NEM B2B Issue-Change Form

ISSUE / CHANGE FORM – SUMMARY SECTION *(Template focuses on issue/change identification and impact.)*

Issue Number (IEC Secretariat to complete)			
Version #	1.1		
Proponent Name	B2B Working Group	**Company**	
Proponent Title		**Proponent Contact No**	
Proponent email	B2BWG@aemo.com.au	**Date lodged with IEC**	
Procedure(s) or other documents Impacted	☒ B2B Procedure Customer and Site Details Notification Process ☐ B2B Procedure Service Order Process ☐ B2B Procedure Meter Data Process ☐ B2B Procedure One Way Notification Process ☐ B2B Procedure Technical Delivery Specification ☐ NEM RoLR Processes Part B ☐ B2B Guide ☐ Other, please specify:		
Areas Impacted	(I.e. Section No.) Section 4.7 of the CSDN procedure defines the life support reconciliation process		
Short Description / Title	Communication of Life Support during reconciliation		
Other key contact information	The members of the B2B-WG are:		

RETAILERS	DISTRIBUTORS	METERING
AGL	AusNet Services	IntelliHUB
Alinta Energy	Energy Queensland	PlusES
Origin Energy	Endeavour Energy	Metering Dynamics
Red Energy/Lumo Energy	SA Power Networks	Vector AMS
Simply Energy	TasNetworks	

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VERSION #	PRESENTED TO	DATE
1.0	*B2BWG*	*23/04/2020*
1.1	*B2BWG*	*07/05/2020*

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	Participants have different interpretations for when a NMI should be included in the Life Support reconciliation process. This is causing market confusion because the scope of NMIs expected by the Recipient of the Life Support Notification (LSN) for reconciliation is different to that of the Initiator. For example, some Recipient only expects NMIs where the Initiator is the Current Retailer to be in scope, however some Initiator include NMIs where they are not the Current Retailer.
2. Market Impact	This proposed change will impact on retailers and distributors, and their internal life support process
3. Requirements / Specific Proposal	The B2B procedure should be updated to make it clear that a retailer should only include life support NMIs in the reconciliation process where they are the current retailer. The option of including life support NMIs in the reconciliation process where the retailer is not the current retailer but intends to become the current retailer was considered. This scenario would introduce unnecessary complexity and therefore was excluded from the reconciliation process. The main purpose of the reconciliation process is not to manage the life support register, but to help identify any issues with the daily life support process, which can then be addressed to maintain confidence in the daily process. However, the reconciliation process is only one of many methods that can help identify issues with the daily life support process. It was therefore considered better to keep the reconciliation process simple and not introduce more complex scenarios given the primary purpose of the reconciliation process. Where possible, a solution that requires a B2B schema change should be avoided.
4. Proposed Solution/s	(Must address the B2B Procedures) The CSDN procedure should clarify that the retailer must only include life support NMIs where they are the current retailer for the reconciliation process.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) The reconciliation process is an accepted common industry practice that does not reference a specific legal or jurisdictional requirement.

6. B2B communication benefits	(Must address B2B Principles) B2B Principles B2B Procedures should: • provide a uniform approach to B2B Communications in participating jurisdictions; • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications; • avoid unreasonable discrimination between B2B Parties; and • protect the confidentiality of commercially sensitive information. This proposed change supports the following B2B principles: • provide a uniform approach to B2B Communications in participating jurisdictions • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications
7. Market benefits for industry as a whole	(Must address National Electricity Objective and/or National Energy Retail Objective requirements) NEO: the objective of this Law is to promote efficient investment in, and efficient operation and use of, electricity services for the long term interests of consumers of electricity with respect to: (a) price, quality, safety, reliability, and security of supply of electricity; and (b) the reliability, safety and security of the national electricity system. NERO: The objective of this Law is to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers of energy with respect to price, quality, safety, reliability and security of supply of energy. This proposed change supports the following NEO and NERO requirements: to promote efficient investment in, and efficient operation and use of, electricity/energy services for the long-term interests of consumers of electricity/energy with respect to price. This proposed change will remove confusion and manual work to resolve exceptions
8. Customer benefits (consumers)	Life support customer will have confidence in the industry having an effective life support reconciliation process and accurate life support registers.
9. Consequence/Impact of issue not proceeding	The current industry confusion will continue
10. Workaround/s (if necessary)	Industry agree on the protocol on communicating and managing the reconciliation process outside of the B2B Procedure.
11. Supporting Documentation (attach if necessary)	

12. Any critical timelines to consider?	This change should be progressed with the next B2B procedure consultation.
13. IEC's preliminary assessment of the proposal	(This is to be left blank)

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {*Procedure Name*}
~~Red strikeout~~ means delete and
blue underline means insert

Proposed changes to clause 4.7.e of the CSDN Procedure:

Subject to 4.7.d, t~~T~~he ~~Current~~ Current Retailer (FRMP) must initiate ~~conduct~~ the Life Support Reconciliation process by sending a ~~with the DNSP for current and future registrations. The Life Support Reconciliation process must use the~~ LifeSupportNotification with Reason of 'Reconciliation' to the respective DNSP for NMIs where they are:

i. the Current Retailer and they have a current life support registration; and

ii. the Current Retailer and they have a future life support registration

The Retailer must not send a LifeSupportNotification with Reason of 'Reconciliation' to the DNSP for NMIs where they are not the Current Retailer.