

POWER OF CHOICE PROCEDURE CHANGES (B2B PROCEDURES)

CONSULTATION PAPER

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EXECUTIVE SUMMARY

The publication of this Consultation Paper commences the next stage of the National Electricity Rules (NER) consultation process conducted by AEMO on behalf of the IEC to consider proposed amendments to B2B procedures and to develop proposed new procedures to take into account the following amendments to the NER (each an “Amending Rule”):

- National Electricity Amendment (Expanding competition in metering and metering related services) Rule 2015.
- National Electricity Amendment (Embedded Networks) Rule 2015.
- National Electricity Amendment (Meter Replacement Processes) Rule 2016.

The IEC requested that AEMO, along with the B2B Working Group draft new procedures to meet these rule change obligations.

The B2B Procedures have undergone a series of necessary significant changes and we anticipate that industry will need to digest and understand these changes before they provide consultation feedback.

AEMO has prepared a Response Template to facilitate feedback from stakeholders about the most efficient way to amend relevant B2B procedures and the new B2B procedures.

AEMO invites stakeholders to suggest alternative options where they do not agree that the IECs proposals would achieve the relevant objectives.

AEMO also asks stakeholders to identify any unintended adverse consequences of the proposed changes.

The IEC encourages early submissions and consolidated submissions from organisations where possible.

The IEC requests that feedback is pertinent and focused to the changes being proposed, as such requests that industry refrain from commenting on matters such as grammatical corrections as these can be rectified in following consultation process.

Stakeholders are invited to submit written responses on the issues and questions identified in this paper and the proposed new procedures and changes to the procedures by **5.00 pm (Melbourne time) on 2 December 2016**

Contents

Executive Summary	3
1 Stakeholder Consultation Process	5
2 Background	5
2.1 <i>NER requirements</i>	5
2.2 <i>Context for this consultation</i>	5
3 B2B Procedure Development	6
4 Issues raised for consultation	7
4.1 <i>General matters</i>	7
4.2 <i>IEC Legal advice on procedure content</i>	7
5 Drafting for proposed changes	7
6 Summary of amendments to Procedures	7
6.1 <i>Retail Electricity Market Procedures: Glossary and Framework</i>	7
6.2 <i>Service Order Process</i>	7
6.3 <i>Customer Site Details Notification (CSDN)</i>	9
6.4 <i>One Way Notification</i>	10
6.5 <i>Meter Data Process</i>	11
6.6 <i>Technical Delivery Specification</i>	12
6.7 <i>NEM ROLR Process - Part B – B2B Procedures</i>	12
6.8 <i>B2B guide</i>	13
6.9 <i>Mapping Document and Response Template</i>	13

1 Stakeholder Consultation Process

As required by the Amending Rules, AEMO is consulting in accordance with the NER consultation procedures in clause 8.9 of the NER. AEMO’s indicative timeline for this consultation is outlined below.

DELIVERABLE	INDICATIVE DATE
Consultation Paper published	27 October 2016
Submissions due on Consultation Paper	02 December 2016
Draft Report and Determination published	23 December 2016
Submissions due on Draft Report and Determination	20 January 2017
Final Report and Determination published	06 March 2017

Prior to the submissions due date, stakeholders can request a meeting with the B2B-WG and AEMO to discuss any issues and proposed changes including the proposed changes raised in the Consultation Paper.

2 Background

2.1 NER requirements

The IEC have been required by the following rule changes to update the B2B procedures:

- National Electricity Amendment (Expanding Competition in Metering and Related Services) Rule 2015 No. 12;
- National Electricity Amendment (Embedded Networks) Rule 2015 No. 15; and
- National Electricity Amendment (Updating the Electricity B2B Framework) Rule 2016 No. 6.

The following instruments have been added or amended for the purpose of this consultation:

INSTRUMENT	New/Amended/Discussion
Glossary and Framework – B2B references only	Amended
Service Order Process	Amended (Major)
Customer Site Details Notification	Amended
Meter Data Process	Amended
One Way Notification	Amended (Major)
Technical Delivery Specification ¹	Discussion Paper
NEM RoLR Processes: Part B – B2B Procedure	Amended
B2B Guide ²	New

2.2 Context for this consultation

In 2012 the AEMC commenced the Power of Choice (POC) Review. The objective of the review was to ensure that the community’s demand for electricity services was met by the lowest cost combination of demand and supply side options. This objective was best met when consumers were using electricity at the times when the value to them was greater than the cost of supplying that electricity (i.e. the cost of generation plus poles and wires). In parallel, the AEMC also considered a review on energy market arrangements for electric vehicles.

