



**Information Exchange Committee**

C/ - IEC Secretariat – AEMO Ltd

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# Information Exchange Committee (IEC) Annual Report

Period ending 31 December 2023

## 1. INTRODUCTION

The National Electricity Rules (NER), requires the Information Exchange Committee (IEC) to develop and publish an Annual Report<sup>1</sup> covering:

- A review of the performance of the IEC functions during the year, including significant issues considered, work undertaken, the IEC Work Programme and status of that work;
- Details of changes to B2B Procedures, the reason for those changes and an assessment of the impact of those changes;
- Outline the key priorities and strategic objectives for the future; and
- An indicative schedule of meetings for the upcoming year and an indicative plan of key deliverables for the upcoming year.

The IEC is also responsible for developing, consulting, and making recommendations on changes to the electricity retail market B2B Procedures<sup>2</sup>. The Committee and its B2B Working Group (B2B-WG) respond to reform initiatives affecting the operation of B2B Procedures in the electricity retail market, and initiate specific, continuous improvement programs to enhance retail market B2B business processes.

This report summarises key accomplishments for 2023 and considers the strategic themes for 2024.

## 2. IEC STRATEGIC PRIORITIES 2023

Toward the end of 2022, the IEC outlined a forward work program anticipated for 2023. This program of work is reflected in the following tables and provided a guide for IEC meeting agendas and the broader work program for the committee and its B2B-WG during the year.

IEC Meeting 2023	Agenda Item	Description
February	Energy Consumer and AEMO Discretionary Members final meeting	Energy Consumer and AEMO Discretionary Members terms expire on 1 March 2023. IEC and AEMO to consider existing appointments.
	Finalisation of IEC budget	Final budget for IEC for 2023-24 to be tabled.
	Update on Integrating Energy Storage Systems (IESS)	Business to Market (B2M) and Business to Business (B2B) Consultations on IESS due to commence in CAL YR 2023.
	Discussion on next round of B2B Consultation	Matters to be included in the consultation to be discussed with IEC.

<sup>1</sup> NER 7.17.7(b)

<sup>2</sup> NER 7.16.1 (c)

IEC Meeting 2023	Agenda Item	Description
May	Energy Consumer and AEMO Discretionary Members	First meeting for Energy Consumer and AEMO Discretionary Members appointed from 1 March 2023-2024
	AEMC Review of the Regulatory Framework for Metering Services	Update on AEMC's Review of the Regulatory Framework for Metering Services
	Update on IESS	Progress on B2M and B2B Consultations on IESS
	Update on B2B consultation	Update for IEC on industry consultation on the next version of the B2B Procedures.
	Overview of current NEM Reforms	Overview of NEM Reform initiatives
August	Update on B2B consultation	Update for IEC on industry consultation on the next version of the B2B Procedures.
	AEMC Review of the Regulatory Framework for Metering Services	Overview of the final decisions from the AEMC and any impacts on B2B procedures or system
	Update on IESS	Progress on B2M and B2B Consultations on IESS
November	Draft Annual Report 2023	For consideration by the IEC
	Draft IEC Budget 2024-25	For consideration by the IEC

### 3. ACCOMPLISHMENTS AND ACTIVITIES FOR 2023

The B2B-WG and the IEC have continued to engage and consult with industry on a number of procedural, guide and system uplifts over the year.

The retail regulatory environment continues to change at a rapid pace with work programs extending into the foreseeable future at this stage with the proposed NEM reforms. The Australian Energy Market Commission (AEMC) continues to receive rule change requests from a wide range of interested stakeholders relating both to electricity wholesale and retail markets.

The following sections provide an overview of the key considerations before the IEC and the B2B-WG over 2023.

### 3.1 B2B Procedures v3.8 Consultation

The B2B Procedures v3.8 became effective as of 30 May 2023.

Changes included:

- Coincident Service Orders to include mandatory Notified Party for all re-energisation and de-energisation Service Orders.
- Own Way Notification Share Fuse.

System changes involved:

- New B2B schema
- EVM
- Online web service

The Changes resulted in amendments to the following procedures, which became effective as of 30 May 2023:

- Service Order Process.
- One Way Notification Process.
- Technical Delivery Specification.
- B2B Guide.

