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B2B Procedures

Final Report

Prepared by: Information Exchange Committee

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1. Stakeholder Consultation Process

1.1 B2B Procedure changes

As required by clause 7.17.4 of the National Electricity Rules (NER), the Information Exchange Committee (IEC) consulted on recommended process improvements to the B2B Procedures. The consultation was conducted in accordance with the Rules consultation procedures in Rule 8.9 of the NER. The table below outlines the consultation steps the IEC has undertaken during the consultation.

Deliverable	Date
Notice of first stage consultation and Issues Paper published	14 August 2019
First stage submissions closed	19 September 2019
Draft Report & Notice of second stage consultation published	18 October 2019
Second stage submissions closed	4 November 2019
Final Report published	17 December 2019
B2B Procedure v3.3 effective date	3 February 2020

Publication of this Final Report presents the IEC's response to the feedback received from submissions and marks the completion of the consultation.

1.2 Decision on second stage consultation

The IEC developed the changes in this consultation in the interests of clarifying existing B2B Procedures. The changes consulted on do not require AEMO B2B e-Hub system changes. These changes were recommended to the IEC by the Business-to-Business Working Group (B2B-WG) on behalf of industry.

This document lists the changes to the B2B Procedures as developed, discussed and primarily agreed through consultation with the B2B-WG. These changes have an effective date of 3 February 2020.

In summary, the changes agreed upon during this consultation include:

- Amending the Miscellaneous Service Order definition in the Service Order Process to clarify that the Miscellaneous Service Order is only to be used when there is bilateral agreement between parties on its use.
- Amending the One Way Notification Process clauses concerning the Notices of Metering Works (NOMW) Removed Reading process to incorporate changes made to the B2B Guide in February 2019.
- Amending the definition of the allowed values for the "LifeSupportStatus" field of the Life Support Notification (LSN) transaction in the Customer and Site Details Notification Process to incorporate changes made to the B2B Guide in February 2019.
- Clarifying that the "CoordinatingContactName" field must refer to a contact person, not a contact business, in line with the definition of the PERSON NAME format in the

B2B Procedure: Technical Delivery Specification, as suggested by TasNetworks in their response to the initial consultation paper.

The following table lists procedures that the IEC is amending through this consultation and are published with this Final Report.

Instrument	New / Amended
Customer Site Details Notification	Amended (Procedure changes)
Service Order	Amended (Procedure changes)
Meter Data Process	Amended (Version control only)
One Way Notification	Amended (Procedure changes)
Technical Delivery Specification	Amended (Version control only)

1.3 Changes between draft report and final report

As per feedback from CitiPower Powercor on the draft determination, the *Electricity Distribution Code* (VIC) has been included as an additional head of power for clause 5.5. Additionally, as per feedback from Evoenergy, some minor clarifications have been made to the Customer and Site Details Notification, One Way Notification, and Service Order Procedures.

2. Background

This Final Report describes the B2B Procedure amendments, which have been developed under the IEC's power to manage the ongoing development of B2B Procedures, as contemplated by NER clause 7.17.7(a)(2). The information provided in this document meets the requirements for making changes to the B2B Procedures as detailed in Sections 7.17.4 and 8.9 of the NER.

This document also provides information considered by the IEC in determining if a case exists for amending the B2B Procedures, namely:

- An issues statement (see Section 3).
- A summary of changes to the B2B Procedures, including consideration of the B2B Principles (see Sections 3 and 5).
- An impact statement, including consideration of the B2B Objective (see Section 5).

The changes have been considered and recommended by the IEC's Business-to-Business Working Group (B2B-WG).

The impacted Procedures are the:

- B2B Procedure: Customer and Site Details Notification Process v3.2.
- B2B Procedure: One Way Notification Process v3.2.
- B2B Procedure: Service Order Process v3.2.

3. Scope / Issues Statement

The IEC has developed the changes in this document in the interests of clarifying existing B2B Procedures. The changes were recommended to the IEC by the B2B-WG on behalf of industry and do not require AEMO B2B e-Hub system changes.

The members of the B2B-WG include representation from the following organisations:

Retailers	Distributors	Metering
AGL	AusNet Services	IntelliHUB
EnergyAustralia	Energy Queensland	PlusES
Origin Energy	Endeavour Energy	Vector AMS
Red and Energy Lumo Energy	SA Power Networks	
Simply Energy	TasNetworks	

This Final Report lists the changes to the B2B Procedures as developed, discussed, and primarily agreed through consultation with the B2B-WG. The changes under the B2B consultation have an effective date of 3 February 2020.

In summary, the changes are:

- Amending the Miscellaneous Service Order definition in the Service Order Process to clarify that the Miscellaneous Service Order is only to be used when there is bilateral agreement between parties on its use.
- Amending the One Way Notification Process clauses concerning the Notices of Metering Works (NOMW) Removed Reading process to incorporate changes made to the B2B Guide in February 2019.
- Amending the definition of the allowed values for the “LifeSupportStatus” field of the Life Support Notification (LSN) transaction in the Customer and Site Details Notification Process to incorporate changes made to the B2B Guide in February 2019.
- Clarifying that the “CoordinatingContactName” field must refer to a contact person, not a contact business, in line with the definition of the PERSON NAME format in the B2B Procedure: Technical Delivery Specification.

