

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 #			
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 NameTitleField		
Other key contact information			

VERSION #	PRESENTED TO	DATE

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	<p>There is an increase in scenarios where customers:</p> <ol style="list-style-type: none"> do not wish to provide their title or are not comfortable in disclosing their gender when setting up a new account or wish to use one of the more recently created title designations, such as MX. <p>The PersonNameTitle field (Attachment A) is a Mandatory field which needs to be populated with the correct value defined in the Australian Standard AS4590-1999.</p> <p>However, the AS4590-1999 does not allow for a default title when no title is provided by the customer, nor does it allow for more recently created title descriptions, such as Mx.</p> <p>This means incorrect values not reflective of the customer's request are provided to the Distributor. To meet the needs of customers, there needs to be an option to have a default value Retailers can use.</p>
2. Market Impact	Market Participants will be required to update their systems to allow for the default value.
3. Requirements / Specific Proposal	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.
4. Proposed Solution/s	<p>(Must address the B2B Procedures)</p> <p><u>Issue 1:</u></p> <p>There are two solutions that could achieve this customer focused outcome:</p> <p>Leave the field blank - <NameTitle></NameTitle> i.e. use Null; Or Populate with value "NULL" - <NameTitle>NULL</NameTitle></p> <p>And</p> <p>Change the field from Mandatory to Required.</p> <p><u>Issue 2:</u></p> <p>Update the use of the standard to the current version throughout the procedure.</p>
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. <hr/> <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. • 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> <hr/> <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)	<p>Customers can feel comfortable that Retailers, Distributors, and other service providers are recognising their preferences.</p>
9. Consequence/Impact of issue not proceeding	<p>As the field is mandatory, Retailers may populate the incorrect customer title 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 title. This would result in a poor customer experience and complaints</p>
10. Workaround/s (if necessary)	
11. Supporting Documentation (attach if necessary)	<p>Please refer Attachment A.</p>
12. Any critical timelines to consider?	<p>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.</p>

13. IEC's preliminary assessment of the proposal	(This is to be left blank)
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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)	RM	Defines a person's title as per Australian Standard AS4590- 2020-1999 <u>or Blank</u> (Where no title is available to populate <i>PersonNameTitle</i> , an empty string should be used to populate it instead)	
<i>PersonNameGiven</i>	VARCHAR(40)	M	Defines a person's given name as per Australian Standard AS4590- 2020 <u>or Blank</u> (Where no title is available to populate <i>PersonNameGiven</i> , an empty string should be used to populate it instead)- 1999	
<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