INFORMATION EXCHANGE COMMITTEE MEETING

FOR NOTING

SUBJECT: B2B-WG POST IMPLEMENTATION REVIEW OF LIFE SUPPORT PROCEDURES

AGENDA ITEM: 15

1. RECOMMENDATIONS

That the IEC note:

- The status of a life support industry survey under development by the B2B Working Group (B2B-WG)
- The Australian Energy Regulator's (AER's) communication with industry in relation to life support processes (Attachment 1)

2. PURPOSE

The purpose of this paper is to provide an update to the IEC regarding the AER's communication with industry on life support processes and the current development of a life support industry survey by the B2B-WG which will assist in understanding any implementation issues from Participants.

3. BACKGROUND

During the 18 February 2019 IEC meeting, the Secretariat provided a verbal update on the go-live of the B2B system changes for life support that occurred on 1 February 2019 to enable the National Energy Retail Amendment (Strengthening protections for customers requiring life support equipment) Rule 2017 No. 3.

Following this implementation the B2B-WG identified a need to understand any implementation or post-implementation industry issues. The B2B-WG determined that an industry survey would provide these answers and the IEC were briefed on the intent to perform the survey at its 13 May meeting.

An initial survey was drafted in advance of the 24 June B2B-WG meeting. Following discussion on the survey during the meeting, it was agreed that the survey required some additional questions / development.

Subsequently the AER also raised issues with the life support processes developed by some industry participants and issued an industry-wide letter on 21 June regarding the de-registration of life support customers without pre-requisite customer communications (Attachment 1).

This letter was discussed extensively at the 24 June B2B-WG meeting and it was clear that futher work and discussion would be required to ensure that clarity regarding process ownership could be agreed upon and implemented.

4. DISCUSSION - B2B WORKING GROUP REVIEW

a. Process ownership

Life support was broadly discussed at the 17 July 2019 B2B-WG meeting. During the meeting, SA Power Networks and AGL agreed to circulate a discussion paper regarding the issue for the following meeting, including scenarios and worked examples.

During the same meeting, Red and Lumo Energy's commited to providing their interpretation of the AER letter. Red and Lumo Energy also noted that the Victorian Essential Services Commission (ESC) is currently deciding how to apply life support in Victoria and that it would be desirable to use Victorian life support rules to improve processes across National Electricity Market (NEM) jurisdictions, preventing multiple parties from approaching customers regarding life support at once and providing a customer-focussed approach.

Discussion on life support and whether the life support B2B transactions require changes as a consequence, will occur at the September or October B2B-WG meeting.

b. B2B-WG life support survey

During the July meeting, it was agreed that relevant Working Group members will redraft the survey and circulate it for review taking into consideration matters raised by the AER.

5. B2B WORKING GROUP RESOURCE EFFORT

In November 2018 the IEC requested that for each action referred to the B2BWG for analysis that a resource impact be captured. The following table provides an overview of the cumulative work impacts for the B2BWG members and the AEMO Secretariat.

Note that the resource impact only reflects attendance at meetings and workshops and does not reflect additional time spent by the AEMO Secretariat and B2BWG members in preparing for meetings and workshops and consulting with other Participants.

IEC action requested	Initiated by the B2B-WG
Start date of work	15 May 2019
Due date for finalisation	29-30 October 2019
Overview of analysis	Update regarding life support to be noted by the IEC. Survey to be developed and disseminated. Life support B2B transactions to be reviewed by the B2B-WG in light of process ownership issues, the AER letter and the ESC Victoria review.
Delivery effort B2BWG and AEMO Secretariat	7.5 hours

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