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# B2B V3.6.1 SERVICE ORDER CHANGES

MINOR AMENDMENT PROPOSAL PROCESS

FINAL REPORT

**Published: 3 May 2021**

## EXECUTIVE SUMMARY

The publication of this Final Report completes the process conducted by the Information Exchange Committee (IEC) to consider proposed minor amendments to the B2B Procedure: Service Order Process (SO Procedure) v3.6 under the National Electricity Rules (NER).

The IEC conducted the minor amendment process to facilitate informed debate and feedback by industry about the most efficient way to meet the objectives set out in section 7.17 of the National Electricity Rules (NER).

In summary, the key proposal involves amending the 'N' to 'O/N' for the CustomerNotificationEmail SO field, against the Install Meter, Remove Meter and Install Controlled Load Metering Service Works SOs.

The IEC notes that there are no further changes to the SO Procedure or the other B2B Procedures. The latter have been updated to ensure consistent numbering with the SO Procedure.

The IEC received three submissions in response to its Change Paper. These submissions were supportive of the proposed change. The minor amendment has been finalised in the B2B Procedures.

The IEC's final determination is to amend the B2B Procedures in the form published with this Final Report. The effective date of these amendments is 10 November 2021.

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## 1. PROCESS

As required by the NER, the IEC has undertaken the minor amendment process in respect of the SO Procedure in accordance with NER 7.17.

The table below outlines the process steps.

Deliverable	Indicative date
Minor Amendment Change Paper published	Thursday 25 March 2021
Submissions due on Minor Amendment Change Paper	Tuesday 13 April 2021
Final Report published	Monday 3 May 2021
Effective date of changes	Wednesday 10 November 2021

The publication of this Final Report marks the completion of this process. This Final Report presents the IEC responses to the feedback received. A glossary of terms used in this Final Report is at Appendix A.

## 2. BACKGROUND

### 2.1 NER requirements

The procedures authorised by the IEC under NER Chapter 7 are established and maintained in accordance with the requirements of NER 7.17.

### 2.2 Context

The IEC:

- received a proposal from PLUS ES on 17 February 2021, which proposed that the SO Procedure be amended to reflect the full intent of the B2B v3.6 Final Report;
- reviewed and approved the proposal for minor amendment proposal process 22 February 2021.

The amendment is to correct the CustomerNotificationEmail field in Table 13 of the SO Procedure, ServiceOrderRequest Transaction Data, by amending the 'N' to 'O/N' in respect of the Metering Service Works (MSW) SOs for Install Meter, Remove Meter and Install Controlled Load.

The SO Procedure v3.5 published on 13 July 2020 introduced, among others, the following fields:

- CustomerNotificationMethod – to allow an SO Initiator to advise the Recipient of the method via which the planned interruption notice is to be issued to the customer.
- CustomerNotificationAddress – to enable the SO Initiator to provide the Recipient the customer postal address, as mandatory if the selected CustomerNotificationMethod value is Post.
- CustomerNotificationEmail – to enable the SO Initiator to provide the Recipient the customer's email address, as mandatory if the selected CustomerNotificationMethod value is Email.

These fields were determined to have an O/N status where:

- O = Optional – may be provided and should be used by the Recipient if provided, as per bilateral agreements.
- N = Not required – may be ignored by the Recipient, if provided.

The fields were determined to be applicable to the following MSW SOs, as they will or may incur a planned interruption to the customer's supply:

- Install Meter

- Move Meter
- Meter Exchange
- Remove Meter
- Install Controlled Load
- Meter Reconfiguration
- Meter Investigation – ALL and Reseal Device and Change Time Switch.

The O/N status was assigned to these MSW SOs for the CustomerNotificationMethod and CustomerNotificationAddress fields, but not to the CustomerNotificationEmail field. Instead, incorrectly, the status of N was assigned to the Install Meter, Remove Meter and Install Controlled Load MSW SOs, which is not reflective of the intent. The status requirements of these SO fields should align.

The misalignment of fields may:

- Impact bilaterally agreed processes by resulting in workarounds if not communicated and amended promptly.
- Incur additional costs for participants for the development of their system and business processes, if they are required to make downstream amendments.

Accordingly, the SO Procedure has been amended as proposed, to rectify this misalignment. The participants are in the process of, or will soon be, designing their systems to meet the effective date of 10 November 2021. Accordingly, the proposal further proposed, that this change is expedited by including it in the next available consultation.

The misalignment of fields may:

- Impact bilaterally agreed processes by resulting in workarounds if not communicated and amended promptly and
- Incur a participant additional costs for the development of their system and business processes, if they are required to make downstream amendments.

### 3. SUBMISSIONS

The IEC received three submissions in response to the proposed minor amendment. These were received from:

No.	Consulted person	Submission
1.	Jemena	No impacts to Jemena
2.	AGL	AGL Supports the change
3.	Simply Energy	Agree with the minor amendment to align the O/N status that has been recorded against MSW SOs for CustomerNotificationMethod and CustomerNotificationAddress fields, with CustomerNotificationEmail field and agree to expedite this amendment to be included in November 2021 go-live version.

The IEC notes the support for the proposal.

Accordingly, the IEC intends, within Section 4.1 ServiceOrderRequest Transaction Data Table 13 Transaction table for the CustomerNotificationEmail SO field, to change the N to O/N for the Install Meter, Remove Meter and Install Controlled Load MSW SOs.

Clean and change-marked versions of the B2B Procedures are available at:

<https://aemo.com.au/consultations/current-and-closed-consultations/b2bv361>.

### 4. FINAL DETERMINATION

Having considered the matters raised in submissions, the IEC's final determination is to amend the B2B Procedures in the form published with this Final Report, in accordance with Chapter 7 of the NER.

## APPENDIX A - GLOSSARY

<b>Term</b>	<b>Definition</b>
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
ICF	Issue Change Form
IEC	Information Exchange Committee
LNSP	Local Network Service Provider
NEM	National Electricity Market
NER	National Electricity Rules
NERL	National Energy Retail Law
NMI	National Metering Identifier
SO	Service Order