### 3.2 B2B NEM RoLR Processes (Part B) Procedure Consultation

Following the spate of failed retailers in 2022, the Retailers of Last Resort (RoLR), together with the B2B-WG identified the following:

- Gaps in the current RoLR B2B Customer Details Report provided by the suspended retailer to the RoLR that requires amendment;
- In-text referencing errors in section 104 of the NEM RoLR Processes (Part B) Procedure and some errors more broadly in certain subclauses of the procedure; and
- Gaps in obligations on the treatment of inflight work requests where the work is being undertaken by a non-LNSP service provider.

The B2B-WG proposed various changes to enhance the information provided to the RoLR to enable the RoLR to service the customers of the failed retailer and to correct the identified errors in the Procedure.

The feedback received from the B2B NEM RoLR Consultation Paper published on 2 March 2023 highlighted the following issues:

- The identification of additional changes in information that both the failed retailer and distributors could provide the RoLR. Impacted parties required an additional round of consultation to consider these changes and provide feedback.

- Feedback from contestable metering businesses indicated that extending the current LNSP obligations may not be the most appropriate action to address the current gaps in the obligations.

As a result of this feedback, the B2B-WG agreed that the proposed changes associated to obligations in respect of the treatment of inflight work requests where the work is being undertaken by a non-LNSP service provider should be removed from the Consultation and instead be reviewed and consulted on as part of AEMO's broader RoLR review.

The below recommendations were subsequently presented to and endorsed by the IEC:

- To switch the Consultation to a standard rules consultation process.
- Reduce the scope of the Consultation by removing the proposed changes associated with the gaps in obligations in respect of the treatment of inflight work requests where the work is being undertaken by a non-LNSP service provider.
- Refer these removed changes to AEMO for inclusion in AEMO's broader RoLR review process.

The Consultation's Draft Determination included the proposed changes to section 102 and the errata changes to section 104 of the NEM RoLR Processes (Part B) Procedure, and was published on 9 June 2023.

Seven responses were received from stakeholders with no significant material issues raised to the proposed changes. The feedback highlighted:

- Some respondents questioned the validity of various proposed fields.
- Correction of incorrect clause referencing throughout the document.
- Minor grammatical errors or expansion of language to make intentions clearer.

The Final Determination and associated procedures were published on 18 September 2023 and included the proposed changes to section 102, and the errata changes to section 104 of the NEM RoLR Processes (Part B) Procedure.

The NEM RoLR Processes Part A and Part B v2.4 procedure with the changes resulting from the consultation came into effective as of 1 November 2023.

### **3.3 Integrated Energy Storage Systems (IESS) Rule**

The IESS B2M Consultation commenced on 6 March 2023, with the final determination published on 18 September 2023.

The B2M IESS changes included:

- Changes to NMI Classification Codes, including three new codes and amendments to two further codes.
- Extensive amendments to terminology introduced by the IESS Rule, which will need to be reflected across the Retail Electricity Market Procedures. Most of these changes will be minor or administrative in nature.
- Other changes, including the location and order of embedded network processing, which will not result in procedure changes but may change the way participants who are embedded network parents undertake reconciliation processes.

- Potential change to the Rule implementation start date from 3 June 2024 to 2 June 2024, alignment to the commencement of a settlement week.

The B2B-WG undertook a detailed review post the draft determination of the IESS B2M Consultation and determined:

- There is no impact to B2B Procedures due to amendments to terminology.
- There is no impact to B2B Procedures due to the introduction of the Integrated Resource Provider (IRP)
- There may be changes required to non-National Electricity Rules (NER) Procedures, for example, the B2B eHub Accreditation document.

A paper was prepared by the B2B-WG to respond to the IEC's request to review and, if necessary, prepare a B2B procedure consultation pack for the IESS Rule. The paper was presented to the IEC at the IEC August 2023, providing details and reasoning for the B2B-WG determinations.

### **3.4 Metering Services Review**

The final report for the Review of the regulatory framework for metering services recommended a suite of reforms to:

- Accelerate the deployment of smart meters by 2030.
- Introduce new obligations for the provision of power quality data.
- Modify the testing and inspection/exemption regime.

The B2B-WG discussed the following four recommendations:

- Universal deployment of smart meters by 2030
- Site defect process
- Shared fuse – 'one in all in'
- Power Quality Data

As a result, the Metering Services Review Working Group (MSR-WG) has been established with the following proposed remit:

- To enable effective and efficient consultation between AEMO and market participants on the development of and changes to Business to Market (B2M), Business to Business (B2B) systems and relevant market procedures associated to the AEMC's Review of the regulatory framework for metering services.
- The Metering Services Review Working Group will seek to consider and share knowledge to support subsequent AEMC Rule Change processes.
- The MSR-WG will report to the ERCF and B2B-WG with any applicable advice and recommendations.
- AEMO and the IEC will still have carriage of conducting any formal consultations.
- MSR-WG meetings will be conducted via the most appropriate means, including Teams and face-to-face meetings, dependant on the nature of the meeting material.

