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B2B Procedures v3.8 Consultation

4 March 2022

Issues Paper

Proposed Changes

Coincident Service Orders. Shared Fuse Notification.

For Official use only

Notice of consultation

Date of Notice: 4 March 2022

This Notice of First Stage of rules Consultation (Notice) informs all Business-to-Business (B2B) Parties, relevant B2B Change Parties, AEMO and such other persons who identify themselves to the Information Exchange Committee (IEC) as interested in the B2B Procedures (Consulted Persons) that AEMO is conducting a consultation (Consultation) on the B2B Procedures (on behalf of the IEC).

The Consultation is being conducted under clause 7.17.4 of the National Electricity Rules (NER), in accordance with the Rules consultation requirements in NER 8.9.

Matters under consultation

The changes (Changes) which are proposed (Proposal) are intended to:

- Determine the more efficient and effective method of managing re-energisation by an incoming retailer when there are two service providers (DNSP and MC) who may have undertaken or will undertake the de-energisation, to better mitigate the risk of customers being left off supply; and
- Deliver uniformity and process efficiencies in B2B communications for shared fuse arrangements to support the Metering Coordinator Planned Interruption (MCPI) rule change, which introduced new obligations on Retailers and MCs to provide information to the DNSP regarding the shared fuse status at a site.

The Changes to the relevant B2B Procedures are:

- Service Order Process – to include enhanced coincident service order (SO) logic for de- and re-energisations by either:
  - Version A: a single Notified Party (Option 1a)
  - Version B: a SO issued to each service provider (i.e. two SOs) by the incoming Retailer for re-energisation (Option 1b).
- One Way Notification Process – to include a new transaction to indicate the current status of a shared fuse arrangement.
- Technical Delivery Specification – to include a new transaction to indicate the current status of a shared fuse arrangement.
- B2B Guide – to include:
  - CSV/email transaction as an interim process for shared fuse notification and the aseXML transaction to indicate current shared fuse arrangement; and
  - Additional updates which will reflect either the implementation of Option 1a or Option 1b.

Table 1 Summary of Proposal

Instrument	New/Amended
Service Order Process	Amended (Procedure v3.8a changes)
Service Order Process	Amended (Procedure v3.8b changes)

Instrument	New/Amended
One Way Notification Process	Amended (Procedure v3.8 changes)
Technical Delivery Specification	Amended (Procedure v3.8 changes)
B2B Guide	Amended (document changes)
Customer Site Details Notification Process	Version alignment
Meter Data Process	Version alignment

The consultation process

The IEC invites written submissions on the matters under consultation, including any alternative or additional proposals which you consider may better meet its objectives, as well as the national electricity objective in section 7 of the National Electricity Law.

Submissions in response to this Notice should be sent by email by 5:00pm (AEST) on 11 April 2022 to NEM.Retailprocedureconsultations@aemo.com.au. A response template has been provided on AEMO's website. Please send any queries in respect of the Consultation to the same email address.

Submissions received after the closing date and time will not be valid. The IEC is not obliged to consider late submissions for this reason. A late submission should explain the reason for lateness and the detriment to the proponent if the IEC does not consider the submission.

Please identify any parts of your submission which you wish to remain confidential, explaining why. The IEC has asked AEMO to manage such information to avoid any confidentiality issues. Any confidential information will have a de-identified analysis to the IEC and B2B-WG, to enable their decisions to be made impartially. The IEC may still publish that information, if it does not consider it to be confidential, but will consult with you before doing so. Please note that material identified as confidential may be given less weight in the decision-making process than material that is published.

In your submission, you may request a meeting with the IEC to discuss the matters in the Consultation, stating why you consider a meeting is necessary or desirable. If appropriate, meetings may be held jointly with other Consulted Persons. The IEC will generally make details of matters discussed at a meeting available to other Consulted Persons and may publish them, subject to confidentiality restrictions.

Table 2 Summary of consultation stages

Process Stage	Date
Publication of Issues Paper	4 March 2022
Closing date for submissions in response to Issues Paper	11 April 2022
Publication of Draft Report and Determination (Draft Report)	18 May 2022
Closing date for submissions in response to Draft Report	1 June 2022
Publication of Final Report and Determination (Final Report)	5 July 2022

The IEC developed the Changes in the interests of improving the B2B Procedures. The Changes require AEMO B2B e-Hub system changes. Some of the participants may require system changes due to the Changes. The Changes were recommended to the IEC by the members of the Business-to-Business Working Group (B2B-WG).