¹ Please note this will also incorporate the current B2B Technical guidelines

² This is not a formal procedure document

Among the POC rule changes is the “Updating the electricity B2B framework” rule change, for which the AEMC released a final rule and determination on 30 June 2016. The rule change updates the governance and other arrangements for electricity business-to-business (B2B) Procedures on communications for services related to small customer meters, and is expected to enhance the efficiencies and benefits of the POC rule changes by facilitating communications between the businesses offering and accessing services related to these meters.

The rule change also contains transitional arrangements relating to AEMO, the Information Exchange Committee (IEC) and B2B Procedures, which include:

- IEC to recommend changes to B2B Procedures to be consistent with the POC rule changes by 1 May 2017.
- AEMO to publish the new B2B Procedures within 20 business days of the IEC recommendation.
- AEMO to establish and publish information in respect of the process for accreditation as a B2B e-Hub participant by 1 June 2017
- Commencement of the new B2B Procedures and new B2B framework on 1 December 2017.

3 B2B Procedure Development

To support the development of necessary revisions to the B2B Procedures prior to any required system alterations, the IEC along with AEMO are aiming to publish draft B2B Procedures on 23 December 2016. This will mark the formal commencement of the second stage public consultation. This timeline allows for finalising the B2B Procedures by 6 March 2017.

This work has been led by the POC Business to Business Working Group (B2B-WG), which AEMO established under direction of the IEC. The B2B-WG are a formal working group of the IEC (as per the National Electricity Rules (NER)). The Working Group has 12 members, 4 from each of the representative industry groups, Retailers, Distributors and Metering Providers.

4 Issues raised for consultation

4.1 General matters

To assist stakeholders in understanding the changes made to the Procedures, AEMO will also publish a mapping document that details how the old procedures translate into the amended procedures.

AEMO will also publish templates for stakeholder response to allow for the B2B-WG and AEMO to work through stakeholder feedback in compiling the draft procedures for publishing on 23 December.

4.2 IEC Legal advice on procedure content

In addition to the issues raised in the consultation papers the IEC have also requested independent legal advice on the procedure content in reference to clauses under 7.17.3 of the National Electricity Rules. The material currently in the procedures including jurisdictional references and obligations for non-regulated parties may need to be reviewed by the IEC once the advice is received in November. We encourage participants to note in their feedback any conflicts they may find in the draft procedures and the clauses under 7.17.3 of the National Electricity Rules.

5 Drafting of proposed changes

To help stakeholders and other interested parties respond to this Consultation Paper, AEMO has (on behalf of the IEC) published drafts of the Procedures listed in section 2.1 incorporating the proposed changes. Please note these include specific IEC branding. Marked up versions of current procedures are also included for reference.

In addition we have also published marked up version of existing procedures for stakeholders to reference when considering changes that have been made to the procedures

6 Summary of amendments to Procedures

The sections below provide a summary of specific amendments proposed in each procedure.

Please note references to versions of all the updated B2B procedures before version 2.0 have been removed from all version 3.0 procedures for brevity. The details of old versions will be retained in the copies of all Version 2.2 which will still be available on AEMO's website.

The procedures have been placed in an updated procedure template and much of the forward material has been moved into the Retail Electricity Market Procedures: Glossary and Framework.

6.1 Retail Electricity Market Procedures: Glossary and Framework

This is a new document that is intended to contain a brief explanation of the basis for each document referred to and house a common glossary for all Procedures. This reduces duplication, currently terms are defined in each Procedure, and is intended to ensure that consistent terminology is used throughout Procedures. The Glossary and Framework is incorporated into and forms part of all other Procedures.

Please note that the version for consultation here is only for the changes made to B2B specific framework and glossary additions, these have been highlighted in the document for stakeholders to find for the purposes of feedback in this consultation.

