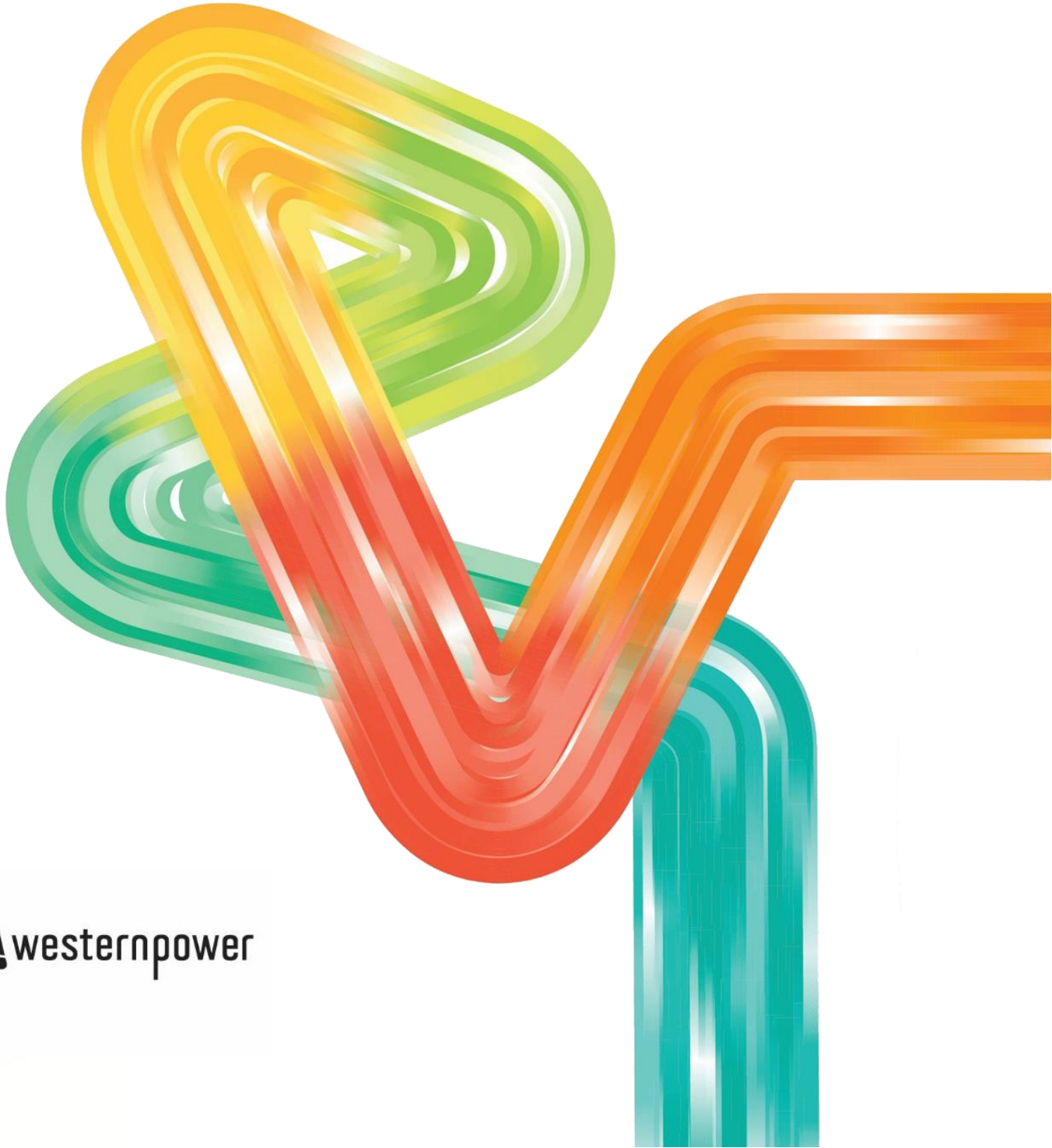
# WA B2B Procedure

## Customer and Site Details Notification Process

Public

14 October 2024



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# Document History

| Version | Date | Author | Comments |
|---|---|---|---|
| 0.7 | 10/07/2008 | 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. |
| 1.0 | 14/10/2024 | Western Power | This is a major revision which includes documenting the current Life Support Equipment (LSE) notification process and updating the format of the document. |

**Interpretation**

For details of the interpretation of key words, such as addresses, date4s, 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 in accordance with the Applicable Regulatory Instruments.

b. This document comes into operation in accordance with the Applicable Regulatory Instruments.

c. This Procedure (including this provision) may only be amended in accordance with the Applicable Regulatory Instruments.

d. In the event of any inconsistency between this Procedure and the Applicable Regulatory Instruments, The Applicable Regulatory Instruments shall prevail to the extent of any inconsistency.

