



**Information Exchange Committee**  
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# B2B Procedures v3.9 Consultation

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**29 May 2024**

Issues Paper

Proposed Changes

# Notice of Consultation

**Date of Notice:** 29 May 2024

This Notice of First Stage of Rules Consultation (**Notice**) informs all Business-to-Business (**B2B**) Parties, relevant B2B Change Parties, AEMO and such other persons who identify themselves to the Information Exchange Committee (**IEC**) as interested in the B2B Procedures (**Consulted Persons**) that AEMO is conducting this consultation (**Consultation**) on the B2B Procedures (on behalf of the IEC).

The Consultation is being conducted under clause 7.17.4 of the National Electricity Rules (**NER**), in accordance with the Rules consultation requirements in NER 8.9.

## Matters under Consultation

The changes (**Changes**) which are proposed (**Proposal**) support:

- The implementation of:
  - The Accelerating Smart Meter Deployment (**ASMD**) Rule of the Australian Energy Market Commission (**AEMC**).
  - The following Issues and Change Forms (**ICFs**):
    - B002/22 - Alignment of B2B field lengths to B2M Procedures/schema.
    - B004/22 - Alignment of B2B field lengths to the Australian Standards.
    - B006/22 - PERSONNAME definition spec correction.
    - B007/22 - Discrepancy between B2B SO Process and B2B Guide.
    - B011/23 - Amending the definition of Unknown Load ExceptionCode.
    - B014/23 - Define obligations for managing inflight service orders sent to metering service providers when a ROLR event is declared.

**Table 1 Summary of Proposal**

Instrument	New/Amended
Customer Site Details Notification Process	Amended (Procedure v3.9 changes)
Service Order Process	Amended (Procedure v3.9 changes)
One Way Notification Process	Amended (Procedure v3.9 changes)
Technical Delivery Specification	Amended (Procedure v3.9 changes)
NEM RoLR Processes - Part B - B2B Procedure	Amended (Procedure 2.5 changes)
B2B Guide	Amended (at Draft Report Stage)
Meter Data Process	Amended (Version alignment only)

## Consultation Process

The IEC invites written submissions on the matters under the Consultation, including any alternative or additional proposals which you consider may better meet its objectives, as well as the national electricity objective in section 7 of the National Electricity Law.

Submissions in response to this Notice should be sent by email by 5:00pm (AEST) on 11 July 2024 to [NEM.Retailprocedureconsultations@aemo.com.au](mailto:NEM.Retailprocedureconsultations@aemo.com.au). A response template has been provided on AEMO's website. Please send any queries in respect of the Consultation to the same email address.



Submissions received after the closing date and time will not be valid. The IEC is not obliged to consider late submissions for this reason. A late submission should explain the reason for lateness and the detriment to the proponent if the IEC does not consider the submission.

Please identify any parts of your submission which you wish to remain confidential, explaining why. The IEC has asked AEMO to manage such information to avoid any confidentiality issues. Any confidential information will have a de-identified analysis to the IEC and Business-to-Business Working Group (**B2B-WG**), to enable their decisions to be made impartially. The IEC may still publish that information, if it does not consider it to be confidential, but will consult with you before doing so. Material identified as confidential may be given less weight in the decision-making process than material that is published.

In your submission, you may request a meeting with the IEC to discuss the matters in the Consultation, stating why you consider a meeting is necessary or desirable. If appropriate, meetings may be held jointly with other Consulted Persons. The IEC will generally make details of matters discussed at a meeting available to other Consulted Persons and may publish them, subject to confidentiality restrictions.

**Table 2 Summary of Consultation Stages**

Stage	Date
Publication of Issues Paper	29 May 2024
Closing date for submissions in response to Issues Paper	11 July 2024
Publication of Draft Report and Determination ( <b>Draft Report</b> )	6 September 2024
Closing date for submissions in response to Draft Report	18 October 2024
Publication of Final Report and Determination ( <b>Final Report</b> )	22 November 2024

The IEC developed the Changes in the interests of implementing the ASMD rule change and improving the B2B Procedures. The Changes require AEMO B2B e-Hub system changes. Participants may require system changes due to the Changes. The Changes were recommended to the IEC by the members of the B2B-WG.

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# 1. Background

This Issues Paper has been prepared to detail the Proposal. The Changes have been developed under the IEC's power to manage the ongoing development of the B2B Procedures as contemplated by NER 7.17.7(a)(2), as well as to implement the process under NER 7.17.4.

This Issues Paper also provides information which is to be considered by the IEC in determining whether to implement the Changes to the B2B Procedures, namely:

- An issues statement in respect of the Proposal (see section 1.1).
- A summary of the Changes, including consideration of the B2B Principles (see sections 1.1 and 2.7).
- A consideration of the B2B factors (see section 2.8).

The Changes have been considered and recommended by the members of the B2B-WG.

The Changes would result in amendments to:

- Customer Site Details Notification Process.
- Service Order Process.
- One Way Notification Process.
- Technical Delivery Specification.
- NEM RoLR Processes - Part B - B2B Procedure.
- B2B Guide (the IEC will provide the proposed changes at the Draft Report Stage, considering any relevant submissions in response to this Issues Paper).

The Changes would result in version alignment of:

- Meter Data Process.

The Changes require AEMO B2B e-Hub system changes. Participants may require system changes due to the Changes.

## 1.1 Issues statement and scope

The IEC has developed the Changes to improve the functionality of B2B transactions, as well as to incorporate routine communication between electricity retail market participants into B2B transactions.

The Changes were recommended to the IEC by the members of the B2B-WG.

The members of the B2B-WG are as follows:

**Table 3 B2B-WG members by sector**

Retailers	Distributors	Metering Service Providers
AGL	AusNet Services	Bluecurrent
Alinta Energy	Energy Queensland	IntelliHUB
EnergyAustralia	Essential Energy	PlusES
Origin Energy	SA Power Networks	Yurika
Red Energy and Lumo Energy	TasNetworks	

The Consultation is built on B2B Procedures version 3.8 (effective 30 May 2023), excluding NEM RoLR Processes - Part B - B2B Procedure.

The relevant effective dates will be determined once the AEMC's Final Determination and Rule have been published.