6.2 Service Order Process

Specific roles in the Service Orders have been replaced with the more generic terms of Initiator, Recipient and Notified Party(ies). The reason for this is to allow the B2B Procedures, and therefore the usage of B2B Communications to be more flexible by not restricting a specific participant role to either initiate a request or

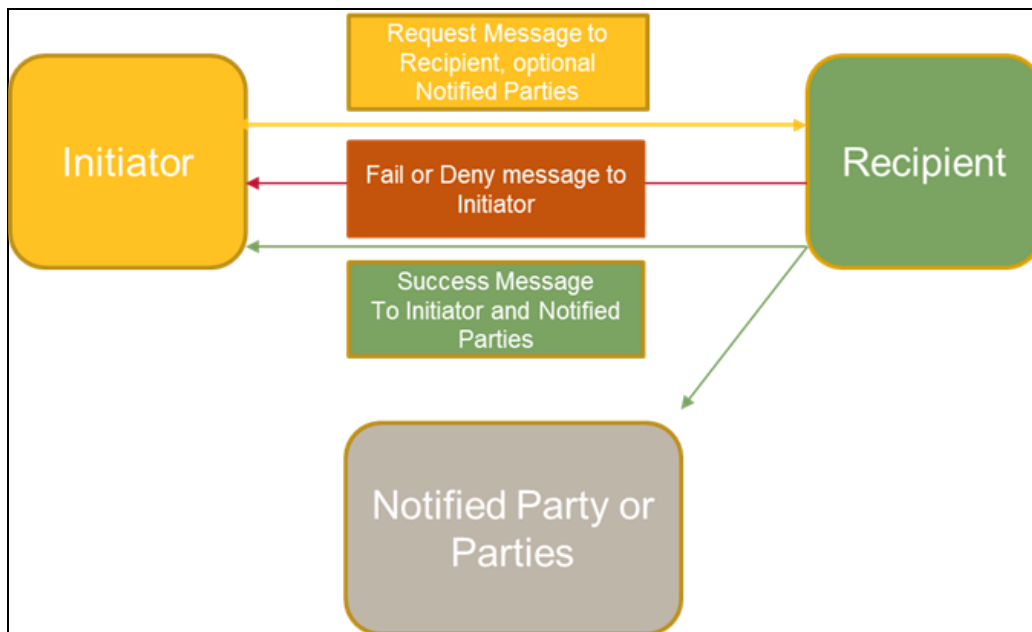
respond to a request. The aim is to allow the B2B Communications to cater for various business models and processes depending on the contractual/bilateral agreements made between parties. For Service Order transactions between an Initiator and a Recipient, the B2B Communication model remains unchanged. There will continue to be BusinessReceipt and BusinessAcceptance/Rejections exchanged between participants for Service Order Requests and Responses.

With the introduction of Competition in Metering, there are multiple parties that will be involved in providing services for a given NMI and to provide greater visibility to those related parties, within the Service Order transaction, the Initiator has the ability to nominate a Notified Party or Parties for a given B2B Communication.

- o As a Notified Party, there is no expectation from the Initiator to complete a task that is required to fulfil the request. A Notified Party may, however, choose to use a notification as a trigger for any internal business processes.

At a high-level, the proposed changes are as follows:

- Re-Engineered and simplified Service Order (SO) Types/categories to support the introduction of Competition in Metering.
- A new communication model has been added to Service Order communications:



See Service Order Procedure for more detailed workflow.

- Introduced 2 new types of Service Orders Types – Metering Service Works and Supply Service Works whilst retaining Service Order types - Special Read, Re-Energisation and De-Energisation and Miscellaneous Service Order Requests.
- Metering Service Works are Service Orders generally undertaken by the Metering Provider that impact the metering at premise. The Metering Service Works will also be utilised by DNSPs for regulated services affecting Type 6 meters.

The subtypes are:

- o Install Controlled Load
- o Move Meter
- o Install Meter
- o Remove Meter
- o Exchange Meter
- o Meter Reconfiguration
- o Meter Investigation - Tamper

- Meter Investigation - Inspect
- Meter Investigation - Meter Test
- Supply Works Service Orders are those generally undertaken by the DNSP and directly related to the supply point at the premise.

The subtypes are:

- Allocate NMI
- Supply Abolishment
- Supply Alteration
- Tariff Change
- Establish Temporary
- Establish Temporary In Permanent
- Establish Permanent
- Temporary Isolation
- Special Read, Re-en and De-en and Miscellaneous have been classified as Service Order types can generally be undertaken by both by Metering Providers and DNSPs.
- Consolidated many of the technical references (aseXML, technology capability, etc.) and marked these to be moved to the B2B Technical Specification.
- Relocated glossary items, B2B definitions to the new Retail Electricity Market Procedures – Glossary and Framework document created as part of package one of the Metering Competition consultation.
- The Service Order transactions include new fields as well as updated field names.
- Event Codes table previously stored in the B2B Technical Delivery Specification has now been added to the Service Order Procedure.
- ISSUE for consultation regarding the structure and content of the Service Order transactions;

A. Do the content and the structure of the Service Order Transactions meet industry needs?

6.3 Customer Site Details Notification (CSDN)

The Customer and Site Details Notification Procedure has been expanded to carry additional information, in particular around Life Support to facilitate industry changes that have been requested for some time.

