

INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: PLUS ES CHANGE PROPOSAL: CORRECTION OF B2B
SERVICE ORDER V3.5 FIELD

AGENDA 14
ITEM:

1. PURPOSE

The purpose of this paper is to seek a decision from the IEC on a Change Proposal submitted by PLUS ES to correct an error in the CustomerNotificationEmail Service Order (SO) field.

2. SUMMARY

The purpose of this paper is to seek a decision from the IEC on a Change Proposal submitted by PLUS ES. The Australian Energy Market Operator (AEMO) recommends that this Change Proposal be developed into a B2B Procedures Change Pack for consultation in Q1 2021. This consultation would be conducted separately to the 13 April 2021 consultation and AEMO recommends that it be conducted as an expedited process in accordance with the process outlined in National Electricity Rules (NER) 17.4.1.

This proposed change is to ensure the B2B Service Order Procedures v3.5 are in alignment with each other and consistent with the description of the fields given in the Final Report of the B2B v3.5 consultation. The proposal is to amend the CustomerNotificationEmail SO field, from N to O/N for the Install Meter, Remove Meter and Install Controlled Load MSW SOs. This will allow participants to recognise that the CustomerNotificationEmail field is also an optional requirement, for the Install Meter, Remove Meter and Install Controlled Load MSW SOs.

3. DISCUSSION

On 22 July 2020 AEMO published its final determination on the B2B v3.4 and v3.5 consultation which proposed a number of changes, including an enhancement of B2B Service Orders. The B2B SO Procedure v3.5 introduced the following fields:

- CustomerNotificationMethod – to allow a Service Order (SO) Initiator to advise the Recipient of the method via which the planned interruption notice is to be issued to the customer.
- CustomerNotificationAddress – a field to enable the SO Initiator to provide the Recipient the customer postal address; mandatory if the selected CustomerNotificationMethod value is Post.
- CustomerNotificationEmail - a field to enable the SO Initiator to provide the Recipient the customer's email address; mandatory if the selected CustomerNotificationMethod value is Email.

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

- O indicates the field is Optional - may be provided and should be used by the Recipient if provided, as per bilateral agreements
- N indicates the field is Not required - may be ignored by the Recipient, if provided

It was also determined that the fields were to be applicable to the following Metering Service Works (MSW) SOs, as they will or have the potential to 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

Whilst the O/N status has been recorded against the above SOs for the CustomerNotificationMethod and CustomerNotificationAddress fields, the CustomerNotificationEmail field has had an N status recorded against the following SOs:

- Install Meter
- Remove Meter
- Install Controlled Load MSW

This does not reflect the intent of the Procedure consultation contained within the B2B v3.4 and v3.5 Final Report. The Issue Change Form (ICF), available in Attachment 1, suggests aligning the aforementioned B2B SO fields. As participants are in the process of (or will soon be) designing their systems to meet the effective date (10 November 2021), it is further proposed that this change is expedited by consulting on it as soon as possible.

The Change Proposal was circulated to the B2B-WG on Wednesday 17 February 2021. It received support from several individual representatives and no objections. AEMO recommends the Change Proposal be taken to consultation via the minor and administrative change process as outlined in NER 7.17.4. AEMO has received legal advice confirming that there is no need for a full Rules consultation under NER 8.9 on this Change Proposal.

4. RECOMMENDATIONS

AEMO recommends that the IEC:

- Accept the attached Change Proposal (ICF) as proposed by PLUS ES
- Require the B2B-WG develop the proposed changes into a B2B Procedure Change Pack, including the requested advice from AEMO in accordance with section 7.17.4 of the NER.
- Require the B2B-WG to provide the completed B2B Procedure Change Pack for the IECs consideration on, or prior to, the March 2021 B2B-WG meeting.



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APPROVED FOR SUBMISSION BY:	MICHELLE NORRIS
APPROVED:	19 FEBRUARY 2020

ATTACHMENT 1	PLUS ES ICF – Correction of B2B SO Field Status
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ISSUE / CHANGE FORM – SUMMARY SECTION
(Template focuses on issue/change identification and impact.)