**Table 4 Summary of Proposal**

Instrument	New/Amended
Customer Site Details Notification Process	Amended (Procedure v3.9 changes)
Service Order Process	Amended (Procedure v3.9 changes)
One Way Notification Process	Amended (Procedure v3.9 changes)
Technical Delivery Specification	Amended (Procedure v3.9 changes)
NEM RoLR Processes - Part B - B2B Procedure	Amended (Procedure 2.5 changes)
B2B Guide	Amended (To be provided at Draft Report Stage)
Meter Data Process	Amended (Version alignment only)

## 1.2 Proposed Consultation plan

The proposed consultation plan is as follows:

**Table 5 Consultation Plan**

Stage	Start Date	End Date
Publication of Notice of Consultation and Issues Paper	29 May 2024	
Participant submissions to be provided to AEMO	29 May 2024	11 July 2024
Closing date for submissions in response to Issues Paper	11 July 2024	
IEC to consider all valid submissions and prepare Draft Report, including change-marked Procedures	11 July 2024	30 August 2024
Publication of Draft Report	6 September 2024	
Participant submissions to be provided to AEMO	6 September 2024	18 October 2024
Closing date for submissions in response to Draft Report	18 October 2024	
IEC to consider all valid submissions and prepare Final Report, including change-marked Procedures	18 October 2024	22 November 2024
Publication of Final Report	22 November 2024	

# 2. Proposed Changes

## 2.1 AEMC Accelerated Smart Meter Deployment Rule

### 2.1.1 Background

The AEMC ASMD Draft Rule is intended to promote a fast, efficient, and effective deployment of smart meters under an improved metering framework in the NER and National Energy Retail Rules (**NERR**).

Figure 1 **AEMC Metering Services Review Reforms**

Core reforms to deliver the benefits that smart meters offer	
1 Accelerated deployment of smart meters	<ul style="list-style-type: none"> <li>opens new possibilities for innovative products and services, expanding customers' control of and choices around their energy use</li> <li>lower costs to customers of meter reads and installations</li> <li>provides for a modern, data-enabled energy system</li> <li>underpins the cost-effective decarbonisation of the energy market</li> <li>supports better integration of CER and a safer and more secure energy system.</li> </ul>
2 Access to power quality data	<ul style="list-style-type: none"> <li>DNSPs can better manage their networks to reduce network costs for customers</li> <li>saves energy, minimises network safety risks, and lifts hosting capacity.</li> </ul>
Supporting reforms to enable the core reform program	
3 New customer safeguards	<ul style="list-style-type: none"> <li>protect customers from potential upfront charges and exit fees for new meters</li> <li>builds social licence for the smart meter acceleration program.</li> </ul>
4 Improving the customer experience	<ul style="list-style-type: none"> <li>helps maintain social license for the acceleration program</li> <li>ensures that customers can access the full suite of benefits that smart meters provide.</li> </ul>
5 Reducing installation barriers	<ul style="list-style-type: none"> <li>supports delivery efficiencies, and therefore cost savings, in the accelerated deployment of smart meters.</li> </ul>
6 Improved meter testing & inspections	<ul style="list-style-type: none"> <li>helps minimise costs for industry and customers</li> <li>supports a 2030 universal smart meter deployment target.</li> </ul>

The AEMC ASMD Draft Rule is in response to the rule change requested by Intellihub, SA Power Networks and Alinta Energy. This request seeks to implement recommendations made as part of the AEMC Review of the Regulatory Framework for Metering Services (**AEMC Metering Review**), which the AEMC was published on 30 August 2023. The AEMC has decided to use the fast-track rule change process, reflecting the extensive consultation conducted during the AEMC Metering Review.

The AEMC ASMD Draft Rule provides direction on accelerating the deployment of Smart Meters across the NEM as well as the provision of Power Quality Data (**PQD**).

This Issues paper only covers the B2B changes required to support certain aspects of the ASMD, noting that the work on the provision of PQD from metering parties to DNSPs has not reached a stage where recommendations can be consulted on.

The AEMC ASMD Draft Rule staggers the implementation of the reform. In pre-consultation with industry, the IEC has agreed to consult on those areas of the reform which are deemed high impact for participant systems to enable the successful start of the ASMD. The IEC acknowledges that the Consultation in respect of the AEMC ASMD Draft Rule presents a risk if there is a material change between the AEMC ASMD Draft Rule and the AEMC ASMD Final

<sup>1</sup> Accelerating Smart Meter Deployment Draft Rule Determination, Page iii Figure 1

Rule. However, the IEC believes that if the Consultation were to commence after the AEMC ASMD Final Rule is made, industry would not have the necessary time to develop, build, test and deploy the relevant system changes.

The AEMC ASMD Draft Rule:

- Sets the clear target in the NER for the ASMD between 2025–2030.
- Establishes a new Legacy Meter Replacement Plan (LMRP) mechanism, which drives industry collaboration to deliver smart meters to all NEM customers by 2030.
- Introduces new obligations on Retailers to meet the target and a compliance monitoring role for the AER.

Under the AEMC ASMD Draft Rule, new regulatory arrangements will require Retailers and MCs to replace all existing Type 5 and Type 6 legacy metering installations with Type 4 smart meters by 30 June 2030.

## 2.1.2 Legacy Meter Replacement Plans

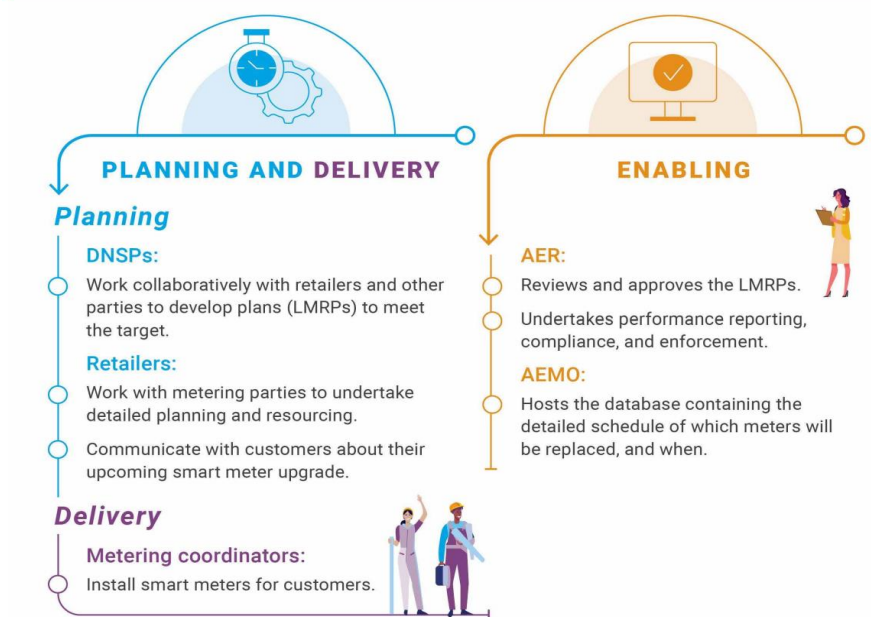
A significant amount of planning will be required to meet the 2030 target efficiently and at lowest cost to customers. The AEMC ASMD Draft Rule would introduce a new regulatory mechanism where DNSPs collaborate with Retailers, MCs, and other stakeholders to develop LMRPs showing which legacy meters will be replaced, and when.

Retailers supported by metering parties will have the option to replace meters ahead of the LMRP meter replacement schedules if they so elect.

The below figure outlines the roles of different stakeholders in planning, delivering, and enabling the LMRP process.