### 3.5 B2B-WG support resourcing

In August 2023, the B2B-WG sought approval from the IEC for suitable funding to provide a resource capable of supporting the functions of the B2B-WG. The B2B-WG provided a paper to the IEC to address concerns regarding a potential gap in fulfilling a crucial function necessary for the efficient operation of the B2B-WG and the lack of clarity concerning the working group roles and responsibilities. The paper outlined a number of key issues and risks linked to the B2B-WG’s capacity to meet the demand for changes to B2B procedures and presented recommendations addressing the issues and to mitigate the corresponding risks. The B2B-WG highlighted the following issues:

- Capacity limitations of the B2B-WG members
- Primary business commitments required of the B2B-WG members
- Resource limitations for smaller participants
- Skill set mismatch

The B2B-WG provided two recommendations to the IEC:

- Allocation of additional funding from the IEC for a dedicated resource to support the B2B-WG consultation activities.
- Review and clarification of the IEC documentation to accurately describe roles and responsibilities.

The IEC endorsed both recommendations made by the B2B-WG at the August 2023.

As a result, the B2B-WG reviewed the existing ICF assessment process and strengthened the ICF assessment stages to ensure that the required level of detail, including proposed changes to impacted Procedures, are fully documented prior to formal consultation.

### 3.6 Change proposals received by the IEC

Any person (other than the IEC) may propose a change to the B2B Procedures by providing a change proposal to the IEC in writing. Four change proposals were received by the IEC in 2023, which are described in Table 1.

*Table 1 Change proposals received by the IEC in 2023*

IEC change proposal	Proponent	IEC decision
B2B RoLR Procedure Updates	Origin Energy	Implemented 1 November 2023
NEM RoLR Processes (Part B) Procedure - Customer Details Enhancement	Origin Energy	Implemented 1 November 2023
PERSONNAME Definition Specification Correction	PLUS ES	Endorsed
Definition of Unknown Load Exception Code	PLUS ES	Endorsed

### 3.7 Changes to B2B Procedures and B2B Guide

Based on the work generated by the change requests endorsed by the IEC from change requests submitted during 2022 and 2023, the following changes were consulted on with participants during the year.

*Table 2 Changes to B2B Procedures and B2B Guide consulted on in 2023*

B2B Procedures Version	Status (at end of 2022)	Description of changes
B2B Procedures v3.8	Effective Date 30 May 2023	<ul style="list-style-type: none"> <li>Updated to include changes for Coincident Service Orders – Notified Party; and</li> <li>the CSV and aseXML OWN Shared Fuse Notification</li> </ul>
NEM RoLR Processes Part A and Part B v2.4	Effective Date 1 November 2023	<ul style="list-style-type: none"> <li>Amendment of referencing errors</li> <li>Amendmended table 102-A with additional data from failed retailer to the RoLR</li> <li>Added new table 102-B to separate LNSP reporting obligations</li> </ul>

### 3.8 IEC submissions to AEMC

The AEMC is continuing its Review of the Regulatory Framework for Metering Services which began in early December 2020. The draft report for the Review of the Regulatory Framework for Metering Services was published by the AEMC on 3 November 2022. The draft outlined the following key recommendations:

- Acceleration of the rollout of smart meters to 100% uptake by 2030
- Enhancement of existing metering arrangement
- Support of customers through the transition of the acceleration of smart meter deployment
- Unlocking new customer benefits including access of power quality data

The IEC provided feedback to the AEMC’s draft report for the draft report relating to the Review of the regulatory framework for metering services. The IEC noted support of the balanced approach the AEMC has taken when considering the materiality of the issues raised, the potential costs and likely benefits to be derived from the review’s proposed changes, and the risks, issues and opportunities raised by different types of stakeholders.

In the response, the IEC submitted the following comments for the AEMC’s consideration:

- At this point in time, after an initial discussion including advice from the B2BWG, the IEC believe there are likely to be some impacts on existing B2B communications and processes beyond the power quality changes.
- More work is required to determine the extent of the changes, and this cannot be performed until the publishing of the AEMC final report (expected June 2023), and subsequent rule change proposals are proposed (late 2023, 2024).