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1. Background

This Issues Paper has been prepared to detail the Proposal. The Changes have been developed under the IEC's power to manage the ongoing development of the B2B Procedures as contemplated by NER 7.17.7(a)(2), as well as to implement the process under NER 7.17.4.

This Issues Paper also provides information which is considered by the IEC in determining whether to implement the Changes to the B2B Procedures, namely:

- An issues statement in respect of the Proposal (see section 1.1).
- A summary of the Changes, including consideration of the B2B Principles (see sections 1.1 and 2.4).
- A consideration of the B2B factors (see section 2.5).

The Changes have been considered and recommended by the members of the Business-to-Business Working Group (B2B-WG).

The Changes would result in amendments to:

- Service Order Process.
- One Way Notification Process.
- Technical Delivery Specification.
- B2B Guide.

The Changes would result in version alignment of:

- Customer and Site Details Notification Process.
- Meter Data Process.

The Changes require AEMO B2B e-Hub system changes. Some participants may require system changes due to the Changes.

1.1 Issues statement and scope

The IEC has developed the Changes to improve the functionality of B2B transactions, as well as to incorporate routine communication between electricity retail market participants into B2B transactions. The Changes were recommended to the IEC by the members of the B2B-WG.

The members of the B2B-WG are as follows:

Table 3 B2B-WG members by sector

Retailers	Distributors	Metering Service Providers
AGL	AusNet Services	IntelliHUB
Alinta Energy	Energy Queensland	PlusES
Origin Energy	Endeavour Energy	Yurika
Red Energy and Lumo Energy	SA Power Networks	Vector AMS
	TasNetworks	

The Changes to the relevant B2B Procedures are:

- Service Order Process – to include enhanced coincident service order (SO) logic for de- and re-energisations by either:
  - Version A: a single Notified Party (Option 1a)
  - Version B: an SO issued to each service provider (i.e. two SOs) by the incoming Retailer for re-energisation (Option 1b).
- One Way Notification Process – to include a new transaction to indicate the current status of a shared fuse arrangement.
- Technical Delivery Specification – to include a new transaction to indicate the current status of a shared fuse arrangement.
- B2B Guide – to include:
  - CSV/email transaction as an interim process for shared fuse notification and the aseXML transaction to indicate current shared fuse arrangement; and
  - Additional updates which will reflect either the implementation of Option 1a or Option 1b.

The Consultation is built on B2B Procedures version 3.7 (effective 7 November 2022). The relevant effective dates are as follows:

Table 4 Change effective dates

Procedures	V3.7.1 (effective 1 May 2022)	V3.8 (effective May 2023)
Service Order Process	NA	Amended (Procedure changes)
One Way Notification Process	NA	Amended (Procedure changes)
Technical Delivery Specification	NA	Amended (Procedure changes)
B2B Guide	Amended	Amended
Customer and Site Details Notification Process	NA	Amended (version only)
Meter Data Process	NA	Amended (version only)

1.2 Proposed Consultation plan

The proposed consultation plan is as follows:

Table 5 Plan

Stage	Start Date	End Date
Publication of Notice of Consultation and Issues Paper	4 March 2022	

Stage	Start Date	End Date
Participant submissions to be provided to AEMO	4 March 2022	11 April 2022
Closing date for submissions in response to Issues Paper	11 April 2022	
IEC to consider all valid submissions and prepare Draft Report and Determination (Draft Report), including change-marked Procedures	11 April 2022	18 May 2022
Publication of Draft Report	18 May 2022	
Participant submissions to be provided to AEMO	18 May 2022	1 June 2022
Closing date for submissions in response to Draft Report	1 June 2022	
IEC to consider all valid submissions and prepare Final Report and Determination (Final Report), including change-marked Procedures	1 June 2022	5 July 2022
Publication of Final Report	5 July 2022	

2. Proposed Changes

2.1 Enhanced Coincident Service Order Logic using Single Notified Party or Two Service Orders

2.1.1 Background and Progress up to IEC Meeting December 2021

The introduction of smart meters that allow for remote re-energisation and de-energisation, coupled with Power of Choice (POC) reforms, have introduced the ability for retailers to request remote de-energisations and re-energisations of meters.