Figure 2 Stakeholder roles in the LMRP process

Figure 3.1: Stakeholder roles in the LMRP process



Source: AEMC

DNSPs would be required to develop their LMRPs in accordance with the ‘LMRP objective’:

The LMRPs will be public facing documents that outline when legacy meters in different areas are due to be replaced with smart meters between 2025–2030. The LMRPs will be published on the AER website, so that customers have visibility of the smart meter roll out, which enhances transparency and supports social licence.

The LMRPs will include:

- An outline of the smart meter rollout profile. This outline would show the postcodes or suburbs that would be scheduled for meter replacements in each year between 2025-2030, and the total number of meters to be replaced in each year.



- An explanation of how the LMRP objective and guiding principles have been applied (outlined further below), including supporting information and strategies that underpin the LMRPs.
- A description of the DNSPs' consultation processes to develop the LMRPs, including who was consulted and how, what was learned through this consultation, and how the feedback shaped the plan.

Under the AEMC ASMD Draft Rule, DNSPs would communicate to Retailers the schedule of meters that they must replace under the LMRP.

DNSPs would communicate this information in accordance with the steps outlined below:

1. During consultation on the draft LMRP, DNSPs must provide the LMRP meter replacement schedules to relevant stakeholders (who are allowed to access NMI standing data). The AEMC expects DNSPs to consult on how these schedules will be provided. The information regarding the schedules is to be communicated in a consistent, standardised, and accessible format, which is preferably the same format across all DNSPs.
2. Following AER approval of the LMRPs, DNSPs must provide the schedules to relevant stakeholders, including AEMO.
3. By 29 June 2025, DNSPs must record the schedules in the Market Settlements and Transfer Solutions (MSATS) system, in accordance with relevant procedures.

### B2B considerations:

The B2B Service Order 'Regulatory Classification' is currently used to identify whether the works are part of:

- a customer-initiated request.
- a Retailer new deployment; or
- a metering malfunction.

The varying types of customer requests have different regulatory timeframes.

Accordingly, the combination of 'Sub-type' as well as 'Purpose of Request' is particularly important when selecting regulatory timeframes. The relevant services all have different required timeframes under the NER. Accordingly, the services have different process and reporting requirements.

The Regulatory Classification is used to define the work activity requested and any specific regulatory requirements associated with that request.

However:

- the current 'Purpose of Request' does not cater to the regulatory requirements associated with the LMRP activities. Accordingly, its use would cause inconsistent approaches should an existing Purpose (e.g., Family failure or Retailer Led) be used.
- The use of 'Other' has been seen as being an unnecessary complication to all parties associated with the LMRP activities, given the volume of work proposed and the accelerated period.

Accordingly, the new Regulatory Classification of 'LMRP' has been proposed to clearly identify meter exchanges driven by the LMRP process and to assist in regulatory reporting.

As background the B2B Service Order Response Exception Codes provide context to participants when a Service Order Request cannot be completed. The codes currently available do not fully cater for expected scenarios under the existing meter exchange processes or under an accelerated smart meter rollout. Accordingly, additional options are proposed to Exception Codes.

The proposal is considered necessary as the AEMC ASMD Draft Rule would place new obligations on participants.

### 2.1.3 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

- |                    |  |
|--------------------|--|
| <b>Question 1:</b> | Do you agree that the new Regulatory Classifications of 'LMRP' should be added to the B2B Procedures? If no, please provide your reasoning and preferred changes.          |
| <b>Question 2:</b> | Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach. |

## 2.1.4 Defects process

The AEMC ASMD Draft Rule seeks to establish a process to encourage customers to remediate and allow Retailers to track site defects.

Site defects currently present a major barrier to smart meter installations. A formal remediation notice process with prompt reminders from Retailers would encourage more customers who are willing and have the financial means to remediate. This would in turn enable the installation of more smart meters.

The AEMC ASMD Draft Rule would establish a customer notification and industry record-keeping process, which would be triggered when an MP encounters a defect on a site visit. The process:

- would be a new provision in the NERR.
- would be an ongoing arrangement beyond the acceleration period; and
- would apply to all types of meter deployments.

MCs would identify and be responsible for recording site defects and Retailers would be responsible for notifying customers, as follows:

1. The MP discovers a defect with a site:

- The MP must leave a defect notice with a customer outlining the site defect preventing a metering upgrade.
- The MC must:
  - Notify the Retailer of the site defect.
  - Record the defect in MSATS to minimise future wasted site visits.
- Within five business days of being notified of a site defect, the Retailer must:
  - Send a notice to the customer informing them of the site defect and requesting the customer remediate the site in preparation for a smart meter installation.
  - Record the date the first notice is issued in MSATS.

2. If the Retailer has not received confirmation from the customer that the site defect has been rectified within 40 business days of issuing the first notice: the Retailer must:

- Send a follow-up notice to the customer no less than 40 business days and no more than 45 business days after issuing the first notice to the customer.
- Record the date the second notice is issued in MSATS.

For cases where the customer switches Retailers, such recording of the notice issue dates would inform the incoming Retailer of the remaining steps in the process, as well as their obligations.

3. The Retailer must then use reasonable endeavours to confirm with the customer whether the site defect has been rectified within 40 business days of issuing the second notice. Specifically:

- The Retailer must:
  - use reasonable endeavours to confirm with the customer whether the site has been rectified; and
  - record the status of site remediation (successful or unsuccessful) in MSATS.
- If the customer remediates their site and notifies the Retailer, the Retailer must progress the upgrade and replace the meter within the relevant timeframe under the NER.
- A new Purpose of Visit 'Defect Rectified' has been added to the Service Order Request to advise the relevant metering party that while there is a recorded defect in MSATS, the Retailer has received customer advice that the defect has been rectified.
- If the customer confirms with the Retailer the site defect has not been rectified, or if the Retailer is not able to contact the customer, the Retailer is not required to install the meter until the Retailer is notified that the site defect has been rectified.

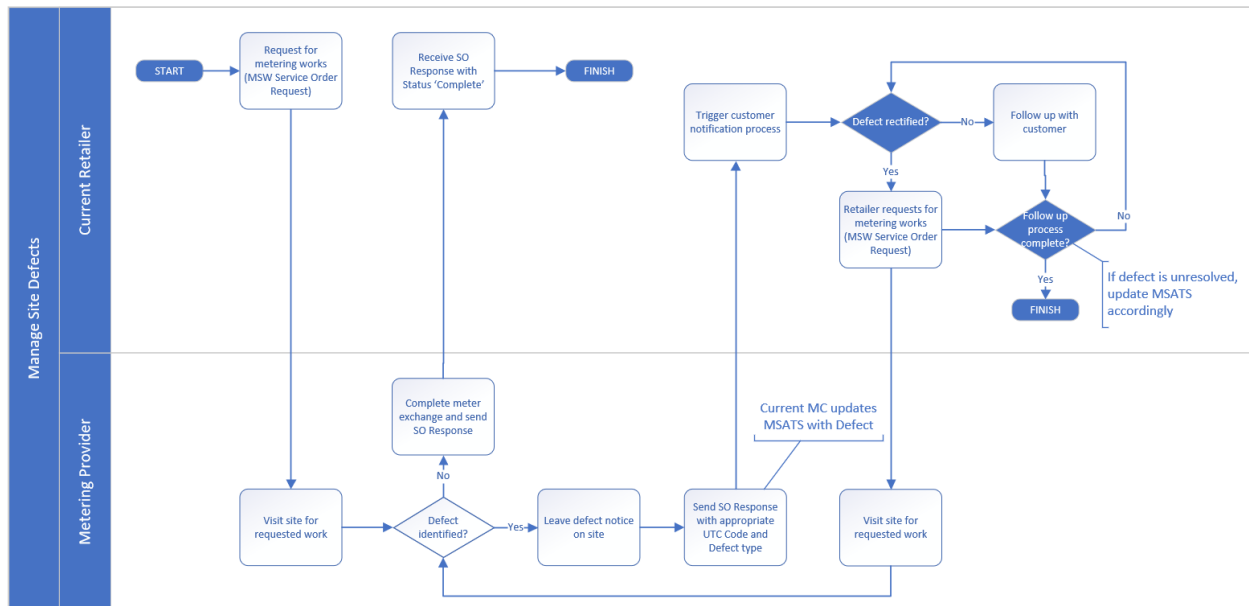
The AEMC ASMD Draft Rule would require the MSATS Procedures to include the site defect information requirements above.