Issue Number (IEC Secretariat to complete)			
Version #	1.0		
Proponent Name	Helen Vassos	Company	PLUS ES
Proponent Title	Regulatory/Industry Analyst	Proponent Contact No	0419322530
Proponent email	Helen.Vassos@pluses.com.au	Date lodged with IEC	17/2/21
Procedure(s) or other documents Impacted	<input type="checkbox"/> B2B Procedure Customer and Site Details Notification Process <input checked="" type="checkbox"/> B2B Procedure Service Order Process <input type="checkbox"/> B2B Procedure Meter Data Process <input type="checkbox"/> B2B Procedure One Way Notification Process <input type="checkbox"/> B2B Procedure Technical Delivery Specification <input type="checkbox"/> NEM RoLR Processes Part B <input type="checkbox"/> B2B Guide <input type="checkbox"/> Other, please specify:		
Areas Impacted	(I.e. Section No.) <hr/> B2B SO procedure: Section 4.1 ServiceOrderRequest Transaction Data, Table 13 – Transaction Table <ul style="list-style-type: none"> CustomerNotificationEmail field 		
Short Description / Title	Correction of B2B SO CustomerNotificationEmail field requirement.		
Other key contact information	Nil		

VERSION #	PRESENTED TO	DATE
1.0	AEMO – B2B working group	17/2/21

ISSUE / CHANGE – DETAILED REPORT SECTION

<p>1. Detailed description of Issue / Change</p>	<p>The B2B SO Procedure document (v3.5) published, introduced amongst others, the following fields:</p> <ul style="list-style-type: none"> • CustomerNotificationMethod – to allow a Service Order (SO) Initiator to advise the Recipient of the method via which the planned interruption notice is to be issued to the customer • CustomerNotificationAddress – a field to enable the SO Initiator to provide the Recipient the customer postal address; mandatory if the selected CustomerNotificationMethod value is Post • CustomerNotificationEmail - a field to enable the SO Initiator to provide the Recipient the customer's email address; mandatory if the selected CustomerNotificationMethod value is Email. <p>These fields were determined to have an O/N status where:</p> <ul style="list-style-type: none"> • 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 <p>It was also determined that the fields were to be applicable to the following Metering Service Works (MSW) SOs, as they will or have the potential to incur a planned interruption to the customer's supply:</p> <ul style="list-style-type: none"> • Install Meter • Move Meter • Meter Exchange • Remove Meter • Install Controlled Load • Meter Reconfiguration
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	<ul style="list-style-type: none"> • Meter Investigation – ALL and Reseal Device and Change Time Switch <p>Issue:</p> <p>Whilst the O/N status has been recorded against the above mentioned SOs for CustomerNotificationMethod and CustomerNotificationAddress fields, a misalignment has occurred with the CustomerNotificationEmail field. A status of N has been assigned against the Install Meter, Remove Meter and Install Controlled Load MSW SOs which is not reflective of the intent. The status requirements of the above mentioned B2B SO fields should align.</p> <p>Change:</p> <p>It is proposed that a rectification of the misalignment is addressed the B2B SO Procedure document updated accordingly. That is, for the CustomerNotificationEmail SO field, amend the N to O/N for the Install Meter, Remove Meter and Install Controlled Load MSW SOs.</p> <p>As participants are in the process of or will soon be designing their systems to meet the effective date (10 Nov 2021), it is further proposed, that this change is expedited by including it in the next available consultation.</p>
2. Market Impact	<p>The misalignment of fields may:</p> <ul style="list-style-type: none"> • 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. Requirements / Specific Proposal	<ul style="list-style-type: none"> • To update the B2B SO Procedures v3.5, to align the status of the CustomerNotificationMethod, CustomerNotificationAddress and the CustomerNotificationEmail B2B SO fields and the associated MSW SOs (identified in Section 1) • To enable participants to recognise that the CustomerNotificationEmail field is also an optional requirement, for the Install Meter, Remove Meter and Install Controlled Load MSW SOs.

