

# INFORMATION EXCHANGE COMMITTEE MEETING

## FOR DISCUSSION

SUBJECT: UPDATE ON B2B-WG ACTIVITIES

AGENDA ITEM: 12

### 1. PURPOSE

The purpose of this paper is to report on the status of action items currently being discussed by the B2B Working Group (B2B-WG).

### 2. DISCUSSION

Since the December 2020 IEC out-of-session meeting, the B2B-WG has met twice to deliver the actions assigned by the IEC and identify other business processes which require improvements.

The major areas of focus of the B2B-WG currently include:

- Removal of the moratorium on remote de-energisation and re-energisation service orders in NSW now means that issues associated with coincident service orders will become more prevalent with physical and remote de-energisation and re-energisations in NSW and SA
- Life Support – ‘None’ issues
- Matters to include in the future V3.7 B2B procedural consultation which currently include:
  - Endeavour’s Addressing ICFs
  - Origin’s PersonNameTitle ICFs

An update is provided on each of these matters in the following sections.

#### 2.1. Physical and remote de-energisation/re-energisation service orders (NSW and SA)

The NSW moratorium on remote re-energisation and de-energisation expired on 1 October 2020. As such, remote re-energisation and de-energisation has commenced in NSW as long as market participants meet NSW regulatory and safety requirements.

Issues associated with coincident service were raised within the B2B-WG and have been discussed in a series of ongoing meetings. Coincident service orders refer to when a Financially Responsible Market Participant (FRMP) has requested a de-energisation and an incoming retailer has requested a re-energisation within a five-day window.

The B2B-WG is looking to confirm the necessary process and/or system changes in relation to coincident service orders. If these changes are required, the B2B-WG will look to include these changes in the v3.7 consultation.

#### 2.2. Life Support – ‘None’

AGL circulated a diagram highlighting an issue where a retailer may receive Life Support Notifications (LSN), confirm the customer has no life support and the LSN is returned with ‘Register = None’. However, some networks reject this LSN and advise they cannot process None. This diagram proposed a mechanism by which participants can avoid the existing manual workarounds required to provide clarity on, and reconcile these cases.

In the February 2021 B2B-WG meeting, it was agreed to take discussions of this issue offline in order for AGL to compare the proposal with existing distributor processes.

### 2.3. B2B V3.7 (future) consultation requirements

Endeavour Energy submitted two change requests (ICFs) to the IEC on 29 November 2020 in relation to site address information (refer IEC Agenda Item 11). These ICFs are intended to complement the MSATS Standing Data Review and aim to improve the quality of address information. If the IEC supports these change requests, the B2B-WG recommends including these changes in the next B2B consultation. The potential B2B change requests to complement the MSATS Standing Data Review and processes will require a B2B procedural and guide change.

Origin Energy submitted two change requests (ICFs) to the IEC on 16 February 2021 in relation to Person Name information (refer IEC Agenda Item 10). 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 are intended to lead to appropriate naming preferences being used in customer correspondence and an improved customer experience.

If the IEC supports these change requests, the B2B-WG recommends including these changes in the next B2B consultation.

The next B2B consultation is expected to commence around April 2021, as per this proposed timeline:

Type	Date	B2B-WG input due by
IEC approval	Tuesday, April 6, 2021	Friday, March 19, 2021
Initial Notice	Tuesday, April 13, 2021	N/A
Submissions close	Wednesday, May 19, 2021	N/A
Draft Determination	Wednesday, June 16, 2021	Wednesday, May 26, 2021
Submissions Close	Thursday, July 1, 2021	N/A
Publish Final Determination	Thursday, August 12, 2021	Friday, July 9, 2021

### 3. B2B WORKING GROUP RESOURCE EFFORT

In November 2018 the IEC requested that a resource impact be captured for each action referred to the B2B-WG for analysis.

Note that the resource impact only reflects attendance at meetings and workshops and does not reflect additional time spent by the AEMO Secretariat or B2B-WG members in preparing for meetings and workshops and consulting with other Participants.

<b>IEC action requested</b>	17 December 2020
<b>Start date of work</b>	17 December 2020
<b>Due date for finalisation</b>	15 February 2021
<b>Overview of analysis</b>	Issues discussed and summarised. Solutions proposed.
<b>Delivery effort B2BWG and AEMO Secretariat</b>	5 hours of meetings and workshops as of 15 February 2021

#### 4. RECOMMENDATIONS

It is recommended that the IEC notes:

- The ongoing work being conducted by the B2B-WG; and
- Timing of future potential consultations under development by the B2B-WG.

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