
Western Australian Electricity Market Build Pack Market Roles



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1 INTRODUCTION

1.1 Purpose

The purpose of this document is to provide a central reference point that defines:

1. The roles that exist in the Western Australia Electricity Market
2. The rights each of the roles has in the market, and
3. The responsibilities placed on each of the roles.

1.2 Audience

This document is aimed at all participants in the Western Australia electricity market. It is expected that the audience is familiar with the market structure and cognisant of, and able to refer to, the other market documentation listed in the Related Documents section.

1.3 Related Documents

This document should be read in conjunction with the following documents :

- Electricity Industry Metering Code 2005,
- Electricity Industry Customer Transfer Code 2004, and
- All documents that are issued as part of the Western Power Build Pack, as defined by Part 4 of the Electricity Industry Act Metering Code 2005 Communication Rules.

1.4 Overview & Structure

This document follows a standard structure throughout.

The Introduction section sets the background and provides contextual information for this document.

The Principles and Obligations section provides the description of each of the roles along with their respective right and responsibilities.

2 Principles and Obligations

2.1 General

- a) The principles and obligations in this document should be read in conjunction with the Customer Transfer Code 2004 and the Metering Code 2005. In the event of any inconsistency between this document and either of the two codes, the codes shall prevail to the extent of any inconsistency unless the code specifically permits, for this inconsistency, an alternative arrangement of obligations/responsibilities.
- b) WA market participants must use best endeavours to select the most applicable transaction code, where required, for their proposed transaction.
- c) A WA market participant must not seek access through the network operator's systems to the data pertaining to a NMI unless that person has, or had, a known and commercial relationship with the NMI except in the case of NMI discovery and NMI Standing Data Request. Retailers may seek a customer's verifiable consent to obtain the historical consumption data.
- d) WA market participants must use their best endeavours to comply with their obligations contained in Part 4 of the Customer Transfer Code to ensure that the transfer of a connection point from one retailer to another retailer is not delayed.
- e) WA market participants must ensure, as required under specific obligations within the Metering Code, that all new and existing standing data in the network operator's systems is kept current and relevant, for the NMIs they are responsible for.
- f) Market participants must ensure that that the standing data in the network operator's systems is updated within 2 business days of that participant becoming aware that the data is no longer current or relevant.

2.2 Role definitions

2.2.1 Retailer

A retailer is a person who holds (or but for an exemption order under section 8 of the Act would be required by section 7 of the Electricity Industry Act 2004 to hold) a retail licence or integrated regional licence under Part 2 of the Act for the sale of electricity to customers, and if any enactment (including regulations made under section 31A of the Electricity Corporation Act 1994) has the effect of deeming the relevant licence to be held by a part of the person, means that part.

Unless a right or responsibility in this document refers to a specific group of retailers (i.e. Incoming retailers or Current retailer) then the term 'retailer' should be taken to mean **all** retailers.

2.2.2 Incoming retailer

The incoming retailer is a role that is meaningful only in relation to the process through which a contestable customer can be transferred from one retailer to another.

The incoming retailer is a retailer that has obtained consent from the customer to execute the business process that is supported by a customer transfer request. This party remains the incoming retailer until the customer transfer is rejected, cancelled or completed.

2.2.3 Current retailer

In relation to a customer transfer, the current retailer is the retailer who is responsible for the connection point in the network operator's systems up until the point of the actual transfer date where the CTR is complete. On the actual transfer date, the incoming retailer becomes the current retailer effective from this date forward.

In relation to NMI Standing Data, the current retailer is the retailer that is responsible for the NMI in the network operator's systems. All other retailers, in relation to a NMI, are simple retailers.

2.2.4 Network operator

The network operator in the WA market undertakes a set of functions, which in the National Electricity Market are disaggregated. The WA network operator performs the NEM roles of:

- Meter Data Provider (MPB)
- Metering Provider Data Collection (MPC);
- LNSP (sometimes given as DNSP)
- Metering Provider Maintenance (MPB);

- Responsible Person (RP);
- NEMMCO (where the functions are in relation to the administering of the market rather than the management of the wholesale market, which is the role of the IMO).

Specific responsibility in WA has been placed on the Network Operator, in relation to its network, on the network operator to:

- Ensure that compliant metering is in place at all connection points,
- Administer a database of energy data for all connection points,
- Administer a registry of standing data for all connection points,
- Provide metering services,
- Provide meter data, and
- Support a system of transferring customer from one retailer to another.

2.2.5 IMO

The IMO is the organisation that manages the wholesale market by administering the wholesale market rules. To be able to execute its functions effectively, the IMO must be aware of which parties are financially responsible for the various connection points in the market. For this reason, the IMO is advised, through the publication of SDUs, of completed customer transfers.

2.3 Retailers

2.3.1 Must-

- a) Use historical consumption data relating to a contestable customer only for either or both of the following purposes—
 - a. providing the contestable customer with a quotation for the supply of electricity by the retailer to the contestable customer; and
 - b. initiating a transfer in relation to the contestable customer.
 - c. (or aggregating it (unless requested by customer not to) with other customer data for internal business development purposes).
- b) If the contestable customer's verifiable consent ceases to apply before the network operator provides the historical consumption data, withdraw the request for historical consumption data.

