NEM B2B Issue-Change Form

ISSUE / CHANGE FORM – SUMMARY SECTION *(Template focuses on issue/change identification and impact.)*

Issue Number (IEC Secretariat to complete)			
Version #	1.1		
Proponent Name	B2B Working Group	**Company**	
Proponent Title		**Proponent Contact No**	
Proponent email	B2BWG@aemo.com.au	**Date lodged with IEC**	
Procedure(s) or other documents Impacted	☒ B2B Procedure Customer and Site Details Notification Process ☐ B2B Procedure Service Order Process ☐ B2B Procedure Meter Data Process ☐ B2B Procedure One Way Notification Process ☐ B2B Procedure Technical Delivery Specification ☐ NEM RoLR Processes Part B ☐ B2B Guide ☐ Other, please specify:		
Areas Impacted	(I.e. Section No.) Clause 5.5 of the CSDN procedure defines the allowable values to communicate about the Registration Process Owner.		
Short Description / Title	Communication of the Registration Process Owner		
Other key contact information	The members of the B2B-WG are:		

RETAILERS	DISTRIBUTORS	METERING
AGL	AusNet Services	IntelliHUB
Alinta Energy	Energy Queensland	PlusES
Origin Energy	Endeavour Energy	Metering Dynamics
Red Energy/Lumo Energy	SA Power Networks	Vector AMS
Simply Energy	TasNetworks	

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VERSION #	PRESENTED TO	DATE
1.0	*B2BWG*	*23/04/2020*
1.1	*B2BWG*	*07/05/2020*

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	Participants have different interpretations for when they should nominate themselves as the Registration Process Owner (RPO) within a Life Support Notification (LSN). This is causing market confusion as the Recipient of the LSN is expecting the Initiator to nominate themselves as RPO in scenarios that is different to the Initiator. For example, some Recipient only expect the Initiator to nominate themselves as the RPO when the customer contacts the Initiator to register life support, however some Initiator will nominate themselves as the RPO every time they have completed the de-registration process.
2. Market Impact	This proposed change will impact on retailers and distributors, and their internal life support process.
3. Requirements / Specific Proposal	The B2B procedure should be updated to make it clear that the Initiator of the LSN must only nominate themselves as the Registration Process Owner if the customer contacted them directly to inform them of life support requirements. The definition of customer contact was considered, for example if a participant received a completed medical confirmation form and the form was not issued by that participant then is this considered to be customer contact? The definition of customer contact is not deemed to be in scope of the B2B procedure as this is a business decision prior to the B2B communications. Once a business defines for themselves scenarios where customer contact has occurred then the above requirement would apply. Where possible, a solution that requires a B2B schema change should be avoided.
4. Proposed Solution/s	(Must address the B2B Procedures) The CSDN procedure should clarify that a value of 'Yes' in the RegistrationOwner field of the LSN must, and must only, be used when the Initiator of the LSN was contacted by the customer directly to inform them of life support requirements. For the avoidance of any doubt, the CSDN procedure should clarify when a value of 'No' in the RegistrationOwner field of the LSN must be used.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) Sections 123 to 126 of the NERR defines rights and obligations for managing life support customers, including when a customer advises of life support requirements to a retailer or distributor.

6. B2B communication benefits	(Must address B2B Principles) B2B Principles B2B Procedures should: • provide a uniform approach to B2B Communications in participating jurisdictions; • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications; • avoid unreasonable discrimination between B2B Parties; and • protect the confidentiality of commercially sensitive information. This proposed change supports the following B2B principles: • provide a uniform approach to B2B Communications in participating jurisdictions • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications
7. Market benefits for industry as a whole	(Must address National Electricity Objective and/or National Energy Retail Objective requirements) NEO: the objective of this Law is to promote efficient investment in, and efficient operation and use of, electricity services for the long term interests of consumers of electricity with respect to: (a) price, quality, safety, reliability, and security of supply of electricity; and (b) the reliability, safety and security of the national electricity system. NERO: The objective of this Law is to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers of energy with respect to price, quality, safety, reliability and security of supply of energy. This proposed change supports the following NEO and NERO requirements: to promote efficient investment in, and efficient operation and use of, electricity/energy services for the long term interests of consumers of electricity/energy with respect to price. This proposed change will remove confusion and manual work to resolve exceptions
8. Customer benefits (consumers)	Life support customer will have confidence in the industry having an effective life support process and accurate life support registers.
9. Consequence/Impact of issue not proceeding	The current industry confusion will continue
10. Workaround/s (if necessary)	Industry agree on the protocol on communicating and managing the RegistrationOwner field outside of the B2B Procedure.
11. Supporting Documentation (attach if necessary)	

12. Any critical timelines to consider?	This change should be progressed with the next B2B procedure consultation.
13. IEC's preliminary assessment of the proposal	(This is to be left blank)

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {*Procedure Name*}
~~Red strikeout~~ means delete and
blue underline means insert

Proposed changes to the definition of the RegistrationOwner field in the LSN transaction (table 9 in CSDN Procedure):

Value of YES must only be used, where the Initiator of the LifeSupportNotification was the party that completed or is in the process of completing the initial ~~is the~~ Life Support registration directly with the customer ~~process owner~~.

Value of NO should be used when the Initiator of the LifeSupportNotification was not the party who commenced or completed the Life Support registration process but is raising the LifeSupportNotification to communicate changes to the other party e.g. Life Support customer contact details or has undertaken a Life Support Deregistration.

Not required where LifeSupportStatus is None.