

NEM B2B Issue-Change Form



ISSUE / CHANGE FORM – SUMMARY SECTION (Template focuses on issue/change identification and impact.)

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|--|--|-----------------------------|---------------|
| Issue Number (IEC Secretariat to complete) | | | |
| Version # | | | |
| Proponent Name | Joe Castellano | Company | Origin Energy |
| Proponent Title | Manager, Industry & Network Relations | Proponent Contact No | 0459 881 285 |
| Proponent email | joe.castellano@originenergy.com.au | Date lodged with IEC | |
| Procedure(s) or other documents Impacted | <input type="checkbox"/> B2B Procedure Customer and Site Details Notification Process <input 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 checked="" 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.) B2B Procedure: Technical Delivery Specification Table 5 (Person Name field definition) | | |
| Short Description / Title | Update requirements for PersonNameGiven Field | | |
| Other key contact information | | | |

| VERSION # | PRESENTED TO | DATE |
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ISSUE / CHANGE – DETAILED REPORT SECTION

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| 1. Detailed description of Issue / Change | <p>Personal information (whether customer or Life Support Customer information) is provided from Retailers to Service providers such as Distribution Businesses.</p> <p>This information is predominantly provided via the CDN/CDR process which specifies the format for providing personal information electronically between participants, and is based on AS 4590, the Australian Standard for naming Conventions.</p> <p>Updates to AS 4590 has specified that the Standard for recording people with single names requires the use of that name to be stored in the family name section (see Attachment B).</p> <p>This in turn means that the person's given name field must therefore become an Optional / Required field.</p> |
| 2. Market Impact | Participants will be required to update their systems to allow for the PersonNameGiven to be Null. |
| 3. Requirements / Specific Proposal | Allow Retailers to populate the PersonNameGiven Field with a null value to accommodate the customer's request. |
| 4. Proposed Solution/s | <p>(Must address the B2B Procedures)</p> <p>Amend the B2B technical Delivery Procedure in the following manner:</p> <ol style="list-style-type: none"> 1. Modify the PersonNameGiven field to become 'R' Required, to allow this field not to be used; 2. Update the use of the standard to the current version throughout the procedure; |
| 5. Law/Rule and clauses enabling change | <p>(Must address head of power in governing law/rule)</p> <p>Section 7.17 Part H B2B Requirements – National Electricity Rules (NER).</p> |
| 6. B2B communication benefits | <p>(Must address B2B Principles)</p> <p><u>B2B Principles</u></p> <p>B2B Procedures should:</p> <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. <p>The proposed change supports the following B2B principles:</p> <ul style="list-style-type: none"> • provide a uniform approach to B2B Communications in participating jurisdictions. |

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| | <ul style="list-style-type: none"> detailed operational and procedural matters and technical requirements that result in efficient, effective, and reliable B2B communications <p>by having more accurate customer information.</p> |
| 7. Market benefits for industry as a whole | <p>(Must address National Electricity Objective and/or National Energy Retail Objective requirements)</p> <p>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.</p> <p>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.</p> <p>The proposed change will allow Retailers to provide to Distributors more accurate customer information as well as provide a more appropriate and customer friendly experience.</p> |
| 8. Customer benefits (consumers) | Customers can feel comfortable that Retailers, Distributors, and other service providers are recognising their preferences. |
| 9. Consequence/Impact of issue not proceeding | As the field is mandatory, Retailers may populate the incorrect customer name so the service order can be sent. This may also have flow on impacts if Distributors if they send letters direct to customers with this wrong name. This would result in a poor customer experience and complaints |
| 10. Workaround/s (if necessary) | |
| 11. Supporting Documentation (attach if necessary) | Please refer Attachment A. |
| 12. Any critical timelines to consider? | This change should be progressed as soon as possible and AEMO to confirm if can be included in Quarter 4, 2021 release of B2B changes. |
| 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

B2B PROCEDURE: Technical Delivery Specification

3.5 PERSONNAME definition

- (a) While the PersonName element can be populated with more than one name, Participants must ensure that only one name is used. The fields in this format are defined below.

Table 1 Person Name field definition

| Element | Field Format | Optional/ Mandatory or Required | Description | Allowed Values |
|-------------------------|--------------|---------------------------------------|---|--|
| <i>PersonNameTitle</i> | VARCHAR(12) | M | Defines a person's title as per Australian Standard AS4590- 2020 <u>or Blank</u> (Where no title is available to populate <i>PersonNameTitle</i> , an empty string should be used to populate it instead)- 1999 | |
| <i>PersonNameGiven</i> | VARCHAR(40) | M | Defines a person's given name as per Australian Standard AS4590- 2020 <u>or Blank</u> - 1999 (Where no given name is available to populate <i>PersonNameGiven</i> , an empty string should be used to populate it instead) | |
| <i>PersonNameFamily</i> | VARCHAR(40) | M | Defines a person's family name as per Australian Standard AS4590- 2020 - 1999 | |
| <i>PersonNameSuffix</i> | VARCHAR(12) | O | Defines a person's name suffix as per Australian Standard AS4590- 2020 - 1999 | |
| <i>PersonNameType</i> | VARCHAR(3) | M | Defines the types of people's names as per Australian Standard AS4590- 2020 - 1999 . Implemented as an attribute of PersonName | LGL, MDN, BTH, TRB, PRF, AKA, XFR, STG |

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT B

Section on Single Names/ Family Names from AS 4590

| | | |
|--------------------------|--|----------------|
| 19 | | AS 4590.1:2017 |
| 3.4.3 Family name | | |
| Name | Family name | |
| Definition | The name by which a person's family group may be identified. | |
| Source Standard(s) | None | |
| Data type | Alphanumeric | |
| Representation class | Text | |
| Field size max. | 40 | |
| Representation layout | X(40) | |
| Domain values | Any combination of letters, numbers and special characters. | |
| Guide for use | <p>A person's name that is one of the following:</p> <ul style="list-style-type: none">(a) The hereditary or tribal name of a person's family.(b) Acquired by a person in accordance with a due process defined in a State or Territory Act relating to the registration of births, deaths, marriages and changes of name and sex, and for related purposes, such as the Australian Capital Territory's <i>Births, Deaths and Marriages Registration Act 1997</i>.(c) Any other name distinguished from a person's given name. <p>There are no universal verification rules for a person's family name.</p> <p>If there is more than one family name, the name component sequence number (3.4.9) shall be used to record the order in which the names are to be used.</p> <p>Some people do not have a family name AND a given name, they have only one name by which they are known. For the purposes of machine sorting, if a person only has one name it shall be recorded as the 'Family name' with the 'Given name' left blank. This is not to be confused with preferred name.</p> <p>NOTE: A useful resource when capturing ethnic names is the referenced Naming Systems of Ethnic Groups produced by the Department of Human Services, Canberra, AGPS.</p> <p>Also known as Surname or Last name.</p> | |
| Examples | Where mixed characters (upper and lower cases) are used in the family name, they shall be retained, e.g. de Greve, De Sousa, DePaula, D'Crespigney, St John, van de Berg, Van der Velde, van Blumenstein. | |