- The IEC requests that the proposed implementation timing of any changes to the rules, noting the current ambitious regulatory forward program of work, take into consideration the appropriate lead times that are required by industry/B2BWG to fully assess the impacts to current B2B Procedures/Transactions, agree, draft, consult on, and implement any B2B changes.

The Final Report for the Review of the Regulatory Framework for Metering Services was published on 30 August 2023.

### 3.9 Regulatory environment

The IEC remains conscious that the B2B consultations continue occurring in an environment of rapid regulatory reform within the energy sector. The Energy Security Board (ESB) in conjunction with AEMO, the AEMC and the AER have proposed a suite of reforms to be implemented over the forward work programs, many of which will have implications for B2B systems.

Table 3 outlines a number of proposed or upcoming regulatory changes that are currently in the public domain. These changes will not impact all participants equally, with variation by participant category and jurisdictions (in some cases).

*Table 3 National Electricity Market proposed retail regulatory changes*

Reform	Effective date
<b>AEMC Review of the Regulatory Framework for Metering Services</b>	Review commenced December 2020 with the Draft Report published 3 November 2022 and the Final Report published on 30 August 2023.
<b>Unlocking consumer energy resources (CER) benefits through flexible trading</b>	A directions paper was published by the AEMC on 3 August 2023 outlining the initial views and positions on how to unlock the benefits of CER. The draft determination is due 29 February 2024.
<b>NEM2025 Initiatives</b>	Progressive rule changes under development from 2021 onwards.
<b>Broader NEM Reform</b>	Candidates dependent on AEMC rule change outcomes.

## 4. B2B-WG ACTIVITIES AND ENGAGEMENT

2023 continued to be a busy year for the B2B-WG. The B2B-WG continues to develop plausible solutions and improvements to the challenges arising in the electricity industry. This work and any consultation deemed necessary by the IEC will continue in 2024.

The membership of the B2B-WG is provided at **Appendix C**.

The IEC wishes to acknowledge the significant contribution of B2B-WG members in providing strategic advice to the IEC and outworking the ongoing changes to the B2B procedures and framework.

## 5. OBJECTIVES AND PRIORITIES FOR 2024

As noted in Section 2 of this report, the IEC identified a number of priorities for 2023. 2024 will continue to challenge the electricity retail sector. The following initiatives have currently been identified as priorities for 2024:

- B2B Procedure Consultation
- AEMC Review of the regulatory framework for metering services consultation
- AEMC Unlocking CER benefits through Flexible Trading consultation
- Information Data Exchange (IDX)

The IEC will continue to monitor the appropriateness of these within the context of the significant change occurring in the electricity retail sector in the near future. This period within the sector continues to remain strategically important and challenging in the delivery of the speed of the reforms that are underway.

The proposed IEC meeting dates for 2024 are as follows:

- IEC Meeting 15 March 2024 (proposed)
- IEC Meeting 3 June 2024 (proposed)
- IEC Meeting 9 September 2024 (proposed)
- IEC Meeting 2 December 2024 (proposed)

The IEC has a broad remit in relation to development and engagement on electricity B2B processes with industry. **Appendix A** provides a summary of the IEC roles and responsibilities under Chapter 7 of the National Electricity Rules.

## 6. IEC APPOINTMENTS

### 6.1 IEC nominations for elected member roles

Elected members (distributor, retailer, metering and third-party members) are appointed through a nomination and election (voting) process. The consumer member, discretionary members and the AEMO member (Chairperson) are appointed by AEMO.

In January 2023 the IEC Secretariat (AEMO) on request of the IEC Chair, extended an offer to existing discretionary members to extend their IEC term by a further 12 months. The following IEC discretionary positions were due to expire on 1 March 2023:

- Retailer
- Embedded Networks
- Energy Consumer

Energy Consumers Australia nominated Jill Cainey to serve as the Energy Consumer representative from 26 April 2023.

The below positions continue to remain vacant:

- Discretionary member distribution
- Third Party (vacant role at the time of the election)

After the resignation of Stefanie Monaco as the elected retailer member in January 2023, the IEC Secretariat followed the process as set out in the IEC Election Procedures and Operating Manual calling for nominations for the elected retailer member category. A single nomination, Robert Lo Giudice, was received and appointed.