Detailed amendments are shown in the B2B Procedures published with this report.

4. Impact statement

The changes directly impact the Customer and Site Details Notification Process, the One Way Notification Process, and the Service Order Process. This impact statement sets out an overview of the likely impacts, including benefits and costs, on AEMO and B2B Parties of the amendments to the B2B Procedures.

4.1 B2B Principles

The IEC considers that the B2B Proposal supports each of the B2B Principles as follows:

B2B Principle	Justification
<i>B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions.</i>	The amendments to B2B Procedures are consistent across participating jurisdictional.
<i>B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications.</i>	The amendments to B2B Procedures clarify the use of existing transactions to ensure that they are used efficiently, effectively, and reliably. The B2B Procedures provide clarity and allow for automation, reducing costs and human error.
<i>B2B Procedures should avoid unreasonable discrimination between B2B Parties.</i>	The amendments to B2B Procedures avoid discrimination between B2B Parties, as the changes apply identically across all B2B Parties. Further, the changes to the Miscellaneous Service Order clarify that the transaction can only be used with bilateral agreement which will not permit unreasonable discrimination.
<i>B2B Procedures should protect the confidentiality of commercially sensitive information.</i>	The amendments to B2B Procedures preserve the confidentiality of commercially sensitive information.

4.2 B2B Factors

The IEC, on recommendation from the B2B-WG, has determined that the B2B Factors have been achieved for this B2B Proposal as described below.

B2B Factors	Justification
<i>The reasonable costs of compliance by AEMO and B2B Parties with the B2B Procedures compared with the likely benefits from B2B Communications.</i>	The amendments are intended to clarify existing B2B Procedures rather than impose new obligations, so there will be minimal costs of compliance. Additionally, increased clarity in the B2B Procedures will improve the ability for B2B parties to comply.
<i>The likely impacts on innovation in and barriers to entry to the markets for services facilitated by advanced meters resulting</i>	The amendments to B2B Procedures do not impose barriers to innovation or market entry; instead, they seek to clarify

<i>from changing the existing B2B Procedures.</i>	existing B2B Procedures or formalise existing “best practice”.
<i>The implementation timeframe reasonably necessary for AEMO and B2B Parties to implement systems or other changes required to be compliant with any change to existing B2B Procedures.</i>	There are no system changes required to the B2B e-Hub as a result of the B2B Procedure amendments, so no AEMO implementation timeframe is required. From a business process perspective, the amendments only clarify existing B2B Procedures or formalise existing “best practice”, so minimal implementation timeframes should be necessary to make the required changes.

4.3 Benefits

The amendments to B2B Procedures clarify existing obligations (enhancing regulatory transparency) or formalises existing “best practice” from the B2B Guide as an obligation under B2B Procedures. The IEC believes this will improve the efficient and effective use of existing B2B Communications.

4.4 Detriments

To the extent that B2B Parties have already established their business processes and IT systems to be compliant with existing B2B Procedures and “best practice”, there will be minimal costs to implementing the above changes.

4.5 MSATS Procedures

AEMO has advised that the proposed changes do not conflict with MSATS Procedures and therefore accepts the Information Exchange Committee Recommendation in line with NER clause 7.17.5.

Appendix A: Consolidated participant responses to initial consultation

Customer and Site Details Process

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
1	CitiPower Powercor		5.5 LifeSupportStatus	We welcome the amended definitions of the various Statuses, however, the NERR and Energy Retail Code do not apply to Victorian distributors. The Electricity Distribution Code is likely to be harmonised with the NERR, by 1st January 2020, and should also be referenced (just like the Energy Retail Code has).	The IEC has included the <i>Electricity Distribution Code</i> (VIC) in clause 5.5.
2	Evoenergy		4.1.(c)	Should this clause refer to the LifeSupportNotification and/or LifeSupportRequest?	This clause should refer to the LifeSupportRequest. It is used by a prospective Retailer to query if a Life Support registration exists for their future customer. .
3	Evoenergy		4.1.(h)	Should also include additional wording for clarity around when LastModifiedDateTime may be historical. Update to: The details provided in a CustomerDetailsNotification and SiteAccessNotification must be the current details as at the date and time that the Notification was generated. The	The IEC does not believe this change is likely to add clarity to the B2B Procedures and does not consider it is necessary to change the wording.