Where a customer changes their Retailer part-way through the notification process, the incoming Retailer would be required to complete the remaining steps of the two-stage notification process. This requirement will limit the duplication of notices and support a better customer experience.

**B2B considerations:**

To ensure efficient and effective communication between the relevant parties, the IEC provides the following process flow for stakeholder feedback:

Figure 3 Defects process flow



**Service Order changes:**

Where the metering provider has been requested to exchange a meter and determines that the meter cannot be exchanged because of a defect that is the responsibility of the customer to resolve, the metering provider will ‘not complete’ the service order and will indicate the presence of the defect in the Service Order Response.

The changes to support this arrangement are:

- A new exception code *value* of ‘Defect’ to be added to the *ServiceOrderResponse Exceptioncode* field.
- The nature-of-defect enumeration to be included in the *ServiceOrderResponse RecipientReference* field.

Where the customer remediates their site and notifies the Retailer that the meter exchange can proceed, a new value of ‘Defect Rectified’ in the *ServiceOrderRequest PurposeofRequest* field is added, so that the Retailer can indicate this in its Service Order request for the metering provider to reattempt the meter exchange.

**Nature-of-defect communication**

**NOTE: The following section is related to B2B processes to support the effective communication of the nature of defects to the customer. The work done by industry groups has identified that the best approach to satisfying these requirements is to include the necessary defect information in MSATS. However, NER changes are required to enable this inclusion. If NER changes are made in the AEMC ASMD Final Rule that permit the storage of this information in MSATS, then the B2B processes related to nature-of-defect will be unnecessary and will be withdrawn from this Consultation. Industry will be informed of this in the Draft Report.**

Changes are required to cater for the situation where a Retailer may become responsible for a site after the defect has been identified and registered in MSATS. Where the new Retailer requires the nature-of-defect from the metering party, the Retailer may request this from the metering provider who registered the defect.

The changes to support this request are:

- New allowable values in the *SiteAccessRequest* reason field to be used to indicate a request for the nature-of-Defect enumerated code (if any).
- New allowable values in the *SiteAccessNotification hazarddescription* field which will reflect the nature-of-defect enumeration.

### Alternate approach

During the development of this Issues Paper, an alternative to using a modified SAR/SAN transaction was proposed. This alternative would leave the SAR and SAN process untouched and would introduce two new transactions that are dedicated to requesting and receiving the nature of defect information.

The IEC requests feedback on this proposal in question 6 below. Should the use of the dedicated transaction be determined to be the preference of industry, then updated procedures will be provided with the Draft Report.

## 2.1.5 B2B Service Order Response Exception Codes

B2B Service Order Response Exception Codes are a means to provide information back from a B2B Service Provider to a B2B Service Initiator on why a Service Order (SO) was either partially or wholly not completed.

Clarity on the reason for the SO not being completed is important, as the non-completion will often drive a process to remove the barrier and allow the SO to be raised again.

The current B2B SO Exception Code enumerations are no longer adequate to support an efficient set of industry processes under the AEMC ASMD program.

The benefits of adding additional Exception Codes are:

- Current Exception codes need to readily communicate ‘Customer Prevented’ (or ‘Sensitive Load’), except in de-energisation circumstances.
- An exception code of ‘Defect’ allows for the matter to be communicated back from field to the Retailer.
- With the increased volume and shortened timeframes, clearer communications are needed for network support: Power Industry Lock (PIL), Unable to Isolate, Vacant Site, etc.
- There is a greater need for the metering party to be able to communicate a need to arrange a customer appointment.
- Additional Exception Codes and clear usage provides clear guidance on the ‘Action Needed’ for each exception, thereby minimising follow up from the Retailer and providing clearer information for customer communication.
- By standardising the Exception Codes and their usage, the existing variations in use are removed, which will increase the consistency of response from all MCs to all Retailers, thereby assisting in managing follow on processes from Exception Codes.
- Standardised and consistent responses from MCs to Retailers will assist in ensuring reporting to the AER by Retailers is more consistent across different MCs Exception Code usage.

## 2.1.6 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

- |                    |   |
|--------------------|---|
| <b>Question 3:</b> | Do you agree that a new allowable value of ‘Defect Rectified’ should be introduced to the ‘Purpose of Request’ field to better articulate why the initiator is raising the service order? If no, please provide your reasoning and preferred changes. |
| <b>Question 4:</b> | Do you agree with the proposed changes to the B2B Service Order Response Exception Codes? If no, please provide your reasoning and preferred changes.   |
| <b>Question 5:</b> | Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.  |
| <b>Question 6:</b> | Please indicate your preference for sending and receiving Nature-of-defect information, between:<br>1) Using modified SAR and SAN as described in this Issues Paper and marked up   |

procedures,  
2) Introducing two new B2B transactions dedicated to requesting and receiving nature-of-defect information.

### 2.1.7 Shared Fusing Meter Replacement

The AEMC ASMD Draft Rule would establish a Shared Fusing Meter Replacement Procedure (**Procedure**) for meter upgrades on a shared fuse.

Under the Procedure, an MC identifying that metering works at a small customer metering installation (not restricted to LMRP), requires interrupting the supply of other small customers must notify the relevant Retailer within 5 business days, triggering the upgrade for all impacted customers.

This approach is a “one in all in” approach, in which all meters on the shared fuse are upgraded at the same time. The Procedure would apply on an ongoing basis to all sites that do not have defects, site access issues, or site safety issues preventing installation.

