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B2B SERVICE ORDER PROCEDURE V3.6.1

MINOR AMENDMENT PROPOSAL PROCESS

CHANGE PAPER

Published: **25 March 2021**

EXECUTIVE SUMMARY

The publication of this change paper (Paper) commences the process (Process) conducted by the IEC to consider proposed minor amendments (Proposal) to the B2B Service Order (SO) Procedure v3.6.1 under the National Electricity Rules (NER).

The Information Exchange Committee (IEC) has prepared this Paper to facilitate informed debate and feedback by industry about the most efficient way to meet the objectives in respect of NER 7.17.

In summary, the proposal is to amend the 'N' to 'O/N' for the CustomerNotificationEmail SO field, against the Install Meter, Remove Meter and Install Controlled Load Metering Service Works SOs.

The IEC notes that there are no further changes proposed to the SO Procedure, or the other B2B Procedures.

The other B2B Procedures will be updated, to ensure consistent numbering with the SO Procedure.

The IEC invites stakeholders to suggest alternative options, where they do not agree that the Proposal would achieve the relevant objectives.

The IEC also asks stakeholders to identify any unintended adverse consequences of the Proposal.

Stakeholders are invited to submit written responses on the Proposal by 5.00 pm (Melbourne time) on Tuesday 13 April 2021, in accordance with the Notice of Minor Amendment Process published with this Paper.

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1. PROCESS

The IEC is undertaking the Process in accordance with NER 7.17. The IEC's indicative timeline for the Process is outlined below. Dates may be adjusted depending on the number and complexity of issues raised in submissions and any meetings with stakeholders.

Deliverable	Indicative date
Minor Amendment Proposal published	Thursday 25 March 2021
Submissions due on Minor Amendment Proposal	Tuesday 13 April 2021
Final Report published	Tuesday 25 May 2021
Effective date of changes	Wednesday 10 November 2021

Prior to the submissions due date, stakeholders can request a meeting with AEMO, to discuss the Proposal.

2. BACKGROUND

2.1 NER requirements

The procedures authorised by the IEC under NER Chapter 7 are established and amended in accordance with the Rules consultation procedures under NER 7.17.

2.2 Context for this consultation

The IEC received the Proposal from PLUS ES on 17 February 2021, requesting a minor amendment to the SO Procedure, to reflect the full intent of the B2B v3.6 Final Report. The Proposal was reviewed by the IEC, then approved for the Process by the IEC on 22 February 2021.

The Proposal is to correct the CustomerNotificationEmail SO field, by amending the 'N' to 'O/N' for the Install Meter, Remove Meter and Install Controlled Load Metering Service Works SOs.

The SO Procedure v3.5 introduced the following fields:

- CustomerNotificationMethod – to allow the SO Initiator to advise the Recipient of the method via which the planned interruption notice is to be issued to the customer.
- CustomerNotificationAddress – to enable the SO Initiator to provide the Recipient the customer postal address – which is mandatory, if the selected CustomerNotificationMethod value is Post.
- CustomerNotificationEmail – to enable the SO Initiator to provide the Recipient the customer's email address – which is mandatory, if the selected CustomerNotificationMethod value is Email.

These fields were determined to have an O/N status where:

- O = Optional – may be provided and should be used by the Recipient if provided, as per bilateral agreements.
- N = Not required – may be ignored by the Recipient, if provided.

Further, the fields were determined to be applicable to the following Metering Service Works (MSW) SOs, as they will or could incur a planned interruption to the customer's supply:

- Install Meter
- Move Meter
- Meter Exchange
- Remove Meter

- Install Controlled Load
- Meter Reconfiguration
- Meter Investigation – ALL and Reseal Device and Change Time Switch

The O/N status has been recorded against these MSW SOs for CustomerNotificationMethod and CustomerNotificationAddress fields.

However, a misalignment has occurred with the CustomerNotificationEmail field. A status of N has been assigned against the Install Meter, Remove Meter and Install Controlled Load MSW SOs, which is not reflective of the intent.

The misalignment may:

- Impact bilaterally-agreed processes, by resulting in workarounds if not communicated and amended promptly.
- Incur additional costs to participants for the development of their system and business processes, if they are required to make downstream amendments.

Accordingly, the Proposal is to rectify the misalignment by amending the SO Procedure, in the CustomerNotificationEmail field, by amending N to O/N for the Install Meter, Remove Meter and Install Controlled Load MSW SOs.

Further, the Proposal is to expedite this amendment in the next available consultation, since participants are designing their systems to meet the effective date of 10 November 2021.

3. DRAFTING FOR PROPOSED CHANGES

The IEC has published a draft of the SO Procedure which incorporates the proposed changes, to help stakeholders and other interested parties respond to the Proposal.

Clean and change-marked versions are available at: <https://aemo.com.au/consultations/current-and-closed-consultations>.

Submissions on these and any other matter relating to the Proposal must be made in accordance with the Notice of Minor Amendment Process published with this Paper by 5.00 pm (Melbourne time) on Tuesday 13 April 2021.

APPENDIX A - GLOSSARY

Term	Definition
AEMO	Australian Energy Market Operator
B2B	Business-to-Business
B2B-WG	Business-to-Business Working Group
CSDN	Customer and Site Details Notification
DNSP	Distribution Network Service Provider
ICF	Issue Change Form
IEC	Information Exchange Committee
LNSP	Local Network Service Provider
NEM	National Electricity Market
NER	National Electricity Rules
NERL	National Energy Retail Law
NMI	National Metering Identifier
SO	Service Order