

INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: ORIGIN ENERGY CHANGE PROPOSALS: PERSON NAME

AGENDA ITEM: 10

1. PURPOSE

The purpose of this paper is to seek a decision from the IEC on two Change Proposals submitted by Origin Energy.

2. SUMMARY

The purpose of this paper is to seek a decision from the IEC on two Change Proposals submitted by Origin Energy. The B2B-WG recommends that these Change Proposals be developed into a B2B Procedures Change Pack for consultation in Q2 2021.

Each of the 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.

3. DISCUSSION

Currently the B2B Procedures naming conventions align with AS4950-1999. Origin Energy have highlighted that naming conventions have moved forward since 1999 and this is reflected in the current 2020 AS4950. The Origin Energy B2B-WG member raised these issues with the B2B-WG. The B2B-WG discussed the approach to improving the customer experience by aligning the standard of name titles and first names with the AS4950-2020. Based on the B2B-WG feedback, Origin Energy has proposed two changes to the B2B Procedures to update the naming fields. These are as follows:

i. Update requirements for NameTitle field

Currently the PersonNameTitle field (Attachment A) is a Mandatory field which needs to be populated with the correct value defined in the Australian Standard AS4950-1999. Updating to AS4950-2020 will allow Retailers to populate the PersonNameTitle Field with a default value (null) to accommodate the customer's request or to use the more recently created title types, eg, Mx.

ii. Update requirements for PersonNameGiven field

Currently the PersonNameGiven field (Attachment A) is a Mandatory field which needs to be populated with a value as per the requirements in Australian Standard AS4950-1999. Updating to AS4950-2020 will allow Retailers to populate the PersonNameGiven Field with a default value (null) to accommodate the customer's request or where a customer only has one name.

AEMO does not envisage these changes will require e-Hub IT changes, however, we are aware that participant system validations of these fields may require IT updates to accept the new values.

The B2B-WG recommends that these Change Proposals be developed into a B2B Procedures Change Pack for consultation in Q2 2021.

4. RECOMMENDATIONS

The B2B-WG recommends that the IEC:

- Accept the following Change Proposals (Issue Change Forms (ICF)) as proposed by the Origin Energy:
 - (i) Update requirements for NameTitle field (Attachment 1).
 - (ii) Update requirements for PersonNameGiven field (Attachment 2).
- Request that AEMO:
 - a. Provide advice on whether there is a conflict with the MSATS Procedures which would arise if the Change Proposals were implemented.
 - b. Advise whether changes are required to the B2B e-Hub in order to deliver the B2B Change Proposals and, if so, the likely costs and timelines for making the changes .
- Require the B2B-WG develop these Change Proposals into a B2B Procedure Change Pack, including the requested advice from AEMO in accordance with section 7.17.4(i) of the National Electricity Rules (NER).
- Require the B2B-WG to provide the completed B2B Procedure Change Pack for the IECs consideration on, or prior to, the May 2021 IEC meeting.

AUTHOR NAME:	MEGHAN BIBBY
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ATTACHMENT 1	Origin Energy ICF – Update requirements for NameTitle field
ATTACHMENT 2	Origin Energy ICF – Update requirements for NameGiven field