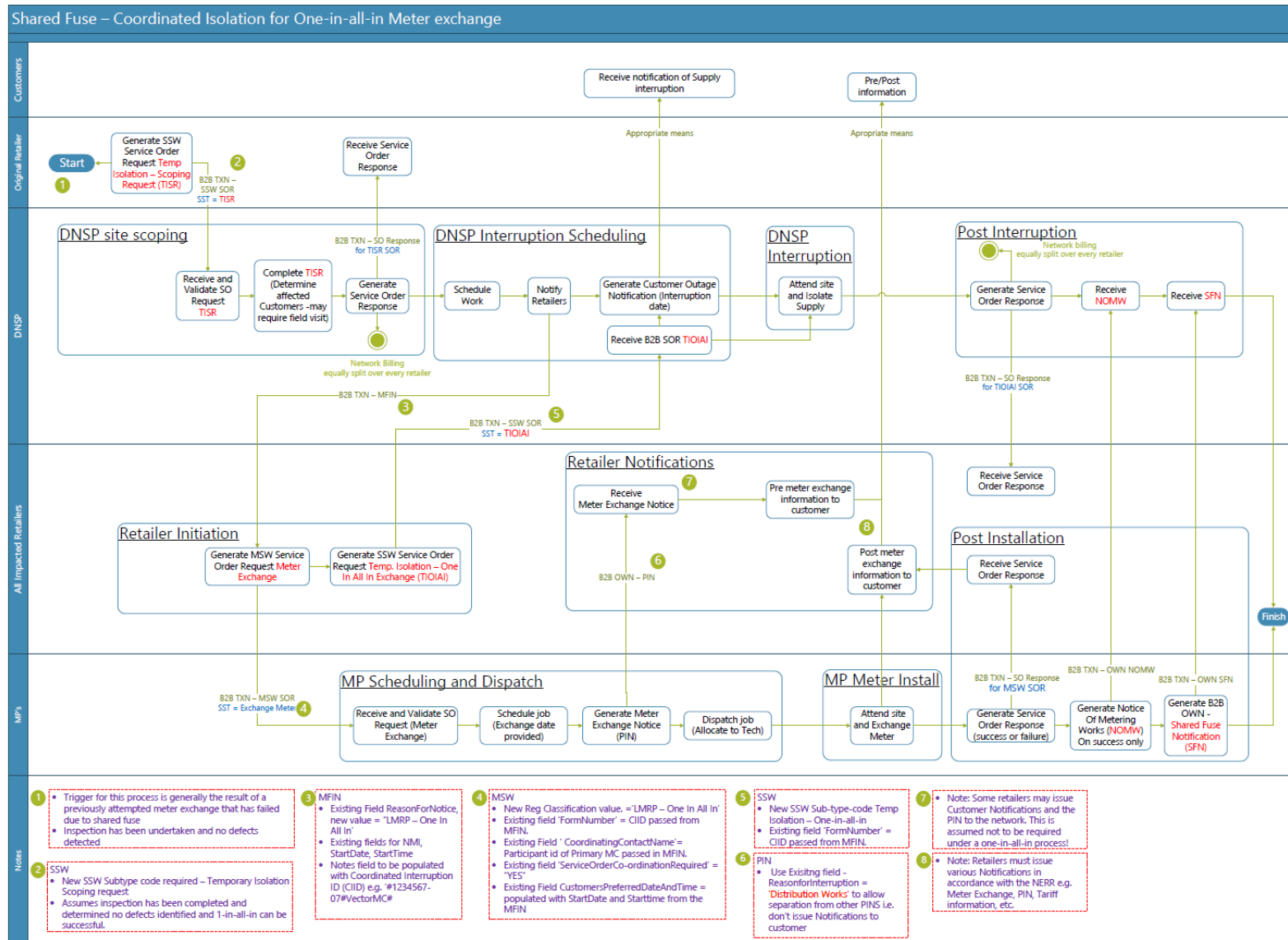
The Procedure includes the following five key steps:

1. MP discovers shared fusing: An MP discovers meters on a shared fuse. The MP then must contact the Retailer that authorised the site visit and trigger the Procedure. These metering parties are referred to as the ‘Original MC’ under the Procedure.
2. Retailer raises a new temporary isolation request (SSW ‘Temporary Isolation – Scoping Request’): Within five business days, the Retailer must inform the DNSP of the shared fuse and raise a temporary isolation request, as per current arrangements. A new subtype has been proposed to identify a “one in all in” scoping exercise is required, compared to a stand-alone Temporary Isolation Group Supply.
3. DNSP visits site and notify Retailers: Within 20 business days of being notified by the Retailer, the DNSP must:
  - a. Visit the site and identify all affected NMIs on the shared fuse.
  - b. Set a date and time for a supply outage. In setting the duration of the outage, the DNSP should consider the length of time required to install the new meters and issue a notice to the Retailers of the respective NMIs. The notice must include:
    - i. the details of the Original MC, which enables the Retailer to appoint the Original MC as their MC for the site, should the Retailer wish to do so.
    - ii. the date and time of the scheduled outage, which must be between 25 and 45 business days after the notice is issued.
4. Retailer appoints MC: Within 10 business days of receiving a notification from the DNSP, the Retailer must appoint an MC (the Original MC or one of their choosing) and raise a service order.
5. Retailers raises a new SSW (‘Temporary Isolation – One In All In’) to confirm their participation in the scheduled outage with the DNSP.

#### **B2B considerations:**

In considering the proposed AEMC obligations, the B2B-WG has created the following process flow diagram.

Figure 4 Shared Fusing Meter Replacement process flow



To support the above process flow diagram, the following B2B Procedure changes are required:

**Table 6 Process Flow Diagram**

Description	Process Step	Service Order Process (Table 13)	One Way Notification Process (Table 6 and 7)
Initial Retailer initiates an Exchange Meter Service Order	Step 0	Add a new Regulatory Classification of 'LMRP'.	
Initial Retailer requests the LNSP identify all other NMI sharing the same fuse	Step 2	Add a new Supply Service Works (SSW) Sub-type of 'Temporary Isolation - Scoping Request'. Provide the Original MC.	
<p>LNSP provides Meter Fault and Issue Notification (<b>MFIN</b>) with:</p> <ul style="list-style-type: none"> <li>● ReasonForNotice</li> <li>● Coordinated Interruption ID</li> <li>● Interruption start and end date and times</li> <li>● Original MC</li> </ul> <p>Should an interruption need to be rescheduled, a new MFIN is to be sent out with the same Coordinated Interruption ID as the original MFIN</p>	Step 3		<p>Add 1 new enumeration for the 'ReasonForNotice' 'One in all in.</p> <p>The MFIN Notes field will contain the 'Coordinated Interruption ID' plus the Original MC Participant ID separated by a '#' value. The 'Coordinated Interruption ID' will comprise the LNSP unique ID and a suffix indicating the number of NMIs involved in the interruption e.g., 1596545-25#ACTIONMC#</p> <p>The Distributor will provide the StartDate, StartTime and Duration in the MFIN.</p>
Affected Retailers send MSW SO to the MC for one-in-all-in meter replacement	Step 4	<p>Add a new Regulatory Classification of 'LMRP'.</p> <p>'Coordinated Interruption ID' to be provided in the 'FormNumber field.</p> <p>CustomerPreferredDateAndTime populated with StartDate and StartTime from MFIN.</p> <p>Co-ordinatingContactName to be populated with Original MC details.</p>	
Affected Retailers send the LNSP an SSW for TIGS	Step 5	<p>Add a new Supply Service Works (SSW) Sub-type of – 'Temporary Isolation – One In All In'.</p> <p>'Coordinated Interruption ID' to be provided in the 'Form Number' field.</p>	New subtype used to confirm Retailer attendance at planned outage.
MC sends the required PIN to the Retailer	Step 6		Sub type to be applied is 'Distributor Works', to help suppress Retailer customer notifications and PINs from the Retailer to the LNSP.



