

ELECTRICITY COMMISSION

21 July 2004

Approved Switch Withdrawal Advisory Codes

This paper presents the switch withdrawal advisory codes that were approved by the Electricity Commission Board at its 1 & 2 June 2004 meeting.

Introduction

Purpose

The purpose of this paper is to present the switch withdrawal advisory codes that were approved by the Electricity Commission Board at its 1 & 2 June 2004 meeting.

Electricity Commission to publish Codes

The Electricity Commission Board must publish the switch withdrawal advisory codes (rule 4.1 of Schedule E3), the switch response advisory codes (rule 3.5.1 of Schedule E3), and the withdrawal request advisory codes, as used by the old retailer requesting a withdrawal (rule 3.5.2 and 4.2.2 of Schedule E3).

Consultation

Before publishing these codes, generators, purchasers and distributors were requested to provide feedback on the proposed codes. Responses were received from Meridian Energy and Mighty River Power.

The submission from Mighty River Power recommended that the WR code be removed as this code was set up to be used during the change over to the new registry and, since it is close to two years since these changes took place, retailers should have cleaned up their data by now and the code no longer required.

The Market Administrator, on behalf of the Retail Market Advisory Group (RMAG), canvassed the views of retailers as to whether they used the WR code, or held any objection to removing it. Todd Energy was the only retailer to respond that still required the code. Todd Energy noted that it uses the code when one of its switching team incorrectly requests a non-incumbent site using the incumbent logons. The WR withdrawal code is used to withdraw the switch and then re-request using the non-incumbent retailer log on.

As the WR withdrawal code is still in use, the decision was made to retain the code.

Switch Withdrawal Advisory Codes

Switch withdrawal advisory codes

The following table contains the switch withdrawal advisory codes. When requesting the withdrawal of a switch a valid withdrawal reason must be provided. The table below details the valid reason codes that Jade will populate in the new Registry.

Code	Description	Explanation of Use
CR	Customer Requests Cancellation	Customer has changed their mind and wishes to cancel.
IN	Invalid ICP Status	Site is in the process of being decommissioned.
UA	Unauthorised Switch	Account holder did not authorise switch request.
WS	Wrong Switch Type	Switch notification received is being withdrawn, as the switch type used was incorrect eg: an "S" not an "SM" code and the premise is vacant. Also use for TOU & NON TOU etc.
MI	Withdrawn on Metering Issue	Winning retailer requests withdrawal because of metering issue e.g. did not intend to switch a premise that has prepaid metering.
WP	Wrong Premise	The wrong premise has or is being switched.
DF	Date Failed	RTD (requested transfer date) greater than 23 working days in the future.
WR	Losing Retailer not current Retailer	Withdrawn, as the Retailer is not the current retailer for the ICP. ICP has been switched to another retailer and the Registry has not been updated from that switch.

Valid response code

The following table contains the valid response code values to be used when responding to a switch withdrawal request.

Response Code	Description
A	Withdrawal Request A ccepted
R	Withdrawal Request R ejected

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Switch Withdrawal Advisory Codes, Continued

AN response codes

A response code is mandatory when replying to a switch request. The valid response codes are detailed in the table below:

Code	Description	Explanation of Use
AA	Acknowledge and Accept	Switch is accepted, there are no relevant issues. - (Note: the user reference field may be utilised to note other information e.g. a "Meter Read in Progress"). TN will follow within the rules of schedule 12, to complete switch. (Switch and/or Move Switch).
CO	Contracted Customer	Alerts that this customer has a Fixed Term Contract, at this ICP. The current retailer may be contacting this customer, relative to this switch. (Switch Only).
MP	Metering is Prepaid	Alerts that meter is pre-paid. (Switch and/or Move Switch).
MU	Un-Metered Supply	Alerts supply is un-metered. (Switch and/or Move Switch).
OC	Occupied Premise	Acknowledges NT received as "SM" with a future RTD (Requested Transfer Date). Advises that the existing customer has not yet advised they are moving out. The Premise is occupied. The ETD (Effective Transfer date) will be the greater of the RTD or the last customers move-out date. (Not greater than 23 working days in the future). (Move-Switch Only).
PD	Premise De-energised (Disconnected)	Alerts that this site is de-energised (disconnected). (Switch and/or Move Switch).