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

    a. In this Procedure;

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

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

f. 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 Applicable Regulatory Instruments

a. To the extent of any inconsistency between this Procedure and the provisions of any relevant regulatory instrument, the relevant regulatory instrument shall prevail to the extent of such inconsistency.

b. Applicable Regulatory Instruments refers to the following:

    a. Electricity Industry Metering Code 2012

    b. Electricity Industry Customer Transfer Code 2016

    c. Code of Conduct for the Supply of Electricity 2022

    d. Communication Rules

    e. Western Power Metrology Procedure

## 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.

e. Contingency arrangements will be implemented in accordance with Part 5 of the WA B2B Procedure (Technical Delivery Specification).

## 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 2012, Participants and Metering Providers must comply with this Procedure except to the extent set out in paragraph 1.7(b) below.

b. 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 with the following transactions: Customer Details Request, Customer Details Notification, Customer Details Reconciliation, Site Access Notification and Site Address Notification.

## 1.8 Enforceability of the Procedure

a. The Procedure is enforceable by the Economic Regulatory Authority (ERA) in accordance with its powers under the Metering Code (2012) and other Applicable Regulatory Instruments.

## 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 Market Participants and DNSP. In this Procedure, the relevant Business Documents are:

    a. Customer Details Request

    b. Customer Details Notification

    c. Customer Details Reconciliation

    d. Site Access Notification

    e. Site Address Notification

### 1.9.2 Business Signals

a. This Procedure defers technical transaction delivery details to the Western Power Build Pack Procedure: WA B2B Procedure (Technical Delivery Specification). However, this Procedure does not require the technical delivery mechanism to support the following “Business Signals”:

    a. Business Receipt; and

    b. Business Acceptance/Rejection

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

c. A Business Acceptance/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 the following B2B Procedures:

    a. WA B2B Procedures: Technical Delivery Specification

    b. 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.