## 2.1.8 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

**Question 7:** Do you agree with the proposed procedure changes? If no, please provide your reasoning and preferred changes.

**Question 8:** Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.2 B002/22 - Alignment of B2B field lengths to B2M Procedures/schema and B004/22 Alignment of B2B field lengths to the Australian Standards

Several inconsistencies have been identified among the field, field lengths and associated enumerations in the Business-to-Market (**B2M**) and the Business-to-Business (**B2B**) procedures and schemas.

Due to these inconsistencies, information may not be shared, or may be truncated, impacting key industry functions. For example, where a customer provides Hazard details to the Retailer, the Retailer would then forward this information to the applicable B2B Participants.

Additionally, fields, field length and enumeration inconsistencies have been identified between the B2B procedures/schemas and the Australian Standard on interchange of client information, which currently is AS4590.1:2017 (**AS4590**).

AEMO has conducted an audit of the applicable fields and has identified the following categories of inconsistency:

- Category 1 - NEM Only - Some NEM addressing elements sit outside of AS4590.
- Category 2 - Minor Discrepancies - Instances of either no inconsistencies with AS4590 or minor changes in field names, where the core concepts, meanings, character lengths, data types, and usage rules remain consistent.
- Category 3 - Methodology Variances - Different methods used to assemble individual address elements than AS4590. Despite these variances, the final structure of the addresses aligns well, with no significant impact on the result.
- Category 4 - Field Length Discrepancies - Changes in the field length of address elements within AS4590. Such modifications may lead to truncated address information during data exchanges between systems following the NEM standards and AS4590.
- Category 5 - Enumerated Value Inconsistencies - Discrepancies in enumerated values for address elements could introduce data constraints. This may result in the non-acceptance of AS4590 compliant addresses in the NEM B2M system.

In considering proposed changes, the IEC applied the following principles:

- Change Field lengths only where the current B2B definition is less than the AS4590 maximum field length.
- Keep field names and types unchanged to minimise system changes. This stability is crucial for implementing the latest aseXML schema without affecting the timeline for any required updates to the Gas procedures.
- Limit changes to procedural definitions to those necessary, preserving the original interpretation and application of field usage. This approach prevents misunderstandings and maintains procedural clarity.
- Update generic references to AS4590 to a specific version reference (e.g., AS4590 > AS4590.1:2017) only when discrepancies identified by ICF\_078 necessitate the field be changed. However, AEMO is obtaining advice from its legal team on whether all generic references to AS4590 need to be addressed.
- Address newly added enumerated codes from AS4590, ensuring aseXML remains current. For discrepancies in abbreviations (e.g., "Avenue" as "AVE" in AS4590 vs. "AV" in aseXML), publish a mapping



rather than altering the aseXML, which in turn would require the mass data cleansing of existing standing data.

The IEC has approached the recommended changes with a conservative strategy, prioritising the avoidance of data truncation, unnecessary system changes, and misalignments in procedural definitions that could impact the clarity of field usage.

The IEC is proposing the following procedural and schema modifications:

**Table 7 Field Lengths and Enumerations Procedural and schema modifications**

Field Name	Procedural change	Schema Change
BuildingOrPropertyName	<p>CHANGE to B2B Procedure Technical Delivery Specification v3.9 &gt; Section 3.4 &gt; Table 4:</p> <p>Field Format: VARCHAR2(30) &gt; VARCHAR2(50)</p> <p>Comments: "Defines the primary building or property name per Australian Standard AS4590.1:2017 5.8 Address site name."</p>	<p>CHANGE the MaxLength Value for AustralianBuildingOrPropertyName from 30 to 50 in ClientInformation_r4n.xsd. To adopt this change, participants must update the LATEST version of the B2B/B2M schema.</p>
BuildingOrPropertyName2	<p>ADD to B2B Procedure Technical Delivery Specification v3.9 &gt; Section 3.4 &gt; Table 4:</p> <p>Field name: BuildingOrPropertyName2</p> <p>Field Format: VARCHAR(50)</p> <p>Optional/ Mandatory or Required: R</p> <p>Comments: "Defines the secondary building or property name within a complex site as per Australian Standard AS4590.1:2017 5.6.5.4 Secondary complex (or utility) name."</p>	<p>CHANGE the MaxLength Value for AustralianBuildingOrPropertyName from 30 to 50 in ClientInformation_r4n.xsd. To adopt this change, participants must update the LATEST version of the B2B/B2M schema.</p>
FloorOrLevelType	<p>CHANGE to B2B Procedure Technical Delivery Specification v3.9 &gt; Section 3.4 &gt; Table 4:</p> <p>Field Name: FloorOrLevelType</p> <p>Field Format: VARCHAR2(2) &gt; VARCHAR2(4)</p> <p>Comments: "Code that defines the floor or level type as per Australian Standard AS4590.1:2017. Allowable codes include B, FL, G, LG, M, UG"</p>	<p>CHANGE the MaxLength Value for AustralianFloorOrLevelType from 2 to 4 in Enumerations.xsd. To adopt this change, Participants must update their version of Enumerations.xsd. No change to the LATEST version of either the B2B/B2M schema is required.</p>
HouseNumber	<p>CHANGE to B2B Procedure Technical Delivery Specification v3.9 &gt; Section 3.4 &gt; Table 4:</p> <p>Field Name: HouseNumber</p> <p>Field Format: NUMERIC(6) IN RANGE: 0-999999</p>	<p>CHANGE the MaxLength Value for AustralianHouseNumber from maxInclusive value="99999" to "999999" in ClientInformation_r4n.xsd. To adopt this change, Participants must update to the LATEST version of either the B2B/B2M schema.</p>

