

# NTESMO Communications Guideline

## PROCEDURE CONSULTATION

## SECOND STAGE PARTICIPANT RESPONSE TEMPLATE

***Participant:*** Power and Water

***Submission Date:*** 12 October 2022

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## 1. Context

This template is to assist stakeholders in giving feedback about the changes detailed in the draft report and determination associated with the Communications Guideline consultation.

The consultation is being conducted for the initial adoption of the NT Communications Guideline and use of the AEMO MSATS system for information exchange processes.

## 2. Inconsistencies with the Electricity Retail Supply Code

Question	Description	Participant Comments
1	Do the proposed measures for the potential conflict in arrangements under the Communications Guideline and the Electricity Retail Supply Code provide participants with an effective mechanism for managing this risk?	Power and Water is satisfied with the proposed measures and will work with NTESMO if required should the required changes to the Electricity Retail Supply Code not be made by the commencement date.
2	Are there any other potential conflicts identified by participants between the Communications Guideline rules and the Electricity Retail Supply Code?	Power and Water has not identified any other potential conflicts.
3	Do participants have any other proposals for managing the potential conflict in requirements between the two regulatory documents?	Power and Water has no alternative proposals.

### 3. Retailers taking on Additional Responsibilities

Question	Description	Participant Comments
4	Can participants provide details on where there are additional responsibilities being placed on the retailers through the Communications Guideline?	<p>Power and Water supports the direction of service order transactions contained within the Communications Guideline.</p> <p>Power and Water supports retailers being the sole point of contact and initiator of work at a customer premise for the following reasons:</p> <ul style="list-style-type: none"> <li>• Customers have a ‘one stop service’ for all their energy needs including any work conducted at their premise</li> <li>• The retailer is initiating the service request which then provides a clear commercial trail for the invoicing of those services</li> <li>• Power and Water’s processes are streamlined as all customer requests initiate from the retailer reducing the administrative work for Power and Water</li> </ul>
5	If there is a specific transaction or process which is leading to uncertainty for a participant can they provides the details that require clarification.	There are no specific transactions causing concern for Power and Water.

## 4. Life Support Processes

Question	Description	Participant Comments
6	Are there any other inconsistencies not already identified between the life support obligations under the Electricity Retail Supply Code and the proposed B2B Customer Details and Site Notification procedure?	Power and Water has not identified any other inconsistencies with the proposed life support provisions in the Communications Guideline and those contained in the Electricity Retail Supply Code.