At a highlevel the changes are as follows:

- New obligations raised in Version 2.3 drafting have been included in Version 3 – these allow for the DNSP to phone a Retailer advising of a new Life Support situation. This is then followed up by an email with any Life support Evidence information, acknowledgement of this evidence is also made by email by the Retailer.
- Changed Customer name field to Outage Contact name to remove ambiguity.
- Added an AccountName field – which is not mandatory except in Life Support detail notifications, this field can also be used to house Business contact information which is different from Outage Contact Details.
- Business Contact Name has been removed.
- Added a Life Support field to cater for the inclusion of new Life Support specific data fields – some mandatory.

- Added a number of Life Support specific data fields including Life Support Evidence
- Added a Life Support Evidence field which make further fields concerning the details of the Life Support patient and Life Support contact details mandatory
- Noted an issue regarding Life Support in embedded networks, feedback is encouraged on this point.
- Added Site Details Request – currently for Retailers only. Feedback is encouraged on this point.
- Added a PreInstallation Data request and notification to allow new MPs to request data of current MPs prior to completing metering work.
- Removed some of the jurisdictional obligations, local practices and regulated timing obligations out of Procedures. These will be added to a B2B guide – section Customer site Details Notification.
- Consolidated many of the technical references (aseXML, message signals, technology capability, etc.) and will move these to in B2B Technical Delivery Specification.
- Relocated glossary items, B2B definitions to the new Retail Electricity Market Procedures – Glossary and Framework document created as part of package one of the Metering Competition consultation.
- The format and ordering of material has been changed to allow for a better flow.

During the review of the Customer Site Details Notification, the B2B Working Group identified the following issues and invite participant to provide feedback.

- ISSUE for consultation: The notification of Life Support requirements for customers within an Embedded Network have not previously been supported by the B2B communications.
 - Where a Retailer for a Child NMI becomes aware of the need for Life Support and the affected NMI is within an embedded network, the Retailer for the Child NMI will need to contact the ENM/ ENO³, and identify the Retailer of the Parent NMI. The Retailer of the Parent NMI must then follow the same process for informing the DNSP that a Life Support requirement exists at the Parent NMI as per the current B2B Procedures.

- A. Who has the obligation(s) in an Embedded Network to notify any relevant participant(s) of Life Support?
- B. How do participants communicate customer Life Support information in an Embedded Network?
- C. Are B2B communications required? Note: The Emebedded Network Operator (ENO) is not required to be a B2B Participant.

- ISSUE for consultation: The current CSDN Procedure restricts parties such as DBs and MC/MPs from sending a SiteAccessNotification for Site Access Details.

- D. Should the SiteAccessNotification be available for parties related to a NMI to send new or upadeted site hazards and access details?
- E. Which participant(s) should be considered the 'master of record' holder for this information?

6.4 One Way Notification

At a high level the changes are as follows:

- Retained the Meter Exchange Notification and Network Tariff Notification – but broadened the application of the Meter Exchange Notifications original use. The B2BWG reasoned that the Meter Exchange Notification could be used in a Retailer led rollout or mass exchange notification to Service Providers.

³ Embedded Network Manager (ENM), Embedded Network Operator (ENO)

- Added a Planned Interruption Notification – to allow participants to meet their regulatory obligations around planned outages.
- Added a Notice of Metering Works to automate a process that is currently paper based to allow MPs, once they have completed metering works, to meet their rule obligations of providing information to participants.
 - Please note this transaction contains elements which feedback is welcome on in terms of the field elements, format and layout of the design of the material.
- Retained the ability of participants to use CSV payloads but have removed specific reference to CSV to allow for the removal of some of the jurisdictional obligations, local practices and regulated timing obligations out of Procedures. These will be added to a B2B guide – section One Way Notification.
- Consolidated many of the technical references (aseXML, message signals, technology capability, etc.) and will move these to in B2B Technical Delivery Specification.
- Relocated glossary items, B2B definitions to the new Retail Electricity Market Procedures – Glossary and Framework document created as part of package one of the Metering Competition consultation.
- The format and ordering of material has been changed to allow for a better flow.