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
				LastModifiedDateTime may be historical in Reconciliation files or in response to a LifeSupportRequest or CustomerDetailsRequest. For Life Support changes refer to section 4.5 and 4.6.	
4	Evoenergy		4.3.1.(e)	Add additional information at end of paragraph to clarify. Add after last sentence: ...requirement to send an updated LifeSupportNotification, and the Retailer completing the Deregistration process.	The IEC and their B2B-WG will consider this feedback as part of its current review of life support processes.
5	Evoenergy		4.3.2.	Please check if dot points align as each sentence appears to step in one space after first line.	The IEC has made the relevant changes to the B2B Procedures.
6	Evoenergy		4.3.2(a).	Need to add additional wording again here to clarify that the CDN is not the primary source as we are receiving a CDN flagged with LS, but no LSN. Add: ...registration, update and deregistration of Life Support refer to sections 4.1(b), 4.3.1(e), and 4.5.	The IEC has made the relevant changes to the B2B Procedures.
	Evoenergy		4.5.(b)	Need to add clarification around the meaning of what a date represents and improve compliance to NERR. There is a current gap where the current Retailer and DNSP do not have a Life Support	The IEC and their B2B-WG will consider this feedback as part of its current review of

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
				<p>Registered and then a prospective retailer raises a churn for the existing customer for the next scheduled read date. The prospective retailer then provides a LSN with the date required as the next scheduled read date. Because the date required is in the future, the customer does not have LS protection until the next scheduled read date. This can be for up to 3 months.</p> <p>Rewording and reformatting the entire clause to:</p> <p>4.5.(b)[Guidance Note 2] Where the DNSP or Retailer is informed by a customer that they require life support, they must;</p> <ul style="list-style-type: none"> (i) Notify the other party using a new LifeSupportNotification with the information defined in Table 9. (ii) Send a new LifeSupportNotification when there are changes to the life support information, contact details or other requirements. (iii) Advise of the start date that Life Support protection commences from: <ul style="list-style-type: none"> (A) In the case of a Current Retailer, must be the the most recent date where; 	life support processes.

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
				<ul style="list-style-type: none"> • The customer becomes current, or • The date customer contacts current Retailer to first add Life Support. <p>(B) In the case of a prospective Retailer;</p> <ul style="list-style-type: none"> • The date customer contacts current Retailer to first add Life Support. <p>(C) In the case of a Distributor;</p> <ul style="list-style-type: none"> • The date customer contacts Distributor to first add Life Support. 	
	Evoenergy		4.7(e) Life Support Reconciliation	Update wording to add some clarity. “The Current Retailer must conduct the Life Support Reconciliation process with the DNSP for current and future registrations. Records with any of the three Deregistered Life Support Status’ or the None Life Support Status should not be sent. The Life	The IEC and their B2B-WG will consider this feedback as part of its current review of life support processes.

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
				Support Reconciliation process must use the LifeSupportNotification with Reason of 'Reconciliation'."	
	Evoenergy	5.5 LifeSupportStatus	5.5 LifeSupportStatus	Update wording grammar "Deregistered - No Customer Response" means,	The IEC has made the relevant changes to the B2B Procedures.
	Evoenergy	5.5 DateRequired	5.5 DateRequired	Update wording to add some clarity. For the initial registration of Life Support, this date will be the date Life Support protections commence at the premises. Refer to 4.5.(b).	The IEC does not believe this change is likely to add clarity to the B2B Procedures and does not consider it is necessary to change the wording.

One Way Notification Process

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
1	Evoenergy	All Tables	All Tables	Grammatical consistency – if you are going to have full stops at the end of every Definition sentence, then please ensure all tables have same consistency e.g. Table 3 Timing point C does not have a full stop at the end of the sentence, but others do.	The IEC has made the relevant changes to the B2B Procedures.

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
2	Evoenergy	4.1.3 Table 5	4.1.3 Table 5	Grammatical consistency – where you have listed a defined format, please ensure all are the same: Format: YYYYMMDD Format: HHMM Can you please confirm the format for Column 14 is correct, or should it be – Format: HHMM, or is Column 12 incorrect?	The IEC has made the relevant changes to the B2B Procedures. The IEC notes that Column 12 and Column 14 are different formats (HHMM and HH:MM respectively).
3	Evoenergy	4.1.4 Table 6	4.1.4 Table 6	Grammatical consistency – where you have listed a defined format, please ensure all are the same: Format: YYYYMMDD	The IEC has made the relevant changes to the B2B Procedures.
4	Evoenergy	4.2.2 Table 7 4.2.3 Table 8	4.2.2 Table 7 4.2.3 Table 8	Grammatical consistency – where you have listed a defined format, please ensure all are the same: Format: HH:MM	The IEC has made the relevant changes to the B2B Procedures.
5	Evoenergy	4.2.4	4.2.4	Agree to additional wording.	The IEC notes the respondent's support for the proposed change

Service Order Process

Reference No	Participant Name	Old Clause No	New Clause No	Comments	IEC Response
1	Evoenergy	All Tables	All Tables	Grammatical consistency – if you are going to have full stops at the end of every Definition sentence or Description of use sentence, then please ensure all tables have same consistency e.g. Table 2 Supply Service Works – Temporary Isolation Group Supply has a comma at the end of the sentence under Description and should be a full stop.	The IEC has made the relevant changes to the B2B Procedures.
2	Evoenergy	2.1 Table 3	2.1 Table 3	Agree to additional wording.	The IEC notes the respondent's support for the proposed change