



Australian Government



Consumer
Data Right

CDR Service Management Portal

Supplementary Guide
for Energy Data Holders

Version 1.1

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Document Overview

The Consumer Data Right (CDR) Service Management Portal is provided by the ACCC for CDR participants to communicate technical incidents between each other, or with the ACCC CDR Technical Operations team.

This supplementary guide is for Energy Data Holders and describes the process of referring an Incident with a CDR Provider to the Secondary Data Holder, the Australian Energy Market Operator (AEMO) for investigation.

The high-level process is as follows:

1. Accredited Data Recipient (ADR) raises an incident with the primary data holder to investigate/triage.
2. Primary data holder carries out initial investigation and determines that AEMO input may be required to resolve the incident.
3. Primary data holder refers the ticket to AEMO.
4. Primary data holder comments on the ticket setting out the information it expects AEMO to contribute.
5. AEMO provides relevant information.
6. Primary data holder and ADR collaborate to resolve the incident via the normal process flow.

Further information about the CDR Service Management Portal is available in the **CDR Service Management Portal – Guide for Participants**. The latest version of the document can be found here:

<https://www.cdr.gov.au/resources/user-guides/cdr-service-management-portal-user-guide>



Background

Consumer data sharing in the energy sector involves two kinds of data holders:

- **Primary Data Holders** – Energy Retailers (data holder for consumer data).
- **Secondary Data Holder** – AEMO (data holder for data related to National Meter Identifier Standard Data, Energy Usage and Distributed Energy Resources data clusters).

Accredited data recipients (ADR) make requests to energy data holders using a software product. Where needed, energy data holders make subsequent requests to AEMO. As such, there is no direct interaction between the ADR and AEMO.

However, since Shared Responsibility Data Requests are addressed by both the primary and secondary data holder, incidents may require the input of both parties. As such, optimal service management may involve input from AEMO.



Incident Management Process - Shared responsibility incidents

The primary data holder is best placed to conduct initial analysis for new incidents. Where required, the primary data holder may refer the incident to the AEMO as the secondary data holder. This will trigger the native Jira Service Management notification mechanism and alert AEMO. The detailed process is outlined in the next section. After referring, the primary data holder should comment on the ticket, setting out the expected input from AEMO.

Please note that the primary data holder is required to continue monitoring the incident once it has been referred to AEMO and must provide any information or advice in a timely fashion.

After AEMO has provided relevant advice, and there are no further actions required from the primary data holder, the primary data holder should transition the incident to the status of **Ready to Verify** to notify the Reporter of the incident that they can proceed with testing to confirm if the issue has been resolved. The primary data holder should update the 'root cause' field, including any relevant information provided by AEMO.

When verification has been completed, the Reporter should confirm that the incident has been resolved, by transitioning the ticket to the **Resolved** status.

The CDR Service Management Portal is not intended to replace existing AEMO service channels. While primary data holders do not need to duplicate service requests received from ADRs across these channels, the CDR Service Management Portal should not be used for any other request ordinarily made by the primary data holder to AEMO.

Referring an incident to AEMO in the Customer Portal

When you are viewing the incident from the Customer Portal

CDR Service Management / Consumer Data Right Service Management - Stage / CDRSTA-347

[Energy Data Holder X] - Usage endpoint returning error

Ada raised this on Wednesday 4:44 PM [Hide details](#)

Description

Hi Energy Data Holder X Team,

When we trigger the usage endpoint for certain accounts we get returned the following error.

```
{ "errors": [{"code": "urn:au-cds:error:cds-all:GeneralError/Unexpected", "title": "Unexpected Error Encountered", "detail": "Cannot find FRMP credential"}]}
```

Why is this being returned back? Is it an error with AEMO? This is happening across quite a few accounts.

Thanks,

Ada

Severity
3 - Minor

Priority
3 - Low

CDR Provider
Energy Data Holder X

Reporting Organisation
ACCC-CDR

Incident Categories and Sub-Categories
System/Service Availability - System/Service Availability

Status
OPEN

↔ Re-assign
↔ Cancel

Request type
👤 Log an incident with a Data Holder / Accredited Data Recipient

Shared with

- Ada Creator
- CA CDR TechOps Test Agent

+ Share

+ Share : select / type in "Australian Energy Market Operator (AEMO)" and click on Add.

👤 Australian Energy Mark... x
add more people...

Add Cancel

Activity

- CA** CDR TechOps Test Agent Wednesday 4:51 PM
Hi @Ada ,

Would it be possible to share the service point Id's that you are using for these queries please as that will help with our investigation. We'll also investigate on our end too.

Thanks,

CDR TechOps Test Agent
- A** Ada Wednesday 4:53 PM
Hi @CDR TechOps Test Agent ,

Unfortunately we cant get the ServicePoint IDs as none of the AEMO data is returning for this customer. They also dont seem to have any bills on the accounts record.

Ada
- CS** Add a comment

Powered by Jira Service Management



Referring an incident to AEMO in the Agent View

When you are viewing the incident from the Agent View

The screenshot shows a Jira ticket titled "[Energy Data Holder X] - Usage endpoint returning error". The ticket description includes an error message: `{"errors":[{"code":"urn:au-cds:error:cds:all:generalError/Unexpected","title":"Unexpected error encountered","detail":"Cannot find HTTP credential"}]}`. The ticket is assigned to "Ada" and has a severity of "Minor" and priority of "Low".

The right-hand sidebar shows the "Details" section with the following information:

- Assignee: CDR TechOps Test Agent
- Reporter: Ada
- Request Type: Log an incident with a Data Holder / Accredited Data Recipient
- Organizations: None (highlighted with a red box)
- Labels: None
- Request participants: CDR TechOps Test Agent
- Chat channel: Create channel
- Stakeholders: 0 Stakeholders
- Last Commented Date & Time: 23 Aug 2023, 16:54
- Last Commented by: Ada
- Microsoft Teams: Connect Microsoft Teams
- Zoom: Connect account
- Automation: Rule executions

Below the sidebar, there is a search bar for "Organizations" with the text "Australian" entered. The search results show "Australian Energy Market Operator" and "CDR TechOps Test Agent".

Organizations: Add in "Australian Energy Market Operator (AEMO)"