INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: B2B PROCEDURES VERSION 3.7 CONSULTATION

AGENDA ITEM: 8

1. PURPOSE

To seek approval from the IEC on the publication on the B2B Procedures Change Pack for B2B Procedures v3.7.

2. SUMMARY

The IEC requested that the Business-to-Business Working Group (B2B-WG) develop change proposals recommended to the IEC by Endeavour Energy, Origin Energy and the Retailer representatives of the Business-to-Business Working Group (B2B-WG) into a B2B Procedures Change Pack. The proposals recommended changes to the B2B Procedures and B2B Guide including:

- B2B Procedure: Customer and Site Details Notification Process – to only allow structured site address in Life Support Notification.
- B2B Procedure: Service Order Process – to only allow structured site address, to add Section and Delivery Point (DP) Number and to include Notified Party for coincident service orders (SOs) as well as coincident De-Energisation and Re-Energisation SOs for non-regulated service providers.
- B2B Procedure: Technical Delivery Specification – to allow changes to the Person Name Given and Person Name Title fields.
- B2B Guide – to include a process by which an Unauthorised Connection is detected and disconnected, and make updates relevant to coincident SOs.

The Change Pack for the B2B Procedures v 3.7 consultation includes a combination of straightforward changes (site address for life support notification and service orders, and the change to the Person Name /Title Fields) and very complex changes (matters relating to notified parties for coincident service orders).

3. ISSUES

Matters relating to the addition of a Notified Party for coincident service orders has generated considerable discussion within the B2B-WG and it was determined that in order to enable some of the complexities discussed to be drawn out in the Issues Paper, a number of questions should be included to assist the IEC collect information to assess the:

- Order of magnitude of the issues raised in the Issues Paper
- Risk to participants and consumers that the solution/s are proposing to mitigate, and
- Ability for participants to implement the changes in the time period that is proposed.

AEMO notes that the B2B-WG has not been able to identify a solution which (in all cases) prevents the risk of a customer moving into a premises with no supply in the circumstance where there is the option for a retailer to select between a physical and a remote de-energisation service. This option is increasingly the case in NSW where remote services are progressively being approved for retailers, and will become challenging in other states (excluding Victoria) as remote services are enabled.

The proposed solution described in the Issues Paper for adding a Notified Party for coincident SOs has generated some differing positions relating to implementation timings. The Issues Paper seeks industry feedback on implementation for either March or November 2022.

4. RECOMMENDATIONS

It is recommended that the IEC:

- provide direction on whether the implementation questions should be altered; and
- endorse the B2B Procedures v3.7 Change Pack for publication.

5. Attachments:

Attachment 1 – B2B Issues Paper
Attachment 2 – B2B Guide V1.7 (change marked)
Attachment 3 – B2B Procedure Customer and Site Defects Notification Process V3.7 (change marked)
Attachment 4 – B2B Procedure Meter Data Process V3.7 (change marked)
Attachment 5 – B2B Procedure One Way Notification Process V3.7 (change marked)
Attachment 6 – B2B Procedure Service Order Pocess V3.7 (change marked)
Attachment 7 – B2B Procedure Technical Delivery Specification V3.7 (change marked)

AUTHOR NAME:	MEGHAN BIBBY
APPROVED:	17 MAY 2021