The existing industry processes specified in the Service Order Procedure, in certain circumstances, will no longer provide the necessary protections against customers being left off supply, due to a service order being incorrectly sent to a party who is not able to complete the required work.

Market participants have an interest in knowing if the energisation status of a site, therefore their meter, is going to change, so that they can efficiently and effectively manage their market obligations.

Under POC, the retailer who is involved in a move-in/move-out scenario can request de-energisation services from either:

- the competitive metering provider for a remote de-energisation; or
- the distribution network service provider (DNSP) for a physical de-energisation,

where a communications enabled smart meter has been installed and a remote energisation service is allowed within the relevant jurisdiction.

De-energisation of a site is:

- typically requested by the Financially Responsible Market Participant (FRMP) after its current customer moves out of the premises; and
- designed to protect against financial losses from any energy usage by unknown parties while this site is 'Vacant'.

Commonly, shortly after the customer has vacated the premises, a new customer will move in, then nominate a new retailer who may be different to the retailer who is the current FRMP. The new retailer's customer onboarding processes will generally generate a re-energisation request to ensure that its customer has supply to the premises when the customer moves in, as the incoming Retailer will be unaware of the current FRMPs actions.

The current coincident SO logic in the Service Order Procedure is designed to manage the scenario where competing service order requests (a de-energisation raised by the current FRMP and a re-energisation raised by the incoming retailer) arrive at a single service provider.

This logic ensures that the re-energisation takes precedence over the de-energisation request, which in most circumstances delivers the desired outcome, being that the new customer has supply to the premises. This arrangement works well where there is only one service provider affecting the de-energisation.

However, this process does not work as well to provide the intended protections in certain circumstances where multiple service providers can affect the de-energisation and re-energisation. For example, where one of two service providers could have been requested to perform a de-energisation, the incoming Retailer will be uncertain as to which service provider may have received a de-energisation request from the current FRMP.

Further, when the DNSP undertakes a de-energisation, the DNSP is the only party who can undertake the re-energisation. Similarly, when the contestable MPB undertakes a de-energisation at the meter, the MPB is the only party who can undertake a re-energisation at the meter.

For example, if:

- the current FRMP requests a physical de-energisation from the DNSP; and
- the incoming Retailer, unaware of a physical de-energisation, requests a remote re-energisation from the competitive metering provider,

then the new customer is likely to be left off supply, until the incoming Retailer is made aware of the situation, subsequently raising the physical re-energisation SO to the correct party.

The following Proposals to respond to these issues were submitted to the IEC in May 2021:

- Notified Parties (NPs), which are available for all SOs, be made mandatory for all re-energisation and de-energisation SOs; and
- Recipients of a Notified Party transaction treat that Notification transaction iin accordance with the proposed section 2.19 in the B2B Procedure Service Order Process which is provided with this Issues Paper.

However, at the May 2021 IEC meeting, the IEC did not accept the B2B-WG's recommendation to commence consultation on a proposed solution using NP to manage coincident SOs.

Instead, the IEC tasked the B2B-WG with undertaking further analysis and development of additional options to manage coincident SOs which would:

- deliver a more complete mitigation to the risk to consumers of being left off supply, compared with the NP SO solution that was presented; and
- examine broader solutions outside B2B, including MSATS, as well as NER rule changes.

In doing so, the IEC requested the B2B-WG to consider the following matters:

- If possible, DNSPs are not to bear (all) costs.
- The implementation of the Change is to occur within the next 18 months.
- The phased introduction of the Change e.g. by jurisdiction, may have an impact on the completeness, complexity, or cost of the proposed solution.
- Jurisdictional discussions may need to occur.

Accordingly, the B2B-WG assessed potential options. However, following further discussions, the B2B-WG was not able to yield a proposal for the next steps. To progress the B2B-WG's understanding of the issue, AEMO, on behalf of the B2B-WG, surveyed the industry to explore options, as well as to test key assumptions held by members of the B2B-WG.

