

**ELECTRICITY INDUSTRY  
CUSTOMER TRANSFER CODE 2004  
COMMUNICATION RULES**

# **ELECTRICITY INDUSTRY CUSTOMER TRANSFER CODE 2004 COMMUNICATION RULES**

## **TABLE OF CONTENTS**

### **PART 1 – PRELIMINARY**

- 1.1 Commencement
- 1.2 Application
- 1.3 Definitions

### **PART 2 – OBJECTIVES**

- 2.1 Objective

### **PART 3 – METHODS AND PROTOCOLS**

- 3.1 Methods
- 3.2 Protocols

### **PART 4 – DOCUMENTS UNDER THE CONTROL OF THESE RULES**

- 4.1 Required documentation
- 4.2 Document development
- 4.3 Storage location
- 4.4 Time frame to publish

### **PART 5 – CHANGE CONTROL MANAGEMENT FOR DOCUMENTS UNDER THE CONTROL OF THESE RULES**

- 5.1 Overview
- 5.2 Trigger events
- 5.3 Approval process
- 5.4 Implementation
- 5.5 Post implementation

### **PART 6 – DISPUTE RESOLUTION**

- 6.1 Dispute resolution

## Electricity Industry Customer Transfer Code 2004 Communication Rules

### Part 1 - PRELIMINARY

#### 1.1 Commencement

These rules are provided in accordance with Part 5 of the Electricity Industry Customer Transfer Code 2004, here after referred to as the *Code*.

The rules come into operation following their approval by the Economic Regulation Authority (“**Authority**”).

#### 1.2 Application

These rules apply to –

- (a) a *network operator* if it is a term or condition of the *network operator’s* licence under Part 2 of the Act that the *network operator* comply with the *Code*; and
- (b) a *registered retailer* if it is a term or condition of the *registered retailer’s* licence under Part 2 of the Act that the *registered retailer* comply with the *Code*.

#### 1.3 Definitions

Definitions to be applied to these rules are:

“**Build Pack**” is defined in clause 4.1 of these rules.

“**.csv**” means the acronym for comma-separated values, another name for the comma-delimited format of data representation.

“**FTP**” means acronym for file transfer protocol. FTP is used to upload file to server, and download files from a server, using the internet.

“**HTTP**” means acronym for hypertext transfer protocol. HTTP is the underlying protocol used to describe the formatting and transmission of messages across the internet.

“**SMTP**” means acronym for simple mail transfer protocol. It is the protocol used to send e-mail messages across the internet, from one server to another.

“**NEM12**” means the metering data file format used by the National Electricity Market, for the transfer of interval metering data.

“**NEM13**” means the metering data file format used by the National Electricity Market, for the transfer of basic metering data.

Unless the contrary intention is apparent, a term with a defined meaning in the *Code* has the same meaning in these rules.

## PART 2 – OBJECTIVES

### 2.1 Objectives

The objectives of these rules are to:

- (a) establish the methods and protocols framework through which the communication of information and data between the *network operator* and a *registered retailer*, as required by, and in accordance with, the *Code*, will occur;
- (b) enable means of communication that are cost effective, feasible and practicable to the *network operator* and all *registered retailers*; and
- (c) provide certainty as to the method of communication to the *network operator* and all *registered retailers*; and
- (d) provide sufficient flexibility to allow progressive improvement to the communication protocols and to react to changes in a dynamic and evolving market.

## PART 3 – METHODS AND PROTOCOLS

### 3.1 Methods

There are two methods that can be used by the *network operator* and a *registered retailer* to exchange or provide information and data as required under the *Code*. These methods are:

- (a) by way of the *network operator's* web portal; and
- (b) by way of xml based, electronic business-to-business transactions.

{Note: automated business-to-business transactions by way of XML, will not be available until the *network operators* information systems can accommodate them}

### 3.2 Protocols

In order to use the above methods of communication, the *network operator* and a *registered retailer* require, dependent on the method used, the following protocols:

- (a) HTTP, and/or its' derivatives, and an appropriate browser, for the web portal;
- (b) SMTP for email communications;
- (c) XML and FTP, and/or their derivatives, for business to business transactions;
- (d) .csv file format, for standing data responses;
- (e) NEM12 and NEM13 file formats, for historical consumption data, the formats for which are defined in the Build Pack.

## PART 4 – DOCUMENTS UNDER THE CONTROL OF THESE RULES

### 4.1 Required documentation

The “**Build Pack**” sets out specific details as to how the data and information exchange processes will be implemented, including information relating to the design and development of information systems to enable the communication processes to occur.

