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 4.6 and 5.6 of the CSDN procedure defines the process and B2B transaction that can be used to enquire about life support information.		
Short Description / Title	Communication of a Life Support Request		
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 the 'Confirm Life Support' value in the Reason field of the Life Support Request (LSR) transaction. This is causing market confusion as the Recipient of the LSR is taking actions that are different to what the Initiator expects. For example, some Initiator of the LSR believes that a Reason of 'Confirm Life Support' means that the Recipient should provide a Life Support Notification (LSN) with their current status of life support. However, some Recipient are flagging life support on receipt of the LSR and then sending a LSN with life support back to the Initiator of the LSR.
2. Market Impact	This proposed change will impact on retailers and distributors, and their internal life support process.
3. Requirements / Specific Proposal	The procedure should allow the initiator of an LSR to request the following: a) the Initiator of the LSR is requesting the Recipient to send an LSN with their life support information without the Recipient investigating the status of life support with their customer b) the Initiator of the LSR is requesting the Recipient to send an LSN with their life support information after the Recipient investigated the status of life support with their customer The procedure should also make it clear that the recipient of an LSR should not treat this transaction as a notification that there is life support at the premises. 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 the value of 'Confirm Life Support' in the 'Reason' field is for the Initiator of the LSR to request the Recipient to send a LSN with their life support information without the Recipient investigating the status of life support with their customer The CSDN procedure should make it clear that the recipient of an LSR should not treat this transaction as a notification that there is life support at the premises. The CSDN procedure requires no further update to allow an Initiator of the LSR to request the Recipient to send a LSN with their life support information after the Recipient investigated the

	status of life support with their customer. This is because the reason of 'Other' can be used. The option of adding a new Reason code for this scenario was considered but was deemed to be not required because although this is a valid scenario the expected volume would be low given that in most cases the Initiator could confirm the status of life support with the customer themselves.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) Clause 124.2.c of the NERR indicates that a request for life support information is required from a retailer to a distributor to confirm if the customer has already provided medical confirmation to the distributor. Therefore, at minimum there should be B2B communication that covers the above.
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 LSR transactions 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 Reason field in the LSR transaction (table 10 in CSDN Procedure):

Allowed Values

• Confirm Life Support

• Data Quality Issue

• No response to rejected LSN

• Other

Notes regarding the allowed values

"Confirm Life Support" means the Retailer or DNSP only requires the current life support status information held by the recipient and does not require the recipient to confirm details from the customer.

~~requires confirmation of whether the Connection Point has a Life Support requirement or~~

"Data Quality Issue" means that although the data may be technically correct, it may not be fit for purpose (e.g. phone number is 9999999). The Retailer or DNSP must provide which specific data they are querying in the SpecialNotes field.

"No response to rejected LSN" means that a Retailer or DNSP has rejected a previous LSN where it was reasonably expected the Retailer or DNSP would send through a new LSN with updated/corrected information, which has not yet been received.

"Other" must only be used for scenarios not covered by the specified allowed values. The Retailer or DNSP must provide the details of the reason in the SpecialNotes field.

Proposed new clause 4.6.g in the CSDN Procedure:

The Recipient of a LifeSupportRequest must not treat this transaction as a notification that there is life support at the premises