At the IEC's August 2021 meeting, AEMO updated the IEC of the progress of the survey.

In order to explain and clarify the scenarios under which coincident SOs relating to remote de-energisation and re-energisations can occur, a discussion paper was developed which sought to enable participants who are not as familiar with the issues to engage on the issues in a less structured way, prior to formal consultation on the preferred solution.

The subsequent analysis of the responses to the discussion paper identified that retailers wish to move towards using remote SOs for de- and re-energisation, where possible. The use of physical de-energisation requests by retailers will reduce to insignificant levels in the future as smart meters are rolled out.

In general, the submissions revealed that:

- There was no consensus from participants as to the preferred option.
- The application of the key principle that "customers interests take priority" by all service providers should be the primary focus of any solution chosen.

- There is a reliance on all three participant types undertaking the expected actions and/or using information available to them to mitigate downstream impacts.
- There are identified examples of a coinciding SO off-supply situation occurring, using the two re-energisation service order solution (Option 1b). As such, a submission suggested the AER be engaged by the IEC to flag this contentious issue as early as possible, in order to provide transparency on this matter, as well as potential customer detriment.
- As a result of the Reducing Customer Switching Timings change commencing 1 October 2021, at least one DNSP in New South Wales (NSW) is requesting that retailers complete the NP field on all re-energisation requests, as soon as it is practical, to help to avoid poor customer experience.
- AEMO is not aware of any other options that fully meet the objective of eliminating the risk of customers not having supply.
- AEMO acknowledges that industry will require a strong testing regime to implement either Option 1a or Option 1b.

The discussion paper provided a series of options for how to best manage coincident SOs, as summarised in Table 6 below.

Table 6 Options for managing coincident SOs when using remote services

Option	Description
1a	Single service order Notified Party proposal
1b	Two service order proposal
2a	New permission rules - retailers check for inflight SO requests before requesting a service
2b	Retailers rely on a non-regulated service provider to alert them to the presence of two SOs for move-in / move-out scenarios
2c	SO alert
3a	Phone call to DNSP (LNSP) by a non-regulated MPB prior to attending site
3b	Phone call or email to DNSP (LNSP) by a non-regulated MPB to withdraw pending physical de-energisation
3c	Reduced the number of business days to update MSATS NMI status and meter status fields

Options 2a, 2b, 2c, 3a and 3b were seen as providing limited or no support to resolving the coincident SO logic issues, as they were:

- Inefficient.
- Cost prohibitive.
- Slow to implement.
- Over-engineered.

The change identified in Option 3c was supported by 9 submissions, however, was not seen as a solution to managing coincident SOs when using remote services.

The two options which emerged as preferrable from the participant submissions were:

- Option 1a: The mandatory provision of NPs for de- and re-energisation SOs sent by retailers and the use of notified parties within coincident SO logic by distributors and contestable metering providers.
- Option 1b: The provision of two re-energisation SOs sent by the incoming retailer, one to the distributor and one to the contestable metering provider, to enable each party to perform coincident SO logic.

Neither Option 1a or Option 1b fully achieves the objective of preventing customers from not having supply.

At the December 2021 meeting, the IEC requested the B2B-WG to proceed to develop the change pack for consultation, using Options 1a and Option 1b.

2.1.2 Option 1a

The single SO NP proposal includes that:

- NPs, which are available for all SOs, be made mandatory for all re-energisation and de-energisation SOs; and
- Recipients of a NP transaction treat that notification as an input to determine if the coincident SO logic should be applied.

In the instance that a DNSP completes a physical de-energisation of a site, a remote re-energisation cannot occur. Accordingly, a physical re-energisation by the DNSP will still be required at a site.

Some retailers, as well as non-regulated service providers, have already invested in undertaking the required system modifications to enable the NP transaction to be included in SO logic. This means that if they receive both a de-energisation SO request and a NP transaction indicating that a re-energisation request has been sent to the DNSP, they will not action the de-energisation. However, to ensure that this is to be fully effective, DNSPs in jurisdictions where remote services are allowed and used by retailers will be required to update their systems to include this logic.

