INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: CONSULTATION REGARDING THE UPDATE OF RETAILER OF LAST RESORT PROCESSES

AGENDA ITEM: 8

1. PURPOSE

To seek approval from the IEC regarding the B2B Working Group's recommendation to:

- enhance RoLR B2B Customer Details Report provided by failed retailers to the Retailer of Last Resort (**RoLR**); and
- correct identified errors in the NEM RoLR Processes (Part B) Procedure.

2. SUMMARY

Following the recent spate of failed retailers in 2022, the Retailers of Last Resort, together with the B2B Working Group (**B2B-WG**) have identified:

- gaps in the current RoLR B2B Customer Details Report provided by the suspended retailer to the RoLR that requires amendment;
- in-text referencing errors in section 104 of the NEM RoLR Processes (Part B) Procedure and some errors more broadly in certain subclauses of the procedure; and
- gaps in obligations on the treatment of inflight work requests where the work is being undertaken by a non-LNSP service provider.

These changes have been proposed to enhance the information provided to the RoLR to enable the RoLR to more efficiently service the customers of the failed retailer and reduce the impact caused by the failure of the original retailer.

3. PROPOSED CHANGES

3.1. Customer Details Report – RoLR

As detailed in Attachment 8.1 B008/22 RoLR B2B Customer Details Report Enhancement ICF, Table 102-A 'Customer and Site Details to Provide to RoLR' is a report that is provided by the suspended retailer to the RoLR, and it contains customer information to enable account creation for the transferred customers. The B2BWG has identified some gaps in the current file format prescribed in table 102-A that requires to be amended/enhanced.

During the recent RoLR events, RoLRs were required to source account creation information via the suspended retailer's administrators and/or via a request to the AER, ESCV and the Distributor. This highlighted that the current table 102-A does not adequately support all information required to appropriately serve the customer transferred to the RoLR.

Moreover, as per the AER RoLR Guidelines (2011, p12) clearly indicate that a RoLR should be capable of:

> '…..
>
> identifying customers from the failed retailer who have life support requirements or are on a hardship policy.'

This category of information is not provided within the current customer reports provided by the suspended retailer to the RoLR. Hence, the B2BWG is proposing additional fields to be made available in this report to meet these needs.

Proposed draft changes are provided for in Attachment 8.1 B008/22 RoLR B2B Customer Details Report Enhancement ICF.

3.2. In-text referencing errors – RoLR

As per the supported B003/22 ICF from the 2 December 2022 IEC meeting, version 2.3 of the NEM RoLR Processes (Part B) requires changes to some of the in-text referencing in section 104.

3.3. Extend existing obligations on LNSPs to cover other Service Providers (MC, MDP, MP)

As per the supported B003/22 ICF from the 2 December 2022 IEC meeting, existing ROLR obligations which require a LNSP to provide information about inflight work to the New FRMP, do not currently extend to other service providers such as competitive metering providers. This is recognised as an omission in the review of the procedures for the POC reforms. While these proposed changes formally place new obligations on service providers, during recent RoLR events these impacted parties have undertaken the required actions in accordance with the expectation of these new RoLR procedure clauses, so it is considered that this change is manifest in nature designed to remove any future ambiguity.

3.4. Change Information Pack

Based on the supported ICF B003/22 and the proposed B008/22 ICF, the B2B-WG has established a change information pack for an expedited consultation (refer to Attachment 8.2 B2B Draft Report_RoLR Changes and Attachment 8.3 NEM RoLR Processes Part A and Part B v2.32_markedup (ICF RoLRs)). The decision to use expedited is based on the changes being non-material (pre-existing processes and the customer details report is only built at the time of a RoLR occurring), this approach has been confirmed with AEMO legal. If during the consultation a material issue is raised, then the consultation can revert to a standard consultation.

4. RECOMMENDATIONS

It is recommended that the IEC:

1. supports the ICF B008/22 progressing to a consultation change pack; and
2. if the ICF is supported, approve the consultation change pack containing the approved ICFs to proceed to an expedited consultation.

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Attachment 8.1 B008/22 RoLR B2B Customer Details Report Enhancement ICF.

Attachment 8.2 B2B Draft Report_RoLR Changes

Attachment 8.3 NEM RoLR Processes Part A and Part B v2.32_markedup (ICF RoLRs)