    a. Participant Build Pack - B2B System Interface Definitions

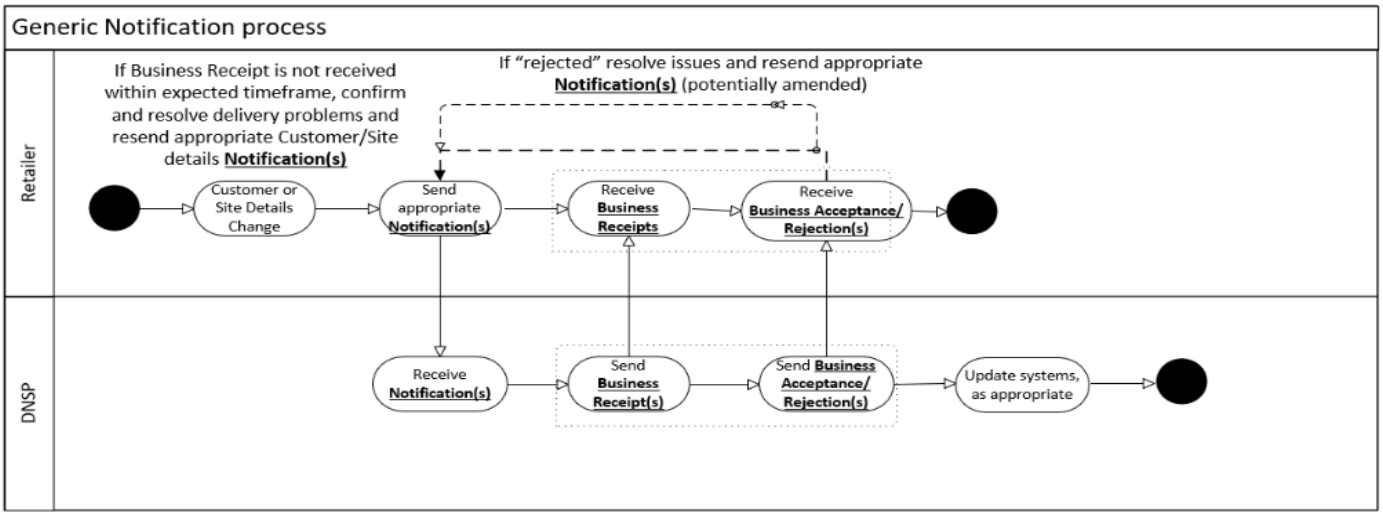
# 2. Customer & Site Details Process

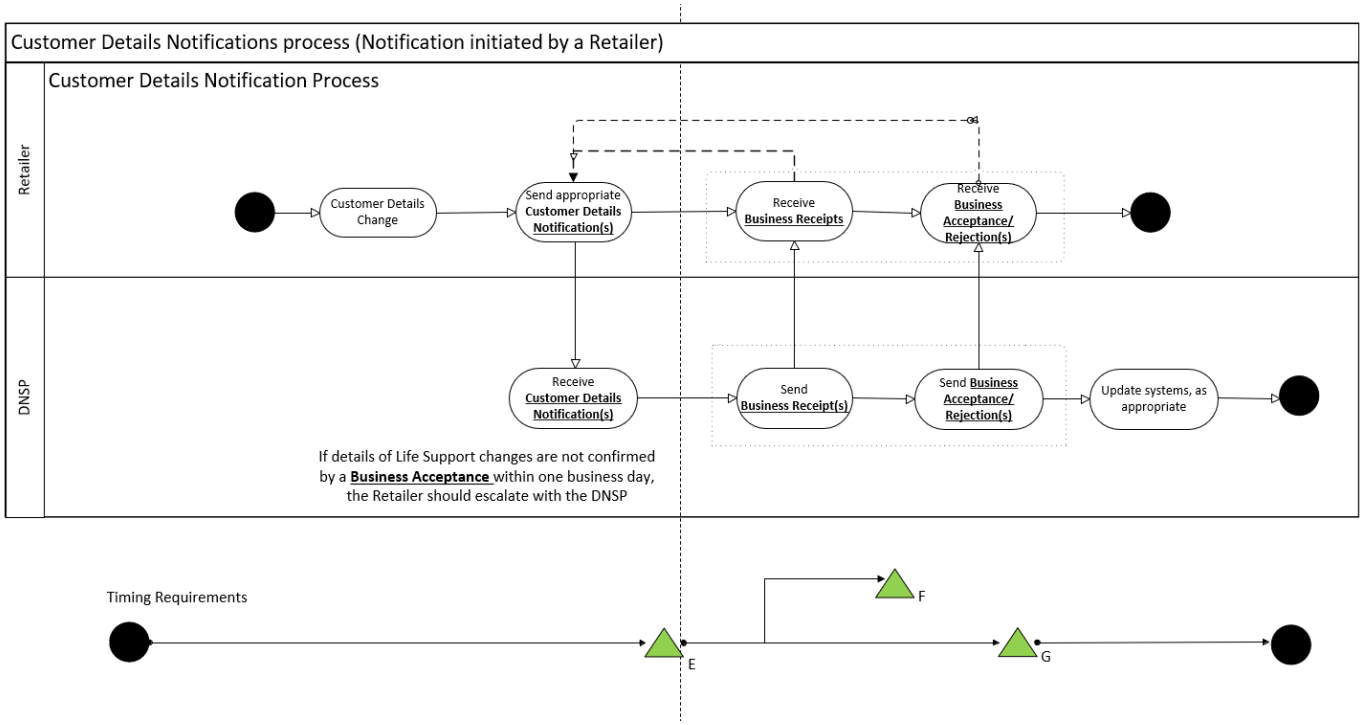
## 2.1 Process Diagrams

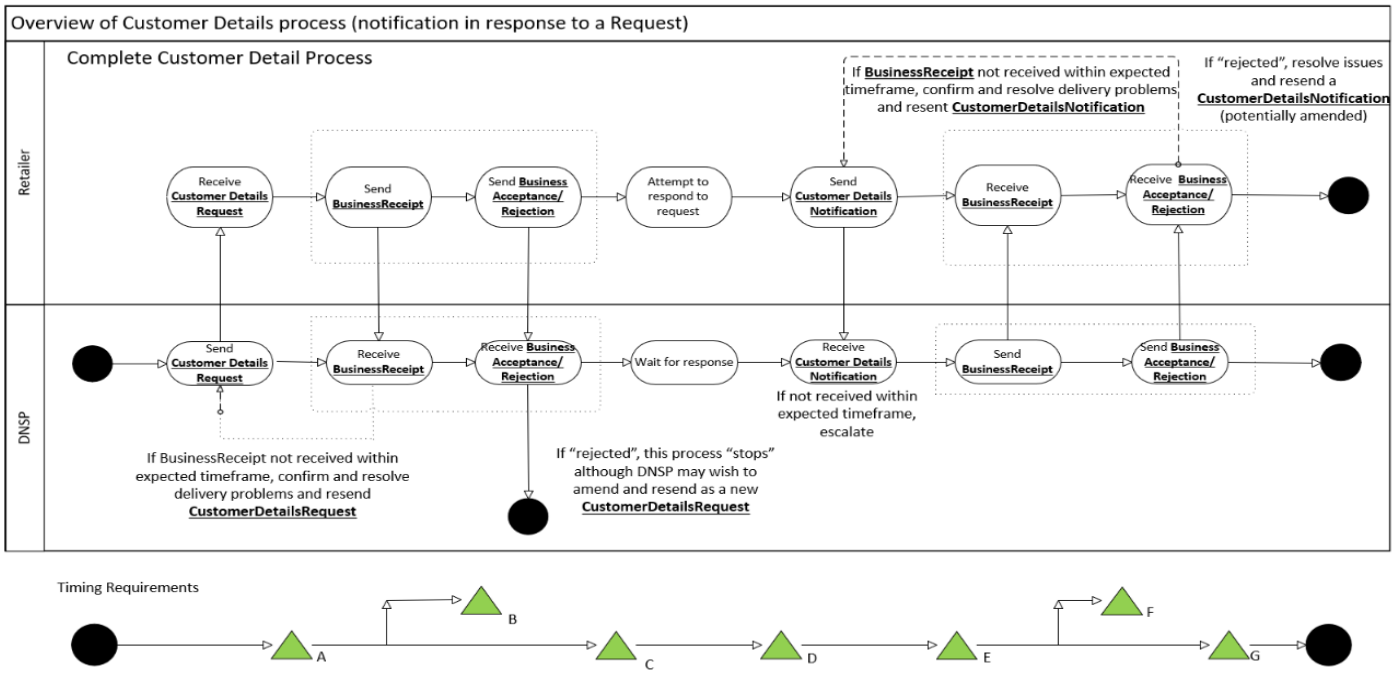
a. The diagrams below show the entire process for the provision of Customer and Site Details, including where the Customer Details Notification is provided by the Retailer in