

NOTICE OF SECOND STAGE CONSULTATION

National Electricity Rules – Clause 8.9

B2B PROCEDURE CHANGES

Date of Notice: 25 May 2018

This notice informs all Registered Participants and interested parties (Consulted Persons) that AEMO is conducting a consultation on B2B Procedures on behalf of the Information Exchange Committee (IEC) which have been developed and amended as a result of the National Electricity Amendment (Updating the electricity B2B framework) Rule 2016.

This consultation is being in accordance with the Rules consultation requirements detailed in clause 8.9 of the NER.

1. Background

On 19th December 2017 the Australian Energy Market Commission published a Final Determination and an updated version of the rule for strengthening protections for customers requiring life support equipment.

The final rule was made in response to a rule change request submitted by the Australian Energy Regulator (AER), in the context of problems the AER has identified with the current life support provisions. Specifically where:

- customers requiring life support equipment are not being validly registered to receive protections, putting them at increased risk of harm.
- there is no onus on retailers and distributors to provide customers with information to facilitate registration when notified of the need for life support equipment.
- life support registers have grown and become increasingly inaccurate despite mandatory periodic reconciliations.

The final rule contains a number of new obligations on both the retailers and distributors in relation to the information which is required to be shared.

The changes include:

- Required date when life support is needed or not needed.
- Relevant contact details.
- Life Support Equipment
- A de-registration reason if life support is no longer required.
- A notification advising of life support requirements from the distributor to the retailer where the distributor is the registration process owner (when the customer has transferred).

Sharing information regarding Life Support customers between Retailer and Distributors is not new – however the new rules require some additional content to be provided.

2. Matter under Consultation

The matter for consultation is the following list of procedures which the IEC is proposing to amend and develop under this consultation.

INSTRUMENT	NEW / AMENDED
Customer Site Details Notification	Amended (Major)
Service Order	Amended (Version control only)
Meter Data Process	Amended (Version control only)
One Way Notification	Amended (Version control only)
Technical Delivery Specification	Amended (Version control only)

Changes between initial and draft

In the initial consultation the delivery method for the communication of life support was to be via email with a defined set of fields that were required to be sent within the email.

On the 9th May 2018 the IEC met and instructed AEMO to conduct a straw poll with the B2BWG and participants who had responded to the first round of consultation to provide their preference over a delivery method of email or a B2B transaction. AEMO received 21 responses to this straw poll. 14 were for a B2B transaction and 7 for email.

The IEC made the decision by circular resolution that they would go to draft consultation with a B2B transaction and instructed the B2BWG to update the procedures to reflect this decision.

The proposed change to the B2B Procedure: Customer and Site Details Notification Process are in summary:

- Inclusion of a new section detailing the exchange of Life Support information including the introduction of two new B2B transactions, namely the LifeSupportRequest and the LifeSupportNotification

- The details of the information to be included in a Life Support Notification which supports the registration, update, de-registration and reconciliation of Life Support customer information;
- Processes to share and request life support information; and
- The introduction of a new Life Support reconciliation process which utilises the new life support transactions and supersedes the current one which used the Customer Details Notification.

As a result of these inclusions to manage Life Support processes, the Customer Details Notification was amended to remove the Life Support reconciliation process as it is now contained within the Life Support Notification process.

There were other minor changes made to clarify the use of the 'Sensitive Load' field and minor editorials to improve clarity of the procedural requirements.

The Consultation Process

The consultation process and timeline is outlined below. Dates are indicative only and subject to change.

PROCESS STAGE	INDICATIVE DATE
Closing date for submissions in response to this Notice and Consultation Paper	26 April 2018
Publication of Draft Report	25 May 2018
Submissions due on Draft Report and Determination	19 June 2018
Publication of Final Report and Determination	By 23 July 2018

Invitation to Make Submissions

AEMO and the IEC invites written submissions on the matters under consultation, including any alternative or additional proposals that Consulted Persons consider may better meet the objectives of this consultation and the national electricity objective.

Please identify any information in your submission that you consider is to be confidential, and provide the reasons why you wish that information to be treated as confidential. AEMO reserves the right to publish material that it does not consider to be confidential, but will consult with you before doing so.

Meetings

In your submission, you may request a meeting with AEMO to discuss the matters under consultation. If you request a meeting, you must state why you consider it necessary or desirable.

If appropriate, meetings may be held jointly with other Consulted Persons. Please note that, subject to confidentiality restrictions, details of matters discussed at a meeting may be made available to other Consulted Persons.

Closing Date for Submissions

Submissions in response to this Notice of Second Stage of Rules Consultation must reach AEMO **by 5.00pm AEST on 19 June 2018.**

AEMO may consider late submissions, but is not obliged to do so. Late submissions should explain:

1. The reason for lateness.
2. The detriment to you if AEMO fails to consider your submission.

Contact Details and Publication

Please send all submissions by email to NEM.Retailprocedureconsultations@aemo.com.au. All submissions must be forwarded in electronic format (both pdf and Word). Please send any queries about this consultation to the same address.

All submissions will be published on AEMO's website, other than content that AEMO deems to be confidential.