Field Name	Procedural change	Schema Change
StreetName	<p>CHANGE to B2B Procedure Technical Delivery Specification v3.9 &gt; Section 3.4 &gt; Table 4:</p> <p>Field Name: StreetName</p> <p>Field Format: VARCHAR2(30) &gt; VARCHAR2(45)</p> <p>Comments: "Defines the street name per Australian Standard AS4590.1:2017 5.6.5.1 Complex road name and 5.10.1 Road name.</p> <p>The combination of Street Name, Street Type and Street Suffix may occur up to two times.</p> <p>This field may only contain letters, numbers, hyphens ('-') and spaces.</p>	<p>CHANGE the MaxLength Value for AustralianStreetName from 30 to 45 in ClientInformation_r4n.xsd. To adopt this change, Participants must update to the LATEST version of the B2B/B2M schema.</p>
FloorOrLevelType	No change is required.	<p>ADD the following enumerations to Enumerations.xsd:</p> <p>Lower Level – LL</p> <p>Penthouse – PTHS</p> <p>Platform – PLF</p> <p>Podium – PDM</p> <p>To adopt this change, Participants must update their version of Enumerations.xsd. No change to the LATEST version of either the B2B/B2M schema is required.</p>
FlatOrUnitType	No change is required.	<p>ADD to the comments in the schema to describe the name mapping from AS4590.1:2017 to the aseXML</p>
StreetType	No change is required.	<p>ADD the following enumeration to Enumerations.xsd:</p> <p>FIRETRAIL – FTRL</p> <p>To adopt this change, Participants must update their version of Enumerations.xsd. No change to the LATEST version of the B2B/B2M schema is required.</p> <p>ADD to the comments in the schema to describe the name mapping from AS4590.1:2017 to the aseXML.</p>
FormReference	<p>CHANGE to B2B Procedure Service Order Process v3.9 &gt; Section 4.1 &gt; Table 13:</p> <p>Field: FormReference</p>	<p>CHANGE the MaxLength Value FormReference from 15 to 20 in Electricity_r4n.xsd</p>

Field Name	Procedural change	Schema Change
	Field Format: VARCHAR2(15) > VARCHAR2(20)	
HouseNumber	CHANGE to B2B Procedure Technical Delivery Specification v3.9 > Section 3.4 > Table 4: Field Name: HouseNumber Comments: "Defines the house number per Australian Standard AS4590-1999."	No change is required.
HouseNumberTo	ADD to B2B Procedure Technical Delivery Specification v3.8 > Section 3.4 > Table 4: Field Name: HouseNumberTo Field Format: NUMERIC(6) IN RANGE: 0-999999 Optional/ Mandatory or Required: R Comments: "Defines the house number as per Australian Standard AS4590-1999. The numeric reference of a house or property for scenarios where the address is similar to 4-10 Smith St. For example, HouseNumber = 4 and HouseNumberTo = 10 where the address is 4-10 Smith St"	No change is required.
HouseNumberToSuffix	ADD to B2B Procedure Technical Delivery Specification v3.8 > Section 3.4 > Table 4: Field Name: HouseNumberToSuffix Field Format: VARCHAR(1) Optional/ Mandatory or Required: R Comments: "Defines the house number suffix per Australian Standard AS4590-1999.  The numeric reference of a house or property. Specifically, the single character identifying the house number suffix for scenarios where the address is similar to 4A-4B Smith St. For example, HouseNumber = 4, HouseNumberSuffix = A, HouseNumberTo = 4 and HouseNumberToSuffix = B where the address is 4A-4B Smith St."	No change is required.
HazardDescription	CHANGE to B2B Procedure Service Order Process v3.9 > Section 4.1 > Table 13: Field: HazardDescription Field Format: VARCHAR2(80) > VARCHAR2(100)	CHANGE the MaxLength Value SiteHazard > HazardDescription > Description from 80 to 100 in Common_r4n.xsd
LocationDescriptor	CHANGE to B2B Procedure Technical Delivery Specification v3.9 > Section 3.4 > Table 4: <ul style="list-style-type: none"> <li>Field Name: LocationDescriptor</li> <li>Field Format: VARCHAR2(30) &gt; VARCHAR2(200)</li> </ul> Comments: "This is a catch-all field for non-standard address information."	No change is required. Industry field length is greater than Australian Standard AS4590.

## 2.2.1 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

<b>Question 9:</b>	Do you agree with the principles that the IEC have applied in determining proposed procedure and schema changes? If no, please provide your reasoning and preferred principles.
<b>Question 10:</b>	Do you agree with the proposed procedure and schema changes? If no, please provide your reasoning and preferred changes.
<b>Question 11:</b>	Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.3 B006/22 - PERSONNAME definition spec correction

Table 5 – Section 3.5 PERSONNAME definition of the B2B Technical Delivery Specification Procedure v3.8 states the below for the PersonNameTitle and the PersonNameGiven field:

Table 5 - PERSONNAME definition of the B2B Technical Delivery Specification Procedure

**Table 5 - PERSONNAME Definition**

### 3.5. PERSONNAME definition

- (a) While the PersonName element can be populated with more than one name, Participants must ensure that only one name is used. The fields in this format are defined below.

**Table 5 Person Name field definition**

Element	Field Format	Optional/ Mandatory or Required	Description	Allowed Values
<i>PersonNameTitle</i>	VARCHAR(12)	R	Defines a person's title as per Australian Standard AS4590-2017 – AMD1 2020 or Blank.  (Where no title is available to populate PersonNameTitle, an empty string should be used to populate it instead)	
<i>PersonNameGiven</i>	VARCHAR(40)	R	Defines a person's given name as per Australian Standard AS4590-2017 – AMD1 2020 or Blank.  (Where no given name is available to populate PersonNameGiven, an empty string should be used to populate it instead)	

Several potential contradictions have been identified in the Description column.

The first paragraph allows for the field to be Blank, and the second paragraph provides the condition for an empty string to be populated.

For clarification, consistency, and industry efficiency, the B2B-WG recommends that the procedure is amended to clarify that the field cannot be 'Blank'.

### 2.3.1 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

**Question 12:** Do you agree with the proposed procedure changes? If no, please provide your reasoning and preferred changes.

**Question 13:** Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.4 B007/22 - Discrepancy between B2B SO Process and B2B Guide

For certain SO activities, paperwork or a safety certificate may be required for the DNSP to be able to complete the service. This is particularly the case of safety certificates required for re-energisation following a defect or where the premises have been off supply for an extended period.

The Transaction Table (Table 13) in the B2B Service Order Process states that a Safety Certificate may be Required (Category R) for re-energisation but for other paperwork shows that the form reference and form number is flagged as Not Required (Category N) for a re-energisation.

As this information may also be required, this ICF proposes that the Form Reference and Form Number categorisation be changed from 'Not Required' (N) to 'Not Required / Required' (N/R) in the Transaction Table (table 13) of the B2B Service Order Procedure for a 'Reenergisation' service order.

### 2.4.1 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

**Question 14:** Do you agree with the proposed procedure changes? If no, please provide your reasoning and preferred changes.

**Question 15:** Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.5 B011/23 - Amending the definition of Unknown Load Exception Code

The current definition of Unknown Load Exception Code is: "The Site draws a significant load when re-energised and the Customer is not present. The Site was not left re-energised for safety reasons."

For remote re-energisation services, 'Unknown Load' is a valid exception and the 'ExceptionCode' should be applicable. However, the current definition places conditional criteria – such as, the customer is not present – which is irrelevant for remote re-energisations and hence restricts its usage. That is, for certain remote re-energisation mechanisms:

- The end-to-end remote re-energisation process is managed by system processes.
- Automatic load detection will trigger the metering installation to de-energise almost instantaneously.
- The activity does not require the customer to be on site.