The Build Pack will comprise of the:

- (a) Usage Guidelines, which will provide high-level detail of the Build Pack and an explanation of the intended use of each component;

- (b) Process Description Guidelines, which will be a non-technical document that describes in detail the manner in which the communication processes will be carried out;
- (c) System Interface Definitions, which will contain all relevant detail required by a *registered retailer* (in relation to aseXML messaging) to transact with the *network operator*;
- (d) Web Portal User Guide, which will contain step by step instructions (including screen shots) on Web Portal operation;
- (e) Web Portal Functional Specification, which will contain process flows, sequence diagrams and an explanation of the operation of the Web Portal;
- (f) Infrastructure User Guide, which will cover how FTP (file transfer protocol) is setup and the infrastructure to be used by *registered retailers*;
- (g) List of Codes and Events, which will contain all attribute and event codes; and
- (h) Glossary, which provides definitions for the terminology used in the above documents.

#### **4.2 Document development**

Documents to be included in the Build Pack will be developed by the *network operator* in consultation with *registered retailers*.

#### **4.3 Storage location**

The documentation referred to in clause 5.1 of these rules, will be:

- (a) stored in a folder titled Build Pack on the *network operator's* web site; and
- (b) accessible via a link from the *network operator's* web portal.

#### **4.4 Time frame to publish**

The *network operator* will *publish* the Build Pack within 60 business days following the approval of these rules, otherwise:

- (a) the Authority will grant an extension of time; or
  - (b) the dispute resolution process in Part 6 will apply,
- as appropriate to the circumstances.

### **PART 5 – CHANGE CONTROL MANAGEMENT FOR DOCUMENTS UNDER THE CONTROL OF THESE RULES**

#### **5.1 Overview**

The Build Pack may be varied or amended from time to time by following the processes set out in this Part 5.

#### **5.2 Trigger Events**

The process in clause 5.3 will be triggered if:

- (a) any changes are required to the Build Pack to give effect to any legislative provision or any provision of the *network operator's access arrangement*, ; or
- (b) a review of the Build Pack is necessary to satisfy the objectives of the rules and/or *Code*; or
- (c) the *network operator* receives a reasonable request from any person to amend the Build Pack, having regard to the objectives of the rules and/or the *Code*; or
- (d) the *network operator* proposes a reasonable change request to amend the Build Pack, having regard to the objectives of the rules and/or the *Code*.

### 5.3 Approval process

The following process applies in relation to any proposed changes to the Build Pack resulting from a trigger event under clause 5.2:

- (a) the *network operator* must *publish* a notice giving details of the proposed change;
- (b) the *network operator* must then seek comment from all *registered retailers*, for a period of not less than 14 days;
- (c) if no comment is received from a *registered retailer* within the time period specified in clause 5.3(b), then that *registered retailer* will be deemed to have agreed to the proposed change;
- (d) the *network operator*, acting as a reasonable and prudent person, must actively engage with *registered retailers* to address any significant issues arising from the comments received under clause 5.3(b) with the aim of reaching a resolution that satisfies the objectives of the rules and/or *Code*;
- (e) if resolution is reached in clause 5.3(d), the change will be deemed to be approved; and
- (f) if resolution is not reached in clause 5.3(d), then the dispute resolution process under Part 6 will apply.

### 5.4 Implementation

On completion of the approval process, set out in clause 5.3 of these rules, the *network operator* will:

- (a) test the proposed change in the *network operator's* test environment, to ensure there are no negative impacts on the information systems;
- (b) in the case of business to business transactions, provide industry testing;
- (c) once testing is satisfactorily completed, the *network operator* will negotiate an implementation date, acceptable to all *registered retailers* affected by the change. All parties must act reasonably when negotiating the implementation date;
- (d) implement the change on the agreed date; and
- (e) within one business day of the implementation, the *network operator* will *publish* details of the change.

### 5.5 Post Implementation

On completion of the implementation process, set out in clause 5.4 of these rules, the following post implementation process will apply:

- (a) the *network operator* and *registered retailers* will have 3 business days to assess the performance of the change ;
- (b) *registered retailers* will have a further 2 business days to make written submissions, containing issues relating to the performance of the change under (a), to the *network operator* ;
- (c) the *network operator* and the relevant *registered retailers* will negotiate in good faith for a further 5 business days to resolve any issues included in a submission under (b); and

in the event that a resolution cannot be achieved under (c), the *network operator* will, subject to Part 6, *back out* the change, pending appropriate modifications, after which the change will be re-implemented in accordance with clause 5.4.

## **PART 6 – DISPUTE RESOLUTION**

### **6.1 Dispute resolution**

If any dispute or difference arises in respect of any matter under or in connection with these rules, the “dispute resolution procedure”, detailed under Part 7 of the *Code*, will apply to that dispute.