



Information Exchange Committee
C/ - IEC Secretariat – AEMO Ltd

Level 22

530 Collins Street

Melbourne VIC 3000

Tel: (03) 9609 8000

Fax: (03) 9609 8080

B2B Procedures v3.7 Consultation

31 May 2021

Issues Paper

Proposed Changes

Addressing, Coincident Service Orders, Person Names, Unauthorised Connections

Notice of consultation

Date of Notice: 31 May 2021

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 (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.
- Has been prepared using information available at 31 May 2021.
- May reflect information which has been made available after 31 May 2021, where practical.

Matters under consultation

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

- B2B Procedure: Customer and Site Details Notification Process – to only allow structured site address in Life Support Notification.
- B2B Procedure: Service Order Process – to only allow structured site address, to add Section and Delivery Point (DP) Number and to include coincident De-Energisation and Re-Energisation SOs for non-regulated service providers.
- B2B Procedure: Technical Delivery Specification – to allow changes to the Person Name Given and Person Name Title fields.
- B2B Guide – to include a process by which an Unauthorised Connection is detected and disconnected, and to add Section and Delivery Point (DP) Number.

Table 1 Summary of Proposal

Instrument	New/Amended
Customer Site Details Notification Process	Amended (Procedure v3.7 changes)
Service Order Process	Amended (Procedure v3.7 changes)
Meter Data Process	Version alignment
One Way Notification Process	Version alignment
Technical Delivery Specification	Amended (Procedure v3.7 changes)
B2B Guide	Amended (document changes)

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 6 July 2021 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 you 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 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 under 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	31 May 2021
Closing date for submissions in response to Issues Paper	6 July 2021
Publication of Draft Report and Determination (Draft Report)	3 August 2021
Closing date for submissions in response to Draft Report	18 August 2021
Publication of Final Report and Determination (Final Report)	29 September 2021

The IEC developed the Changes in the interests of improving the B2B Procedures. The Changes do not 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 Endeavour Energy, Origin Energy and the Retailer representatives 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 changes under NER 7.17.4.

This Issues Paper also provides information which is considered by the IEC in determining whether to change 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 2.6).
- A consideration of the B2B factors (see section 2.7).

The Changes have been considered and recommended by Endeavour Energy, Origin Energy and the Retailer representatives of the Business-to-Business Working Group (B2B-WG).

The Changes would result in amendments to:

- Customer and Site Details Notification Process.
- Service Order Process.
- Technical Delivery Specification.
- B2B Guide.

The Changes would result in version alignment of:

- Meter Data Process.
- One Way Notification Process.

The Changes are not expected to result in AEMO system changes. However, 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 Endeavour Energy, Origin Energy and the Retailer representatives 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	Metering Dynamics
Red Energy and Lumo Energy	SA Power Networks	Vector AMS
Simply Energy	TasNetworks	

In summary, the Changes are to:

- Customer and Site Details Notification Process – to only allow structured site address in Life Support Notification.
- Service Order Process – to only allow structured site address, to add Section and Delivery Point (DP) Number and to include coincident De-Energisation and Re-Energisation SOs for non-regulated service providers.
- Technical Delivery Specification – to allow changes to the Person Name Given and Person Name Title fields.
- B2B Guide – to include a process by which an Unauthorised Connection is detected and disconnected, and to add Section and Delivery Point (DP) Number.

The relevant effective dates are as follows:

Table 4 Change effective dates

Procedures	V3.6* (effective 10 November 2021)	V3.6.1# (effective 10 November 2021)	V3.6.2## (effective 10 November 2021)	V3.7 (effective 7 November 2022)**
Customer and Site Details Notification Process	Amended (Procedure changes)	Amended (version only)	Amended (version only)	Amended (Procedure changes)
Service Order Process	Amended (version only)	Amended (Procedure changes)	Amended (Procedure changes)	Amended (Procedure changes)
One Way Notification Process	Amended (version only)	Amended (version only)	Amended (version only)	Amended (version only)
Technical Delivery Specification	Amended (version only)	Amended (version only)	Amended (version only)	Amended (Procedure changes)
Meter Data Process	Amended (version only)	Amended (version only)	Amended (version only)	Amended (version only)