response to the DNSP's Customer Details Request. On most occasions the Customer Details Notification will be provided without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

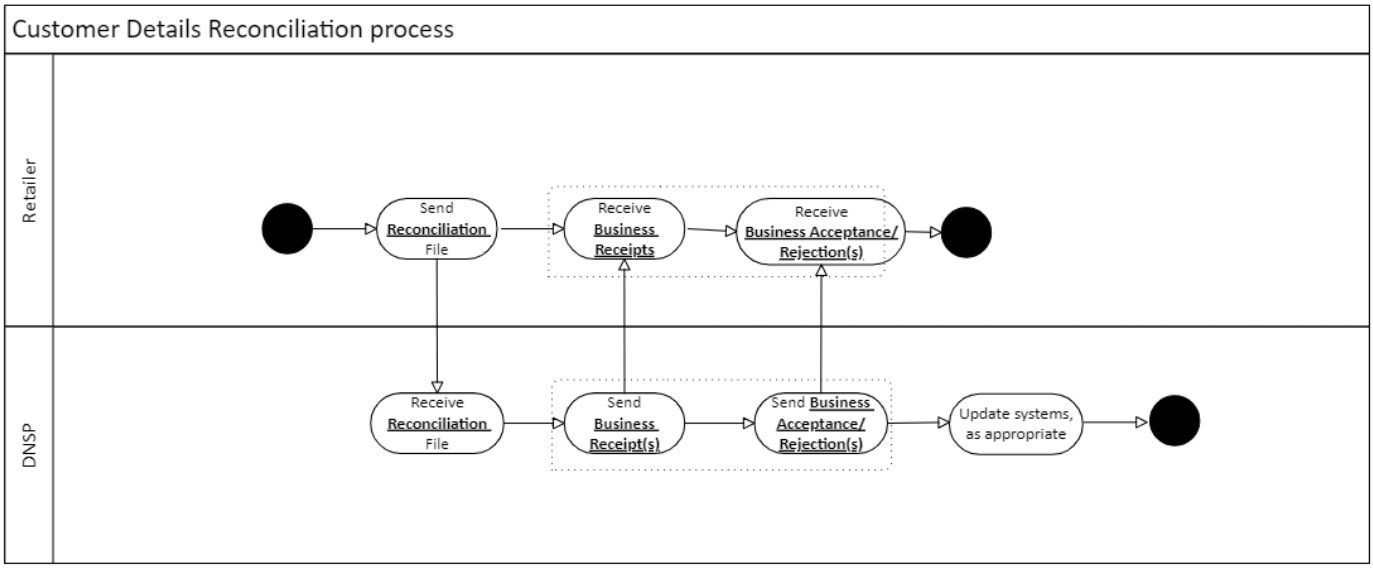
b. The timing requirements for the Business Receipt and the Business Acceptance/Rejection for Site Access Notification and Site Address Notification are identical to those for the Customer Details Notification.