Although the single SO NP solution will significantly reduce the risk of a customer being without supply, due to the timing of when transactions are sent, received and processed, a small risk remains. In this instance, the customer will be required to contact their new Retailer to inform the Retailer that the customer is without supply. Subsequently, the new Retailer will raise a SO for reconnection.

Option 1a makes the use of NP mandatory for de- and re-energisation SOs which will allow for a more consistent industry process and deliver additional benefits beyond the scope of coincident SO logic. Option 1a provides a consistent notification to the DNSP or the MPB that a request has been submitted with respect to the energisation status of the site.

The DNSP/MPB could then use the notification to be aware of the outages at the NMI. i.e. receipt of a de-energisation SO NP by the MPB could mitigate a wasted truck visit, if their smart meter stops communicating. Conversely, a DNSP could mitigate a wasted truck visit, if a customer calls them to advise that they are off supply.

The B2B SO Procedures v3.8a which accompanies this Issues Paper sets out the Changes in respect of the required business communication processes, including NP transactions. The B2B Guide may provide guidance as to best practice.

2.1.3 Option 1b

In Option 1b, the incoming Retailer raises the re-energisation SO to both the DNSP and the non-regulated MPB respectively. Upon receipt of the SO request, each service provider should determine what action is required to ensure the site is energised.

These SOs already exist in the B2B system. However, Retailer systems may require changes to apply the two-SO logic. Additionally, as service provider responses and processes are currently inconsistent, additional development would be required to either accommodate the inconsistency (by Retailers) or to make the

responses consistent (by the service providers). This may mean some changes to the business / system processes for DNSPs with respect to actioning re-energisation SOs.

The B2B SO Procedures v3.8b which accompanies this Issues Paper sets out the Changes in respect of the required business communication processes, including NP transactions. The B2B Guide may provide guidance as to best practice.

Table 7 Summary of Pros and Cons for Option 1a and 1b

Issue	Single Service Order Notify Party request (Option 1a)	Two Service Orders (Option 1b)	Comment
Cost	√		Borne by all parties. Total quantum may not be different as costs have occurred through previous establishment of the Change or will be incurred establishing in the Change.
Delivery time	√	√	Time will be required to finalise consultation material, complete the formal consultation, then for Participants to implement required solutions.
Work/costs required by distributors		√	Required for both solutions, noting the IEC requested, at the last review of this issue, that if possible DNSPs are not to bear (all) costs.
Implementation of solution across industry	√		Option 1a has higher existing penetration across industry. Option 1b is currently used by some retailers but is a small proportion of the retailers.
Level of change and complexity	√		Option 1b is likely to have a higher level of change and complexity required across a broad proportion of industry. Option 1a will have high levels of change and complexity for a smaller proportion of industry.

2.1.4 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

Please identify any parts of your submission that you wish to remain confidential and explain why. The IEC has asked AEMO to manage such information to avoid any confidentiality issues. Any confidential information will have a de-identified analysis to the IEC and B2B-WG, to enable their decisions to be made impartially.

Question 1: What is your preferred solution, Option 1a or Option 1b, and why?

Question 2: Have you already implemented one of the proposed options? What would be your expected incremental costs to deliver each of the proposed solutions? This should not include costs already spent.

Question 3:	These proposed solutions will not provide 100% coverage for every service order requested. Do you believe that Option 1a or Option 1b provides better protection for customers? To what extent do you believe that your chosen option better protects customers?
Question 4:	What is the extent of the customer impact for each of the proposed solution? How long will a customer be without supply when each proposed solution does not provide coverage (that is, how long does it take to rectify the negative impact to the customer)?
Question 5:	Assuming that Option 1a or Option 1b is to be implemented by May 2023, do you see any substantial or significant issues which would delay this implementation? If so, what are they?

2.2 Treatment of Coincident De-Energisation and Re-Energisation SOs by Non-Regulated Businesses

During the development of the NP processes for multiple service providers, it was identified that there was less clarity for non-regulated metering businesses in respect to the management of coincident de-energisation and re-energisation service orders.

A new section 2.18 of the SO Process was included as part of the B2B Procedures v3.7 determination, which clarifies the obligations of non-regulated businesses in managing coincident SOs.

These changes will become effective on 7 November 2022.