* Previously consulted on: <https://aemo.com.au/en/consultations/current-and-closed-consultations/b2bv36>

Previously consulted on: <https://aemo.com.au/consultations/current-and-closed-consultations/b2b-v361-minor-amendment>

Currently under consultation: <https://aemo.com.au/consultations/current-and-closed-consultations/b2b-v362-minor-amendment>

**The IEC is requesting feedback on the effective date, with a focus on the questions in this Issues Paper.

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	31 May 2021	

Stage	Start Date	End Date
Participant submissions to be provided to AEMO	31 May 2021	6 July 2021
Closing date for submissions in response to Issues Paper	6 July 2021	
IEC to consider all valid submissions and prepare Draft Report and Determination (Draft Report), including change-marked Procedures	6 July 2021	3 August 2021
Publication of Draft Report	3 August 2021	
Participant submissions to be provided to AEMO	3 August 2021	18 August 2021
Closing date for submissions in response to Draft Report	18 August 2021	
IEC to consider all valid submissions and prepare Final Report and Determination (Final Report), including change-marked Procedures	18 August 2021	29 September 2021
Publication of Final Report	29 September 2021	

2. Proposed Changes

2.1 Address Fields

The following Changes are focused on delivering uniformity and process efficiencies in B2B communications for address fields, resulting in more timely services for electricity customers at the time of NMI allocation.

2.1.1 Remove Unstructured Site Address

The Change is to remove the ability of participants to provide site address information in the unstructured format and obligate participants to provide site address information in the structured format.

AEMO published its final determination on the MSATS Standing Data Review on 7 September 2020. Among other changes, site address information in the structured format will change from being Optional to being Required from 14 March 2022 and Mandatory from 7 November 2022.

Accordingly:

- Site address information in the unstructured format is no longer allowed in MSATS from 7 November 2022.
- Any existing NMI with site address information in the unstructured format must be converted to the structured format by 7 November 2022.

For consistency and efficiency, the B2B Procedures should also remove the unstructured site address information.

This Change:

- Involves updating the B2B Procedures to clarify when site address information in the structured format is required.
- Has been reflected in Life Support Notification of the Customer and Site Details Notification Process and Table 13 and Table 14 of the Service Order Process
- This Change does not impact the postal address information, which should continue to have the option to be in the unstructured format.

Question 1: Do you support the Changes in respect of Removal of Unstructured Site Address? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")

Question 2: If the Changes in respect of Removal of Unstructured Site Address were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?

2.1.2 Add Section and Delivery Point (DP) Number

The Change is to enable the Section and DP Number to be communicated via defined fields in the B2B transactions, especially in respect of the Allocate NMI Service Order. The Section and DP Number is only required in NSW and ACT. The Proposal is to use existing fields to define Section and DP Number for the Allocate NMI Service Order.

The Proposal included three options for the IEC to consider on the provision of these fields:

- Create new fields to represent Section and DP Number for the Allocate NMI SO.
- Create new fields to represent Section and DP Number in the ADDRESS format definition.

- Use existing fields to define Section and DP Number for the Allocate NMI SO.

Given that Section and DP Number is only required for NSW and ACT, a solution that has minimal impact on participants which operate in other jurisdictions is preferred. Accordingly, the Proposal is to use existing fields to define Section and DP Number for the Allocate NMI SO.

The Change:

- Involves updating the definition of FormReference and FormNumber fields to indicate that they will be used for DP Number and Section Number in NSW and ACT.
- Has been reflected in Table 13 of the Service Order Process.
- Does not require any changes to the Procedures that apply to DNSPs in other jurisdictions.

Question 3: Do you support the changes detailed with regards to Add Section and Delivery Point (DP) Number? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")

Question 4: If the changes proposed in this document with regards to Add Section and Delivery Point (DP) Number were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?

2.2 Changes to Person Name Given and Person Name Title fields

The following proposed changes are focused on delivering uniformity and process efficiencies in B2B communications for person name fields to reflect current naming conventions and align with the current Australian Standard AS4950-2020. In turn, these changes will lead to appropriate naming preferences being used in customer correspondence and deliver an improved customer experience.