	<ul style="list-style-type: none"> To promptly advise industry participants of the misalignment in the B2B SO procedures v3.5, to enable an efficient system and business process implementation.
4. Proposed Solution/s	(Must address the B2B Procedures)
	To amend the N to O/N , for the CustomerNotificationEmail SO field, against the Install Meter, Remove Meter and Install Controlled Load MSW SOs.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule)
	n/a
6. B2B communication benefits	(Must address B2B Principles) <u>B2B Principles</u> B2B Procedures should: <ul style="list-style-type: none"> 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.
	The proposed changes will benefit the B2B Communications by: <ul style="list-style-type: none"> enabling a uniform and efficient approach for all MSW SOs which may potentially interrupt a customer's supply, when a customer's email address is available and can be used as a method of delivery for retailer planned interruption notices
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.
	The proposed changes will allow participants to identify and deliver the intended outcomes in a timelier and more efficient process by: <ul style="list-style-type: none"> enabling participants to include the changes within the scope of the other v3.5 B2B SO Procedure deliverables and mitigating potential workaround/multiple processes

8. Customer benefits (consumers)	<p>The proposed benefits for the customer:</p> <ul style="list-style-type: none"> • reduced likelihood that a method other than their preferred email contact method is used to notify them of the planned interruption notice • increased the likelihood for a timelier delivery of their metering installation service due operational efficiencies
9. Consequence/Impact of issue not proceeding	<p>The consequence/impact of not proceeding with the proposed changes, is an unintended misalignment in the B2B SO Procedures, which may potentially deliver:</p> <ul style="list-style-type: none"> • inefficient operational processes – Participants building a process variation to cater for the Install Meter, Remove Meter and Install Controlled Load SOs, for the email contact method • additional costs invested to cater for the workaround in system and/or business processes • Non-compliance as the variance in the process may cause the email notification to be missed
10. Workaround/s (if necessary)	<p>Inform the SO Recipient of the email address via existing mechanisms, which will result in a variance of an otherwise uniform B2B communication process; contrary to the intent of incorporating the fields in the B2B SO Procedure.</p>
11. Supporting Documentation (attach if necessary)	N/a
12. Any critical timelines to consider?	<p>Effective date of the B2B SO Procedure v3.5 changes is 10 Nov 2021.</p>
13. IEC's preliminary assessment of the proposal	<p>(This is to be left blank)</p>

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {Procedure Name}

Red ~~strikeout~~ means delete andblue underline means insert

Proposed Change –

B2B SO Procedure

Section 4.1 ServiceOrderRequest Transaction Data

Table 13 – Transaction Table

Field	Format	Definition	Supply Service Works Allocate NMI	Supply Service Works Establish T/PP	Supply Service Works Supply Alteration	Supply Service Works Temporary Isolation - All	Supply Service Works Supply Abolishment	Supply Service Works Tariff Change	Re-energisation	De-energisation	Special Read	Metering Service Works Install Meter	Metering Service Works Move Meter	Metering Service Works Exchange Meter	Metering Service Works Remove Meter	Metering Service Works Install Controlled Load	Metering Service Works Meter Reconfiguration	Metering Service Works Meter Investigation - All	Metering Service Works ChangeTimeSwitch	Miscellaneous
CustomerNotificationMethod	VARCHAR(40)	This is the method by which the notice of interruption to the customer is to be delivered. This is used when the Recipient is to issue the notice on behalf of the Initiator. Allowable values are: • Post • E-mail • SMS • Waiver • Phone	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
CustomerNotificationAddress	ADDRESS	Customer postal address used for the purposes of a retailer planned interruption notice when the CustomerNotificationMethod is 'Post'	N	N	N	N	N	N	N	N	N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	O/N	N
CustomerNotificationEmail	VARCHAR(100)	Customer email address used for the purposes of a retailer planned interruption notice when the customerNotificationMethod is 'E-Mail' <u>Not Required when a Distributor is the Recipient of a ServiceOrderRequest.</u>	N	N	N	N	N	N	N	N	N	N	O/N	O/N	N	N	O/N	O/N	O/N	N

- Replace ~~N~~, within the red squares above, with O/N for the CustomerNotification Email field; aligning it with the CustomerNotificationAddress and CustomerNotificationMethod fields.