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




Customer Details Notifications process (Notification initiated by a Retailer)
Customer Details Notification Process
Retailer
DNSP
Customer Details Change
Send appropriate Customer Details Notification(s)
Receive Business Receipts
Receive Business Acceptance/ Rejection(s)
Receive Customer Details Notification(s)
Send Business Receipt(s)
Send Business Acceptance/ Rejection(s)
Update systems, as appropriate
If details of Life Support changes are not confirmed by a Business Acceptance within one business day, the Retailer should escalate with the DNSP
Timing Requirements
E
F
G


Overview of Customer Details process (notification in response to a Request)
Complete Customer Detail Process
Retailer
DNSP
Receive Customer Details Request
Send BusinessReceipt
Send Business Acceptance/ Rejection
Attempt to respond to request
Send Customer Details Notification
Receive BusinessReceipt
Receive Business Acceptance/ Rejection
If BusinessReceipt not received within expected timeframe, confirm and resolve delivery problems and resent CustomerDetailsNotification
If "rejected", resolve issues and resend a CustomerDetailsNotification (potentially amended)
Send Customer Details Request
Receive BusinessReceipt
Receive Business Acceptance/ Rejection
Wait for response
Receive Customer Details Notification
Send BusinessReceipt
Send Business Acceptance/ Rejection
If not received within expected timeframe, escalate
If BusinessReceipt not received within expected timeframe, confirm and resolve delivery problems and resend CustomerDetailsRequest
If "rejected", this process "stops" although DNSP may wish to amend and resend as a new CustomerDetailsRequest
Timing Requirements
A
B
C
D
E
F
G


Customer Details Reconciliation process
Retailer
DNSP
Send Reconciliation File
Receive Business Receipts
Receive Business Acceptance/ Rejection(s)
Receive Reconciliation File
Send Business Receipt(s)
Send Business Acceptance/ Rejection(s)
Update systems, as appropriate

## 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) consistent with the Applicable Regulatory Instruments.

b. The Retailer must use reasonable endeavours to send the Customer Details Notification in the following situations:

    a. At completion of transfer, or

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

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

    d. Upon notification of a change to customer details.

c. Retailers must send a Notification of each type (where relevant) covering all Changes made to the NMI's details that day. The Retailer must ensure the most recent details are provided. Notifications sent by a Retailer in response to a Customer Details Request may be sent individually or included with other Notifications (refer to 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 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 Business Acceptance/Rejection with an appropriate Event Code and details of the Retailer's data being rejected.

f. A Service Order Request does not replace the need to send the relevant Notification transaction(s). For example, a Re-energisation Service Order Request, which includes a hazard detail, does not replace the Site Access Notification that would advise the same information. The information in the Service Order Request is treated as only pertinent to the work requested, the details in the Site Access Notification is treated as the official 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 the DNSP as this would prevent the cyclical transmission of information between Retailers and the DNSP.

h. The details provided in a Customer Details Notification, Site Access Notification and Site Address Notification must be the current details at the date and time 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 Equipment (LSE) Changes refer to 2.2.4.a and 2.2.4.b.

### 2.2.3 Customer Details Request

a. The DNSP must only send a Customer Details Request when they reasonably believe the information has not been previously provided by the Retailer in a Notification transaction or the information the DNSP holds is incorrect.

b. The DNSP must only send a maximum of one Customer Details Request per NMI per day.

c. The Retailer must provide a Customer Details Notification in response to a valid Customer Details Request. The Retailer must not provide a Site Access Notification or Site Address Notification in response to a valid Customer Details Request.

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 advise in accordance with the applicable regulatory requirements when they become aware of Changes with Life Support Equipment (LSE) (refer to the Sensitive Load field, Section 4.2). The Retailer must send a Customer Details Notification 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 Notification from the Retailer to the DNSP.

b. The Retailer may provide Customer Details Notification with a delivery priority of high.

c. For sites with LSE requirements, the Business Acceptance indicates formal acceptance of the LSE information. In the event of Business Rejection, the Retailer is to resolve and resubmit a Customer Details Notification. Changes are effective from the time of the DNSP Business Receipt.

d. The Sensitive Load 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.

e. Where a Site is vacant (for example, if a customer moves out), a Retailer must send a Customer Details Notification containing the NMI, Last Modified Date Time, a Movement Type value of “Site Vacant” and Sensitive Load value of “None” to the DNSP.

f. On completion of a customer transfer the previous retailer is not required to send Customer Details Notifications, in relation to a transferred NMI, after the nominated transfer date. If a previous retailer sends a Customer Details Notification after the nominated transfer date of the NMI, the DNSP may ignore this notification. The incoming retailer will be required to send Customer Details Notifications in accordance with 2.2.2.b.