2.3.2 May-

- a) After obtaining the customer's consent, request historical metering data (if available) from the network operator.
- b) Unless otherwise agreed with the network operator, electronically notify a network operator that it withdraws a request for historical consumption data submitted by it to the network operator at any time before the network operator provides the historical consumption data.
- c) Submit a NMI Standing Data Request to the network operator for a site that is contestable, in accordance with the Metering Code 2005.
- d) Submit a NMI Discovery Request to the network operator in accordance with Annex 5 of the Customer Transfer Code 2005.

2.4 Incoming Retailer

2.4.1 Must-

- a) Initiate a CTR for the transfer of a NMI in accordance with the Customer Transfer Code. Subject to the retrospective and prospective periods in the network operator's systems the incoming retailer must initiate the transfer having the mandatory information required to initiate a valid transfer in the WA market.
- b) Unless otherwise agreed between the network operator and the retailer, submit a separate CTR for each exit point.
- c) Specify in the CTR form whether the transfer is either—
 - a. to transfer a contestable customer to the retailer which submitted the CTR (CR code 1000); or
 - b. to reverse an erroneous transfer (CR code 1025).
- d) Manage the transfer process if there are any matters that require attention in regard to the NMI, either from the operation of the customer transfer system or from events that are external to the operation of the customer transfer system.
- e) Work with the network operator, in the case that a customer's meter cannot be read on the nominated transfer date, to define a new nominated transfer date.
- f) For a CTR with CR Code of 1000, nominate a transfer date that is,
 - a. if the exit point is in a metropolitan area—at least 3 business days after the date the CTR is submitted; and
 - b. if the exit point is not in a metropolitan area—at least 5 business days after the date the CTR is submitted; and
 - c. in either case—no more than 50 business days after the date the CTR is submitted.
- g) Pay any reasonable costs incurred by the network operator in relation to a withdrawn customer transfer, as defined by section 4.8(2) of the Customer Transfer Code 2004.

2.4.2 May-

- a) Request that a network operator transfer a contestable customer to the retailer by submitting a CTR to the network operator under clause 4.5 of the Customer Transfer Code 2004.
- b) Withdraw a CTR that it has submitted at any time before the transfer occurs.

2.5 Current retailer

2.5.1 Must-

- a) Be responsible for wholesale market settlement in respect of a NMI until the actual date of the NMI transfer to a new retailer or until the NMI is classified as 'extinct'.
- b) Remain the current retailer until the actual change date and be responsible for all customer billing up to the actual date of change as notified by the network operator's systems.
- c) If a user collects or receives energy data from a metering installation, must provide it to the network operator within 2 business days.

2.5.2 May-

- a) Request from the network operator at any time the full set of standing data for a NMI where it is the current retailer, in accordance with the Metering Code 2005.

2.6 Network operator

2.6.1 Must-

- a) Notify the current retailer “of the updated standing data within 2 business days (or such other time as is specified in the applicable service level agreement) after updating the registry under clause 4.6 of the Metering Code 2005”. This can be taken to read that the network operator will notify of the updated standing data by close of business on the next business day.
- b) Validate requests for standing data and return the appropriate data by close of business on the next business day
- c) Unless otherwise agreed with a retailer, electronically notify a retailer if its data request is not valid by COB on the next business day after receipt of the request.
- d) Notify a retailer, through a Business Accept / Reject, within close of business on the next business day of its reasons for rejecting a Standing Data Request
- e) Allocate a NMI and NMI checksum for each connection point in accordance with the NMI Allocation Procedure for the Western Australia Electricity Market.
- f) Respond to a retailer’s NMI Discovery Request in accordance with Annex 5 of the Customer Transfer Code 2004.
- g) Establish and maintain the meter registry in accordance with section 4 of the Metering Code 2005.
- h) Validate the CTR submitted by the retailer against the provisions of section 4.9(1) of the Customer Transfer Code 2004.
- i) Where the network operator objects to a CTR submitted by an incoming retailer, provide a Business Reject within 2 business days specifying the reasons for the objection.
- j) Ensure that the final meter reading is available in relation to the actual transfer date.
- k) Ensure that the final meter reading is obtained in relation to a change of a relevant component of a metering installation.
- l) Undertake all necessary work to meet the nominated transfer date as specified in section 4.10(1) of the Metering Code 2005 or provide an alternative and acceptable proposed timetable for the transfer under section 4.10(2) of the Code.
- m) Do all that is necessary to ensure that charges up to the transfer time are paid by or charged to the previous retailer; and charges from the transfer time are paid by, or charged, to the incoming retailer.

- n) After completing the transfer of a NMI that is an embedded network parent (i.e. Child Embedded Network Identifier = 'Master-Sub'), set all of that NMI's sub meters to Removed and make extinct all the related child NMIs.
- o) Provide systems to support the WA management of the Meter Registry and Customer Transfer processes (equivalent of the NEM MSATS and CATS systems)
- p) Provide the systems to support the WA market B2B message delivery.
- q) Operate in accordance with the NEMMCO Validation, Estimation and Substitution Procedures.
- r) Retain all data for the period as specified by section 4.9 of the Metering Code.
- s) Forward metering data to other market participants in accordance with the Metering Code.

2.6.2 May-

- a) Make reasonable endeavours to resolve with the retailer any omissions or errors in a data request before notifying the retailer.
- b) Object to a change request for the reasons listed in section 4.9 of the Customer Transfer Code.