2.3 Shared Fuse Notification using One Way Notification (OWN)

The proposal consists of creating a new OWN transaction to communicate the shared fuse arrangements as required by the Rules and CATS Procedures.

The Change is focused on delivering uniformity and process efficiencies in B2B communications for shared fuse arrangements to support the Metering Coordinator Planned Interruption (MCPI) rule change, which introduced new obligations for Retailers and MCs to provide information to the DNSP regarding the shared fuse status at a site.

Typically, the MC will need to communicate this after the MC (or the MC's agent) has attended a site to undertake metering work. The work to date has explored several mechanisms to efficiently communicate this information, but as yet no mechanism has been agreed.

Every meter exchange attempt (successful or not) will generate this information flow. Over the course of the next few years, it is expected that 5.5 million transactions will flow between MCs and DNSPs.

An interim process has been established under an agreement between MCs and DNSPs to cater for the situation where the MC attends the site and cannot complete the work. This involves sending comma separated value (csv) files via email. Due to the expected high volume of transactions required email/csv is not suitable as a long-term solution. Following an industry survey, the B2B-WG has proposed a solution which involves an aseXML transaction for the long term provision of shared fuse information.

While retailers do have the same obligations as MCs to communicate shared fuse arrangement at the site, it is expected that the retailers are unlikely to send this transaction, as they are not able to determine the shared fuse arrangement.

The shared fuse arrangement describes the state of a NMI, as follows:

- 'N' – Not Shared Fuse
- 'I' – Shared Fuse but can be isolated independently
- 'Y' – Shared Fuse

The B2B-WG also considered the following proposals:

1) Maintaining the current interim process for sites visited where metering could not be completed and for DNSPs using exiting signals to infer the shared fuse arrangements. For example, DNSPs receiving a Notice of Metering Work (NOMW) which would imply that the MP was successful in isolating a site and would therefore understand that this was not in a shared fuse arrangement. This was not agreed, as DNSPs requested explicit instruction for the shared fuse status of each premises after the MP has visited the site.
2) Maintaining the current interim process for sites visited where metering could not be completed and enhancing the NOMW process to include shared fuse information where metering could be completed. This was not agreed, as DNSPs requested a single transaction to advise them of the shared fuse arrangement.
3) Enhancing the existing Meter Fault and Issues Notification (MFIN) transaction to be used to communicate the shared fused arrangements. This would require adding new values to an existing enumerated list that can be used to indicate to the recipient the shared fuse status of 'N','I' or 'Y'. This was seen as a low-cost change for both AEMO and the MPs, as the transactions already existed and would require minor change. In addition, MPs already generate this under BAU scenarios. This solution was preferred by AEMO and the Metering Providers. However, this solution was not agreed, because the DNSPs believed this would broaden the use of the MFIN and would introduce confusion regarding its purpose.

This Change, which received the largest support within the B2B-WG, involves the addition of a new formal B2B OWN transaction to the schema to allow the initiator to provide shared fuse arrangements, as required by the Rules and CATS Procedures.

This Change will require:

- from May 2022, the interim solution will be used to notify the DNSPs, so they can update this information in MSATS, allowing Retailers to advise customers of the presence of Shared fusing and setting expectations that longer lead times for meter exchanges are required;
- AEMO will create a new aseXML OWN transaction in the schema to carry this information with any enumerations managed outside the schema;
- the MC, MP or Retailer will generate the new aseXML OWN (either via participant market systems or the MSATS browser) with an appropriate code to indicate the status of the Shared Fuse indicator for each NMI; and
- the DNSP will receive and process the new aseXML OWN transaction to update their systems.

Question 6:	Do you support the proposed changes with regards to Shared Fuse Notification using the aseXML OWN? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")
Question 7:	If the changes proposed were to be adopted, would your organisation have any issues in implementing the changes by May 2023?

2.4 B2B Principles

The IEC considers that this B2B Issues Paper supports each of the B2B Principles, as follows:

B2B Principle	Justification
B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions.	The B2B Procedures, in terms of transactions, are not jurisdiction-specific, therefore do not create any jurisdictional differences.
B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications.	The B2B Procedures improve the communications and operational processes between participants through the development of consistent information exchange.
B2B Procedures should avoid unreasonable discrimination between B2B Parties.	The B2B Procedures do not introduce changes that would discriminate between B2B Parties, as the changes are either optional or apply equally across all parties.
B2B Procedures should protect the confidentiality of commercially sensitive information.	The B2B Procedures do not introduce changes that would compromise the confidentiality of commercially sensitive information.