### 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 Customer Details Notification transaction with Movement Type equals Reconciliation. This form of the Customer Details Notification transaction is called the Customer Details Reconciliation transaction.

b. The use of Business Acceptance/Rejection for the Customer Details Reconciliation will be identical to that used for the Customer Details Notification process.

c. The delivery method for the Customer Details Reconciliation transaction and its Business Signals must be agreed. 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 the DNSP before commencing

the Reconciliation. If the Customer Details Reconciliation 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 Customer Details Reconciliation transaction and its Business Signals will be 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 Business Acceptance/Rejection for Site Address Notifications.

| Business Event | Usage |
|---|---|
| Accept | The DNSP fully accepts the information provided by the Retailer and will update the meter registry accordingly. |
| Address not accepted. Meter registry correct | The DNSP reasonably believes the Site address recorded by the DNSP is correct. The DNSP will not be updating its records based on the information provided by the Retailer. |

# 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 diagrams in section 2.1.

b. These timing requirements do not apply to the use of the Customer Details Reconciliation transaction (refer to 2.2.5).

c. The following definitions apply:

| Timing Point | Definition |
|---|---|
| A | The timing point is when the DNSP issues a Customer Details Request to a Retailer. |
| B | The timing point is when the DNSP receives a Business Receipt for a Customer Details Request from the Retailer. |
| C | The timing point is when the DNSP receives a Business Acceptance/Rejection for a Customer Details Request from the Retailer. |
| D | The timing point is when the request has been actioned. |
| E | The timing point is when the Retailer send a Notification to the DNSP. |
| F | The timing point is when the Retailer receives a Business Receipt for a Notification from the DNSP |
| G | The timing point is when the Retailer receives a Business Acceptance/Rejection for a Notification from the DNSP. |

| Timing Period | Definition | Usage |
|---|---|---|
| Business Receipts for Requests | This is the period from the sending of the Customer Details Request by the DNSP to the receipt of the Business Receipt for the Customer Details Request from the Retailer.<br><br>Timing points A and B define this period. | Used by the DNSP to determine whether a Customer Details Request has been received and can be read.<br><br>If the Business Receipt has not been received before the expiry of this period, the DNSP may escalate the non-receipt and/or resend the original request. |

| | | |
|---|---|---|
| Business Acceptance/Rejection for Requests | This is the period that covers the sending of the Customer Details Request by the DNSP to the receipt of the Business Acceptance/Rejection for the Customer Details Request from the Retailer.<br><br>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.<br><br>If the Business Acceptance/Rejection has not been received before the expiry of this period, the DNSP may escalate the non-receipt. |
| Providing a Customer Details Notification | This is the period that covers from the receipt of the Customer Details Request to the sending of the Customer Details Notification by the Retailer.<br><br>Timing Points A and E define this period. | If the Customer Details Notification has not been received before the expiry of this period, the DNSP may escalate the non-receipt.<br><br>The Retailer may send Customer Details Notifications using High Priority. |
| Business Receipts for Notifications | This is the period the covers the sending of the Notification transaction by the Retailer to the receipt of a Business Receipt for the Notification transaction from the DNSP.<br><br>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.<br><br>If the Business Receipt has not been received before the expiry of this period, the Retailer may escalate the non-receipt and/or resend the original notification. |
| Business Acceptance/Rejection for Notifications | This is the period from the sending of the Notification transaction by the Retailer to the receipt of a Business Acceptance/Rejection for the Notification transaction from the DNSP.<br><br>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”.<br><br>If the Business Acceptance/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 Business Receipts for Requests

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

### 3.2.2 Timing Requirement for Business Acceptance/Rejection for Requests

a. The timing requirement for Business Acceptance/Rejection is set out in section 4.10 of the B2B Procedures: Technical Delivery Specification.

### 3.2.3 Timing Requirement for Providing Notification

a. Where the Customer Details Notification is provided in response to a Customer Details Request, the Retailer must provide the Customer Details Notification within 2 business days of receiving the Customer Details Request.

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 Customer Details Requests

a. The DNSP must not send a Customer Details Request 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 Business Receipts for Notifications

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

### 3.2.6 Timing Requirement for Business Acceptance/Rejection for Notifications

a. With the exception of Site Address Notification, the timing requirement for Business Acceptance/Rejection is set out in section 4.10 of the B2B Procedures: Technical Delivery Specification.

b. The DNSP must provide a Business Acceptance/Rejection to the Retailer within 15 business days of receiving a Site Address Notification.

