

B2B Procedures

- Customer and Site Details Process (version change)
- Service Order (version change)
- National Electricity Market Retailer of Last Resort Part B (version change)
- Meter Data Process
- One Way Notification Process
- Technical Delivery Specification

CONSULTATION – Second Stage

CONSULTATION PARTICIPANT RESPONSE TEMPLATE

Participant: Red Energy and Lumo Energy

Completion Date: 6 November 2020

1. Customer and Site Details Process

Participant Name	Old Clause No	New Clause No	Comments
Red Energy and Lumo Energy			No comment

2. Service Order Process

Participant Name	Old Clause No	New Clause No	Comments
Red Energy and Lumo Energy	<p>Table 11 For same business day, after hours Re-energisations, the DNSP must receive a valid Request: <u>a)</u> <u>[Guidance Note 1] Not available in ACT</u> a) [Guidance Note 1] by 9:00pm in ACT</p>		<p>For the initial consultation, Red Energy and Lumo Energy suggested that this change would lead to poor customer outcomes. The response from the IEC was that it reflected business practice. We note that when the B2B Procedures were re-consulted on due to the change in metering contestability, all business practices were placed into the B2B Guide, with the B2B Procedures outlining the procedure and process, rather than industry practice in applying the procedures.</p> <p>As this proposed change is regarding information which is standard business practice only, we query whether, based on the IEC's response, is this better placed for inclusion in the B2B Guide as opposed to the B2B Procedure?</p>

3. National Electricity Market Retailer of Last Resort Part B (NEM RoLR Part B)

Participant Name	Old Clause No	New Clause No	Comments
Red Energy and Lumo Energy			No comment