2.5 B2B Factors

The IEC has determined that the B2B Factors have been achieved as follows:

B2B Factors	Justification
The reasonable costs of compliance by AEMO and B2B Parties with the B2B Procedures compared with the likely benefits from B2B Communications.	The Changes will ensure continued compliance by AEMO and B2B Parties with the NER in addition to consistency between B2B Communications and business practices.
The likely impacts on innovation in and barriers to entry to the markets for services facilitated by advanced meters resulting from changing the existing B2B Procedures.	The B2B Procedures do not impose barriers to innovation or market entry. They allow participants to streamline their operations, better meet regulatory requirements and allow for all relevant information to be contained within the Communications structure to allow for more efficient processes.
The implementation timeframe reasonably necessary for AEMO and B2B Parties to implement systems or other changes required to be compliant with any change to existing B2B Procedures.	The SO Changes do not require system changes to the B2B e-Hub. Accordingly, no AEMO implementation timeframe is required. The OWN Changes require system changes to the B2B e-Hub and AEMO has indicated May 2023 is the available timeframe for these Changes. From a business process perspective, the IEC is requesting feedback on the nominated implementation timeframe.

2.6 Benefits

The Change supports the following B2B principles by establishing a mechanism for efficiently communicating shared fuse information in a consistent and reliable manner:

- provide a uniform approach to B2B Communications in participating jurisdictions; and
- detailed operational and procedural matters and technical requirements that result in efficient, effective, and reliable B2B communications.

The Change supports the B2B Factors by:

- Service Order Process – minimising the risk that the new customer is left off supply.
- One Way Notification Process - allowing Initiators to provide to Recipients with the shared fuse information in an efficient and consistent manner.
- Technical Delivery Specification - allowing Initiators to provide to Recipients with the shared fuse information in an efficient and consistent manner.

- B2B Guide – describing the selected SO procedure (either Option 1A or Option 1B), the interim arrangement to send the shared fuse notification via a csv file attached to an email and the aseXML transaction.

2.7 Costs

AEMO expects the Change will require a schema change to introduce the new shared fuse notification transaction and changes to the Low Volume Interface.

Participants should consider the costs, as well as risks, associated with the Change, including:

- The costs and resources they require to implement the Change, as well as their ongoing operational cost and resources.
- Their ability to implement the Change on the proposed dates, considering other known or upcoming industry changes, as well as internal projects.

2.8 MSATS Procedures

The MSDR Focus Group will set the initial status of the shared fuse indicator.

2.9 Questions on proposed changes

Question 8:	Do you have any other suggestions, comments or questions regarding this consultation? If you have any comments outside of the scope of this consultation, please reach out to your relevant B2B-WG representatives.

3. B2B Proposal

The Change in the Proposal is detailed within the attached change-marked B2B Procedures which are published with this Issues Paper.

Glossary

This Issues Paper uses many terms that have meanings defined in NER. The NER meanings are adopted, unless otherwise specified.

Term	Definition
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
B2B	Business-to-Business
B2B-WG	Business-to-Business Working Group
CATS	Consumer Administration and Transfer Solution
CSDN	Customer and Site Details Notification
CSV	Comma Separated Value
DNSP	Distribution Network Service Provider
FRMP	Financially Responsible Market Participant
IEC	Information Exchange Committee
LNSP	Local Network Service Provider
MC	Metering Coordinator
MCPI	Metering Coordinator Planned Interruption
MFIN	Meter Fault and Issues Notification
MP	Metering Provider
MPB	Metering Provider – Category B
MSATS	Market Settlements and Transfers Solution
NEM	National Electricity Market
NER	National Electricity Rules
NERL	National Energy Retail Law
NMI	National Metering Identifier
NOMW	Notice of Metering Word
NP	Notified Party
NPN	Notified Party Notification
NSW	New South Wales
OWN	One Way Notification

Term	Definition
POC	Power of Choice
SO	Service Order