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.) Section 4.5 and 5.5 of the CSDN procedure defines the process and B2B transaction that can be used to communicate Life Support de-registrations		
Short Description / Title	Communication of Life Support De-registrations		
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 when a de-registration Life Support Notification (LSN) transaction can be sent. This is causing market confusion as the Recipient of the de-registration LSN is expecting such a transaction in scenarios that is different to the Initiator. For example, some Recipient only expects a de-registration LSN when the Initiator has successfully completed the de-registration process, however some Initiator is sending a de-registration LSN prior to successfully completing the de-registration process.
2. Market Impact	This proposed change will impact on retailers and distributors, and their internal life support process.
3. Requirements / Specific Proposal	The B2B procedure should be updated to make it clear that a de-registration notification can only be sent when the de-registration process has been followed and completed. This would also mean that the de-registration date must be either the current date or a past date, and not a future date. The option of allowing an Initiator to send a de-registration LSN prior to successfully completing the de-registration process was considered. Such a communication was considered to be unnecessary given that another de-registration LSN needed to be sent when the de-registration process successfully completed and that there was a risk of confusion with such a notification, especially if the customer does confirm that life support is required as part of the de-registration process. 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 a de-registration LSN must only be sent when the Initiator has successfully completed the de-registration process. To further enforce this, the CSDN procedure should clarify that the date in the DateRequired field must only be a current or past date, and not a future date, when a de-registration LSN is sent.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) Section 125 of the NERR defines the rights and obligations for de-registering life support, including the notifications to be provided.
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)	Significantly reduces the risk that a life support customer is removed from a participant's life support register due to poor B2B communications
9. Consequence/Impact of issue not proceeding	Risk that a life support customer is removed from a participant's life support register, therefore the life support customer will not receive appropriate protections they are entitled to.
10. Workaround/s (if necessary)	The Recipient of a de-registration life support customer does not remove life support customer from their register if they receive a de-registration LSN with a future date
11. Supporting Documentation (attach if necessary)	
12. Any critical timelines to consider?	This change should be progressed immediately given the negative impact this issue is creating.

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 clause 4.5.d of the CSDN Procedure:

[Guidance Note 2] ~~Where the Retailer or DNSP has completed the deregistration process for a Life Support customer they must send the other party an updated LifeSupportNotification.~~ The Retailer or DNSP must only send a LifeSupportNotification with a LifeSupportStatus of Deregistered when they have successfully completed all pre-requisite Deregistration steps under the relevant Rule or Code. The date in the DateRequired field must only be a current or past date, and not a future date.

Proposed changes to clause 4.5.f of the CSDN Procedure:

~~[Guidance Note 1] Where the prospective Retailer has provided a LifeSupportNotification to the DNSP and life support registration is no longer required:~~

~~(i) The prospective Retailer must send the DNSP an updated LifeSupportNotification and~~

~~(ii) The DNSP may update their records accordingly.~~

Proposed changes to the definition of the DateRequired field in the LSN transaction (table 9 in CSDN Procedure):

For a registration of Life Support, this date will be the date Life Support protections commence at the premises. For additional information, refer to clause 4.5(b).

For a deregistration of Life Support, this date will be the date Life Support protection ceases to be provided at the premises and must only be a current or past date. For additional information, refer to clause 4.5(d).

For response to a Life Support Request, this will be the effective date of the Life Support registration in the participants system.

Not required when LifeSupportStatus is None.