Referencing the customer not being present in an automated process, which could create confusion with the recipient of the NOT COMPLETED Re-Energisation Service Order.

For operational efficiency, the IEC proposes to amend the definition of Unknown Load to:

- Be more generic, so that it can be used in all instances where load is detected, and safety protocols will not enable the site to be re-energised.
- Communicate that there was an attempt to re-energise.

### 2.5.1 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

**Question 16:** Do you agree with the proposed procedure changes? If no, please provide your reasoning and preferred changes.

**Question 17:** Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.6 B014/23 - Define obligations for managing inflight service orders sent to metering service providers when a ROLR event is declared.

The energy markets have experienced multiple RoLR events since May 2022. Given the ongoing challenges of price volatility and other factors contributing to cost pressures, further RoLR events may occur.

In 2023, the IEC consulted on several changes which were intended to:

- Enhance the Retailer of Last Resort (**RoLR**) B2B Customer Details Report provided by the failed/suspended Retailers to the RoLR.
- Correct identified errors in the NEM RoLR Processes Part A – MSATS Procedure: RoLR Procedures (**RoLR Procedure**).
- Address gaps in obligations on the treatment of inflight work requests where the work is being undertaken by a non-LNSP service provider.

After consideration of the issues raised in participant submissions, and on advice from the B2B-WG, the IEC reduced the scope of the Consultation by removing the Changes which had been proposed regarding the treatment of inflight Service Order Requests to a non-LNSP service provider. This removal reflected the need for further consideration within the broader context of the AEMO review of the RoLR Procedures. In October 2023, Intellihub raised an ICF for this further consideration to commence.

The IEC considers that without an agreed and clearly defined industry process for managing inflight service orders when a ROLR event is declared, there is a risk of confusion and inefficiencies between market participants, which will lead to a poor customer experience.

### 2.6.1 Questions

To enable the determination of the preferred option, the IEC has requested respondents to answer the following questions.

**Question 18:** Do you agree with the proposed procedure changes? If no, please provide your reasoning and preferred changes.

**Question 19:** Do you believe an alternative option/approach would better achieve the desired objectives? If yes, please provide your reasoning and details of your alternative approach.

## 2.7 B2B Principles

The IEC considers that this B2B Issues Paper supports each of the B2B Principles, as follows:

B2B Principle	Justification
B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions.	The B2B Procedures, in terms of transactions, are not jurisdiction-specific, therefore do not create any jurisdictional differences.
B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective, and reliable B2B Communications.	The B2B Procedures improve the communications and operational processes between participants through the development of consistent and defined information exchange.
B2B Procedures should avoid unreasonable discrimination between B2B Parties.	The B2B Procedures do not introduce changes that would unnecessarily discriminate between B2B Parties, as the changes are either optional or apply equally across all parties.
B2B Procedures should protect the confidentiality of commercially sensitive information.	The B2B Procedures do not introduce changes that would compromise the confidentiality of commercially sensitive information.

## 2.8 B2B Factors

The IEC has determined that the B2B Factors have been achieved as follows:

B2B Factors	Justification
The reasonable costs of compliance by AEMO and B2B Parties with the B2B Procedures compared with the likely benefits from B2B Communications.	The Changes will ensure continued compliance by AEMO and B2B Parties with the NER in addition to consistency between B2B Communications and business practices.
The likely impacts on innovation in and barriers to entry to the markets for services facilitated by advanced meters resulting from changing the existing B2B Procedures.	The B2B Procedures do not impose barriers to innovation or market entry. They provide clarity of required B2B communication which allows participants to streamline their operations, better meet regulatory requirements and allow for all relevant information to be contained within the Communications structure to allow for efficient processes.
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.	The IEC is requesting feedback, through this consultation process, to ensure that informed implementation timeframes are determined.

## 2.9 Benefits

The Change supports the following B2B Principles by establishing a mechanism for efficiently communicating shared fuse information in a consistent and reliable manner, by:

- providing a uniform approach to B2B Communications in participating jurisdictions; and
- detailing operational and procedural matters and technical requirements that result in efficient, effective, and reliable B2B communications.

The Change supports the B2B Factors by:

- Service Order Process – Clearly defining the actions that are required by the Recipient to allow efficient Service Order management for processes arising from the Rule changes reflected in the AEMC ASMD Draft Rule, to enhance the ASMD.
- One Way Notification Process - Clearly defining new activities to allow efficient management of the LMRP.
- Customer and Site Notification – Enabling site defects to be provided by the MC to relevant Retailers and other participants, if required, to support Site Defect Process obligations.
- Technical Delivery Specification - Ensuring a clear technical description of the various transactional changes, to ensure all parties can efficiently build systems and processes to receive and transmit them.
- B2B Guide – Given the timing of the release of the Final Report, amendments to the B2B Guide will be provided at the time of the Draft Report.

## 2.10 Costs

To efficiently implement the new Rule reflected in the AEMC ASMD Draft Rule, changes are required to the B2B schema and various B2B Procedures.

Participants should consider the costs, as well as risks, associated with the Change, including:

- The costs and resources they require to implement the Change, as well as their ongoing operational cost and resources.
- Their ability to implement the Change on the proposed dates, considering other known or upcoming industry changes, as well as internal projects.
- The impact of inefficiencies in the ASMD and the potential for Civil Penalties to be applied.

## 2.11 MSATS Procedures

No conflicts have been identified associated to the B2B Proposal by AEMO with the Market Settlement and Transfer Solution Procedures.

## 2.12 Questions on proposed changes

**Question 20:** Do you have any other suggestions, comments, or questions regarding this consultation? If you have any comments outside of the scope of this consultation, please reach out to your relevant B2B-WG representatives.

# 3. B2B Proposal

The Change in the Proposal is detailed within the attached change marked B2B Procedures which are published with this Issues Paper.



# Glossary

This Issues Paper uses several terms that have meanings defined in NER. The NER meanings are adopted, unless otherwise specified.

Term	Definition
<b>AEMC</b>	Australian Energy Market Commission
<b>AEMO</b>	Australian Energy Market Operator
<b>B2B</b>	Business-to-Business
<b>B2B-WG</b>	Business-to-Business Working Group
<b>CSDN</b>	Customer and Site Details Notification
<b>DNSP</b>	Distribution Network Service Provider
<b>FRMP</b>	Financially Responsible Market Participant
<b>IEC</b>	Information Exchange Committee
<b>LNSP</b>	Local Network Service Provider
<b>MC</b>	Metering Coordinator
<b>MFIN</b>	Meter Fault and Issues Notification
<b>MP</b>	Metering Provider
<b>MPB</b>	Metering Provider – Category B
<b>MSATS</b>	Market Settlements and Transfers Solution
<b>NEM</b>	National Electricity Market
<b>NER</b>	National Electricity Rules
<b>NERL</b>	National Energy Retail Law
<b>NMI</b>	National Metering Identifier
<b>SO</b>	Service Order