# 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, definition and format rules detailed in the tables below:

## 4.1 Customer Details Request Transaction Data

| Field | Format | Mandatory/Optional | Definition/Comments |
|---|---|---|---|
| NMI | CHAR(10) | M | NMI (as used by the Electricity Industry (Metering) Code 2012). |
| NMI Checksum | CHAR(1) | O | NMI Checksum (as used by the Electricity Industry (Metering) Code 2012). |
| Reason | VARCHAR(40) | M | Allowed values<br>Returned Mail<br>Missing Customer Details<br>Confirm Life Support<br>Other (explanation in Special Notes)<br>Notes regarding the allowed values<br>Returned Mail means the DNSP has received returned mail with the current Postal Address held by the DNSP.<br>Missing Customer Details means the DNSP reasonably believes the customer details have changed and the Retailer has not provided a Notification of Changes (e.g. move-in or transfer has occurred).<br>Confirm Life Support means the DNSP requires confirmation of whether the Connection Point has a Life Support Equipment requirement or not.<br>Other means other reasons to the specified ones. If this Code is used, the DNSP must provide details of the reason in the Special Notes field. |

| | | | |
|---|---|---|---|
| Special Notes | VARCHAR(240) | O/M | Any additional information the DNSP wishes to convey to the Retailer.<br><br>Mandatory if the Reason is Other. |

## 4.2 Customer Details Notification Transaction Data

a. The Customer Details Reconciliation transaction is identical to the Customer Details Notification transaction. Refer to 2.2.5.

| Field | Format | Optional/Mandatory/Required/Not Required | Definition/Comments |
|---|---|---|---|
| NMI | CHAR(10) | M | NMI (as used by the Electricity Industry (Metering) Code 2012). |
| NMI Checksum | CHAR(1) | O | NMI Checksum (as used by the Electricity Industry (Metering) Code 2012). |
| Customer Name | PERSONNAME | M/N | Mandatory where Business Name is Blank.<br><br>Not Required where the site is vacant (refer to 2.2.4.d). |
| Business Name | BUSINESSNAME | M/N | Mandatory where the Customer Name is blank.<br><br>Not Required where the site is vacant (refer to 2.2.4.d). |
| Business Contact Name | PERSONNAME | O/N | Where there are several contact types for a business (billing contact, outage contact, etc), the Retailer must use reasonable endeavours to transmit the appropriate contact for the purpose of contacting the customer for supply related issues. Only one Business Contact Name must be supplied.<br><br>Not Required when the site is vacant (refer to 2.2.4.d). |

| | | | |
|---|---|---|---|
| Postal Address | ADDRESS (Unstructured) | M/N | Postal Address for the customer (for outage notification purposes).<br><br>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.<br><br>Where there is conflict, provide the Outage address and not the self-read address.<br><br>The Mandatory fields must be provided except where a site is vacant (refer to 2.2.4.d). |
| Delivery Point Identifier | NUMERIC(8) | R | The DPID for the Postal Address.<br><br>Defines the delivery point identifier as per Australian Standard 4590 (AS4590).<br><br>Not Required where the site is vacant (refer to 2.2.4.d). |
| Phone Number 1 | TELEPHONE | R | The appropriate phone number for outage notification.<br><br>The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues.<br><br>Not Required where the site is vacant (refer to 2.2.4.d). |
| Phone Number 2 | TELEPHONE | R | The appropriate phone number for outage notification.<br><br>The Retailer must use reasonable endeavours to transmit the appropriate telephone number for the purpose of contacting the customer for supply related issues.<br><br>Not Required where the site is vacant (refer to 2.2.4.d). |

| | | | |
|---|---|---|---|
| Email Address | Email Address | R | The appropriate email address for planned outage notification. The Retailer must use reasonable endeavours to transmit the appropriate email address for the purpose of contacting the customer for supply related issues.<br><br>Not Required where the site is vacant (refer to 2.2.4.d). Legacy collected data for vacant sites will be retained unless overwritten. An agreed back-up process will be included in the change.<br><br>Where Sensitive Load has a value of "Life Support" this field will be the email the Retailer is required to provide the DNSP under the Code of Conduct for the Supply of Electricity to Small Use Customers. |
| Sensitive Load | VARCHAR(20) | M | This field indicates if there are economic, health or safety issues with loss of supply to the Connection Point.<br><br>Allowed Values<br><br>Life Support<br><br>Sensitive Load<br><br>None<br><br>The value of None in this field must be provided where the site is vacant (refer to 2.2.4.d).<br><br>The value of Life Support is as defined by the relevant jurisdictional instrument.<br><br>The value of Sensitive Load is used to indicate that the Retailer reasonably believes there are economic, health or safety issues with loss of supply to the Connection Point, other than Life Support customers.<br><br>Where Life Support and Sensitive Load both apply to a Connection Point, the Life Support value must be provided. |