This change covers:

- Allows Retailers to populate the PersonNameTitle field with a null value to accommodate the customer's request to not use a name title or to use the more recently created title types (for example, Mx).
- Allows Retailers to populate the PersonNameGiven Field with a null value to accommodate the customer's request (for example, where a customer only has one name rather than a first name and a last name).

This change has been reflected in Table 1 of the Technical Delivery Specification, and Market Participants will be required to update their systems to allow for the additional values and a null value.

Question 5: Do you support the changes detailed with regards to Person Name fields? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")

Question 6: If the changes proposed in this document with regards to Person Name fields were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?

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

The development of the Notified Party processes, it was identified that there was less clarity for non-regulated metering businesses in regard to the management of coincident de-energisation and re-energisation service orders.

- A new section, 2.18, was included to specifically cover the case where a non-regulated business received a de-energisation request after a re-energisation request within the five-business day window for coincident services.
- The section contains the concept of not interrupting supply to the customer as far as possible and mirrors the requirements placed on the regulated DNSPs in similar circumstances.

Question 7: Do you support the changes detailed with regards to Coincident Service Order Logic for non-regulated businesses? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)

Question 8: If the changes proposed in this document with regards to Person Name fields were to be adopted, would your organisation have any issues with an implementation date of 7 November 2022?

2.4 Unauthorised Connection Process

This change:

- proposes to include the mapping of the process by which an Unauthorised Connection is detected and disconnected;
- intends to provide clarity of the steps performed in the unauthorised connection process;
- this mapping does not change any current participant processes; and
- has been included in the B2B Guide with a title ‘Unauthorised Connection – RB/DB Process’.

Question 9: Do you support the inclusion of the process flow with regards to Unauthorised Connection Process? (Answer should be one of “Yes” / “No – provide reason” / “Other – provide reason”)

Question 10: If the process flow proposed in this document with regards to Unauthorised Connection Process is included in the B2B Guide, would your organisation have any issues with an implementation date of 7 November 2022?

2.5 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.

2.6 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 proposed 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 proposed changes do not require system changes to the B2B e-Hub. Accordingly, no AEMO implementation timeframe is required. From a business process perspective, the IEC is requesting feedback on the nominated implementation timeframe.

2.7 Benefits

The proposed changes support the B2B Factors in the following ways:

- Customer and Site Details Notification Process – changes enable customer’s confidence that the industry has a consistent and efficient end to end process for communicating site address information.
- Service Order Process – changes enable customer’s confidence that the industry has a consistent and efficient end to end process for communicating site address information, Section and DP Number information.
- Technical Delivery Specification – changes to reflect customer’s confidence that Retailers, Distributors, and other service providers are recognising their preferences.
- B2B Guide – changes clarify the process for enabling detection and removal of unauthorised connection and the addition of Section and DP Number information.

2.8 Costs

AEMO does not expect the proposed changes will require a schema change or changes to the Low Volume Interface.

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

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

2.9 MSATS Procedures

AEMO has advised that there is no assessed impact to the Market Settlements and Transfers Solution (MSATS) Procedures as a result of this B2B Proposal.

2.10 Questions on proposed changes

Question 11: Are there better options to accommodate the proposed change that better achieve the stated objectives? What are the related pros and cons? How would they be implemented?

Question 12: What are the main challenges in adopting these proposed changes? How should these challenges be addressed?

Question 13: What are the costs and/ or benefits if the proposed changes were not made? Consider the perspectives of process, training, system and customer impacts.

Question 14: 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 proposed changes are detailed within the attached change-marked procedures 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
CSDN	Customer and Site Details Notification
DNSP	Distribution Network Service Provider
FRMP	Financially Responsible Market Participant
IEC	Information Exchange Committee
LNSP	Local Network Service Provider
MSATS	Market Settlements and Transfers Solution
NEM	National Electricity Market
NER	National Electricity Rules
NERL	National Energy Retail Law
NMI	National Metering Identifier
NPN	Notified Party Notification
SO	Service Order