

Communications Guideline, MSATS and B2B Procedure Consultation

Participant Response Template

Participant: Power and Water – Metering
Services and Customer Experience and
Operations

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1 Context

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

The consultation is being conducted for the amendments to the NT Communications Guideline and associated procedures.

2 Participant comments

Changes to the MSATS Procedures

Do the participants agree with NTESMO that these changes will not impact processes in the Northern Territory?

The changes will have minor impacts on processes between market participants requiring changes to ICT systems, inter-participant processes and the PWC Retailer handbook

Are there any other comments on the minor changes through the rest of the MSATS Procedures and Standing Data for MSATS documents?

PWC Metering Services suggests that the changes related to Secondary Settlement Points and Types 8 and 9 metering are not included in the MSATS Procedures and the Standing Data for MSATS documents as they are not applicable in the NT and marked as such. The continued inclusion creates the risk of ambiguity in interpretation of the procedures.

PWC Customer Services and Operations notes that the removal of the “Sensitive Load” check from the CDR reconciliation process will not have an impact in the NT as these control objective of this is met through existing Life Support processes conducted with retailers. It is important that all market participants continue to actively participate in the Life Support processes to maintain the integrity of this information and continually improve.

Changes to the B2B Procedures

Do the participants support the proposed changes to the business to business procedures?

Metering Services largely supports the proposed changes to the B2B Procedures but requests that NTESMO consider explicitly marking sections related to: secondary settlement points and Types 8 and 9 metering, and legacy meter replacement programs as not applicable in the NT. The continued inclusion creates the risk of ambiguity in interpretation of the procedures.

Throughout the document remove the references to Clause 2.3 in the B2B Service Order process in various figures or sections as this is not applicable in the NT.

Specific comments on individual procedures as follows:

- In the B2B Procedure Customer and Site Details Notification
 - The changes introduced in section 5.7.1 introduce ambiguity on whether or not the Business Events in table 12 must or should be included in the BusinessAcceptance/Rejection. We suggest revising this section to make this clear.
- In the B2B Procedure Service Order Process
 - Make explicit that the Update Standing Data, Commission Metering Installation, and Install meter for customer supplied metering equipment is not applicable in the NT or remove these references.

New procedure – Data Posting Process

Do the participants have any questions regarding the Data posting process?

Metering Services does not have any questions regarding the Data Posting Process.

Do the participants agree with NTESMO that this Procedure is not required in the Northern Territory?

PWC Metering Services agrees that the Data Posting Procedure is not required in the NT.

Other issues related to consultation subject matter

Do you have any other suggestions, comments or questions regarding this consultation?

Consideration should be given to the timing of the NTESMO consultations so that the feedback periods do not overlap with periods of consultation on the equivalent AEMO procedures. The current situation creates additional risk of any changes made to the NTESMO procedures being out of step with changes made to the AEMO procedures, which can have impacts on NTEM participants transacting via the AEMO B2B e-HUB platform and MSATS.

Contact

Power and Water – 1800 245 092 from 8am to 5pm weekdays.

Market Operator – 08 8985 8566

Email: market.operator@powerwater.com.au

NTESMO