| | | | |
|---|---|---|---|
| Movement Type | VARCHAR(14) | M | Allowed Customer Details Notification Codes<br>Site Vacant<br>Move In<br>Update<br>Allowed Customer Details Reconciliation Code<br>Reconciliation<br>Site Vacant<br>Move In<br>Update |
| Last Modified Date/Time | DATETIME | M | Date and time that the record was updated in the Retailer's system. |
| Rebate Code | VARCHAR(20) | N | Allowed Codes<br>Pension Card<br>Health Care Card<br>Health Benefit Card<br>Veteran Affairs Card<br>Not Required where the site is vacant (refer to 2.2.4.d). |
| Pension Health Card Number | VARCHAR(10) | N | Nine numeric and one alpha unique identifier issues by the Department of Social Security or the Department of Veterans Affairs.<br>Not Required where the site is vacant (refer to 2.2.4.d). |
| From Date | DATE | N | Effective date at which card is valid.<br>Not Required where the site is vacant (refer to 2.2.4.d). |
| To Date | DATE | N | Date at which card expires.<br>Mandatory for Health Care Card only.<br>Not Required where the site is vacant (refer to 2.2.4.d). |

## 4.3 Site Access Notification Transaction Date

| Field | Format | Mandatory/Optional | Definition/Comments |
|---|---|---|---|
| NMI | CHAR(10) | M | NMI (as used by the Electricity Industry (Metering) Code 2012). |
| NMI Checksum | CHAR(1) | O | NMI Checksum (as used by the Electricity Industry (Metering) Code 2012). |
| Access Details | 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.<br><br>Standard Values<br><br>Customer report no access requirements, or <Description of access requirement> |
| Hazard Description | VARCHAR(80) | M | This field repeats to allow the reporting of multiple hazards.<br><br>Standard Values<br><br>One or more of the following standard values should be used, where applicable:<br>• Customer Reports No Hazard<br>• Dog<br>• Electric Fence<br>• Customer Caution<br>• Not Known to Retailer<br>Any other hazards should be fully described without using abbreviations. |
| Last Modified Date/Time | DATETIME | M | Date and time that the record was updated in the Retailer's system. |

## 4.4 Site Address Notification Transaction Data

| Field | Format | Mandatory/Optional/Required | Definition/Comments |
|---|---|---|---|
| NMI | CHAR(10) | M | NMI (as used by the Electricity Industry (Metering) Code 2012). |

| | | | |
|---|---|---|---|
| NMI Checksum | CHAR(1) | O | NMI Checksum (as used by the Electricity Industry (Metering) Code 2012). |
| Site Address | ADDRESS | M | An aseXML compliant structured address is required otherwise an unstructured address must be provided.<br>Refer to Technical Guidelines for B2B Process Specifications. |
| Last Modified Date/Time | DATETIME | M | Date and time that the record was updated in the Retailer's system. |
| Delivery Point Identifier | NUMERIC(8) | R | Defines the delivery point identifier as per Australian Standard 4590-1999 (AS4590-1999). |

## 4.5 Business Acceptance/Rejection Transaction Data

### 4.5.1 Fields

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

| Field | Structure | Occurs | Comments |
|---|---|---|---|
| Event Code | EVENTCODE | M | A code to indicate the reason for the rejection. Applicable Events are defined in section 4.5.2. |
| Key Info | VARCHAR(10) | M | The NMI of the transaction being rejected. |
| Context | EVENTCONTEXT | O | The Data Element in the received Business Document (e.g. Hazard Description) that causes the Event. |
| Explanation | UNLIMITED VARCHAR | M | 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 Event Code is not in the aseXML reserved range (0-999), an Event Code Description must be included in the Business Acceptance/Rejection in accordance with the aseXML Guidelines.

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

| Business Document | Business Signal | Business Event | Explanation Required | Severity | Document Reference or Notes |
|---|---|---|---|---|---|
| Customer Details Request | Business Acceptance/Rejection | Participant is not authorised to receive the requested data | No | Error | |
| Site Access Notification | Business Acceptance/Rejection | | | | |
| Site Address Notification | Business Acceptance/Rejection | Address identical to address held by DNSP.<br><br>Address not accepted. DNSP correct.<br><br>Address not accepted. Meter registry to be updated. | No | Information for Address identical to address held by DNSP. Error for the other 2. | 2.2.6 |
| All Notifications | Business Acceptance/Rejection | Not Current FRMP | No | Error | |
| All | All | Accept<br><br>Data missing. Details provided in Explanation.<br><br>Recipient is not responsible for the supplied NMI.<br><br>Invalid data. Details provided in Explanation. | No<br><br>Yes<br><br>Yes<br><br>Yes | Information<br><br>Error<br><br>Error<br><br>Error | Standard aseXML Code<br><br>Standard aseXML Code<br><br>Standard aseXML Code |