6.5 Meter Data Process

At a high level the changes are as follows:

- Added new investigation codes for VMD. These were added as a result of work that was done by the then MSWG to streamline and make them more succinct with the idea of removing the investigation code of 'other'. The BMRG decided to not go ahead with any of this work back in 2013 and to leave it to be reviewed and implemented as part of PoC. Some codes were also removed as part of this work as these codes are not used today or are not relevant.
- Added two transactions to meet the minimum services specification transactions they are:
 - Remote On Demand Meter Read
 - Meter Installation Inquiry
- ISSUE for Consultation – The B2B-WG and AEMO believe this procedure is the right fit for these new transactions but seek feedback from participants.

- A. Should the Remote on Demand Meter Read be included in the Meter Data Process or the Service Order process?
- B. Should the Meter Installation Inquiry be included in the Meter Data Process or the Service Order process?

Remote On Demand Meter Read

The proposed transaction format and content may not be able to meet the many and varied use cases where on-demand meter reads may be required. Because those future use-cases are not yet defined, further input is sought from the industry as to the best way to support a more flexible and adaptable transaction. For example some suggestions have been received that this service would be better defined as a new class of Special Read Service Order, with the response delivered in a contractually agreed format within a 'data block' in the Service Order response.

Metering Installation Inquiry Request/Response

The proposed transaction format and content may not have the appropriate applicability and usefulness for some participants who may wish to obtain a more sophisticated and rich data set than offered through the transaction as it is defined.

As these services are intended to be flexible and can be contractually agreed, further input is sought from the industry as to the best way to support a more flexible and adaptable transaction.

For example some suggestions have been received that this service would be better defined as a new class of Special Read Service Order, with the responses delivered in a contractually agreed format within a 'data block' in the Service Order response.

Input is sought from Industry on the preferred way of structuring such a transaction and the various possible and useful responses.

- Removed some of the jurisdictional obligations, local practices and regulated timing obligations from Procedures. These will be added to a B2B guide – section One Way Notification.
- Consolidated many of the technical references (aseXML, message signals, technology capability, etc.) and will move these into in B2B Technical Delivery Specification.
- Relocated glossary items, B2B definitions to the new Retail Electricity Market Procedures – Glossary and Framework document created as part of package one of the Metering Competition consultation.
- The format and ordering of material has been changed to allow for a better flow.

6.6 Technical Delivery Specification

AEMO and the B2B-WG have chosen to release the Technical Specification procedure as a discussion paper for first stage consultation.

Currently there is a single method in which participants communicate through the e-Hub. This is done through an FTP interaction with the MSATS B2B Handler using aseXML messages and payloads. This will change to include new methods in which participants can communicate allowing additional flexibility and efficiency when interacting with other participants through the e-Hub.

The procedures released in this consultation pack contain a new set of transactions to support the new arrangements. This includes new content for transactions as well as a new requirement for multi-party transactions. There will also be new e-Hub communication methods that will become available. Drafting this procedure is dependent on finalisation of business functionality requirements and an overall design of the new e-Hub. These new transactions, content and communication methods will result in significant changes to the B2B Procedure: Technical Delivery Specifications and there are still a number of outstanding items that need to be addressed through industry consultation.

We have included a list of questions for industry in the discussion paper and we encourage responses to these questions along with any other technical matters to be raised in consultation. Also included in the discussion paper is a suggested feedback template for stakeholders.

6.7 NEM ROLR Process - Part B – B2B Procedures

The updates to the ROLR part B procedure have been to accommodate changes to other procedures as these affect the service orders and customer details notifications expected by the ROLR once an event occurs.

6.8 B2B guide

This is a new document that seeks to explain the new procedures and provide a reference contains the following:

- Descriptions of use of the new transactions to complete common customer service requirements:
 - New Connections
 - Adds and Alts
 - Re-en and De-en etc.
- Process flows for some of the above transactions based on jurisdiction.
- Common Business Practices and examples of usage of procedures
- The jurisdictional obligations, local practices and regulated timing obligations removed from the other Procedures.
- This will NOT be a formal procedure so will be able to be updated outside of the normal consultation process.

6.9 Mapping Document and Response Template

AEMO have also completed a mapping document for the B2B procedure change – please note this is not a consultation document.

In addition for stakeholder feedback we have provided a response template. Answers to consultation issues contained in this document should also be included in your response and referenced appropriately.