In September 2023, the AEMO Board approved the reappointment of Kee Wong as Chairperson (AEMO Member) of the IEC for the period 6 September 2023 to 5 September 2024.

## 6.2 Current IEC members and meeting attendance

**Appendix B** provides a full list of IEC members and their current terms, and **Appendix D** provides a summary of members' (or their alternate) attendance at each of the IEC meetings for 2023.

The IEC note that it is not practical for all participants with an interest in retail market operations to be members of the Committee and accordingly undertakes an open and transparent process in relation to Committee functions. Supporting this:

- Meeting packs and minutes are distributed directly via email to B2B-WG members; and
- Meeting packs and minutes are made available publicly through the AEMO website following endorsement of the meeting minutes by Committee members.

## 7. KEY CONTACTS

Market participants with an interest in the IEC operations or particular agenda items or issues are encouraged to participate. Please contact the IEC Secretariat to discuss your requirements or make suitable arrangements.

Secretariat functions for the IEC are provided by AEMO. The Secretariat may be contacted on [IEC@aemo.com.au](mailto:IEC@aemo.com.au).

## 8. IEC ACKNOWLEDGEMENT OF COLLABORATIVE EFFORTS

The IEC acknowledges and thanks electricity market participants, the B2B-WG and AEMO in continuing to collaborate in the identification, development and delivery of the ongoing B2B reforms underway within the sector.

## Appendix A – IEC roles and responsibilities

Section 7.17 of the National Electricity Rules outline the role and functions of the IEC which includes:

- Development, consultation on, and making of IEC recommendations to AEMO on amendments to the B2B Procedures;
- Management of the ongoing development of the B2B Procedures;
- Establishment of IEC working groups;
- Review and consideration of the work completed by IEC working groups;
- Development, consultation on, and approval of the IEC Work Programme (a program that outlines the development, implementation and operation of the B2B Procedures and other matters incidental to effective and efficient B2B communication);
- Development of amendments to the IEC Election Procedures and Operating Manual;
- By 31 December each year, preparation of an IEC Annual Report which is to be provided to AEMO, by 31 March each year, for publication;
- By 28 February each year, preparation of a draft budget for the following financial year in a form consistent with the budget procedures of AEMO; and
- By 1 March, the IEC is to discuss and provide the budget to AEMO. As part of its budget process, AEMO must advise the IEC of the final budget.

In development new or amended B2B Procedures, the IEC and B2B-WG is to take into consideration the B2B Principles and Objectives as outlined in Chapter 10 of the National Electricity Rules. These are outlined below:

- B2B Principles:
  - a. B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions;
  - b. B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications;
  - c. B2B Procedures should avoid unreasonable discrimination between B2B Parties; and
  - d. B2B Procedures should protect the confidentiality of commercially sensitive information.
- B2B factors (objectives):
  - a. The reasonable costs of compliance by AEMO and B2B Parties with the B2B Procedures compared with the likely benefits from B2B Communications;
  - b. 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; and
  - c. 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.

## Appendix B – 2023 IEC Members

Member category	IEC members nominated	Appointment period
Chair	Mr Kee Wong AEMO Director	12 months 6 Sept 22 – 5 Sept 23 6 Sept 23 – 5 Sept 24
Distributor	Mr Luke Jenner Chief Operating Officer Essential Energy	2 years 1 Sept 22 – 31 Aug 24
Retailer	Mr Robert Lo Giudice Head of Industry, Networks & Metering Alinta Energy	1 year 6 months 5 days 27 Feb 23 – 31 Aug 24
Retailer	Ms Stefanie Monaco Manager Regulatory Affairs Red Energy & Lumo Energy	2 years 1 Sept 22 – 31 Aug 24 Resigned 25 Jan 2023
Metering	Mr Paul Greenwood Industry Development Lead Vector Metering	2 years 27 Days 4 Aug 22 – 31 Aug 24
Third Party	Vacant	No nominations received
Energy Consumer	Brian Spak Energy Consumers Australia	12 months 1 Mar 22 – 28 Feb 23
Energy Consumer	Jill Caine Energy Consumers Australia	10 months 26 Apr 23 – 29 Feb 24
Discretionary (retail)	Mr Peter Van Loon Telstra Energy	12 months 1 Mar 23 – 29 Feb 24
Discretionary (distributor)	Vacant	No nominations received
Discretionary (embedded networks)	Mr Marco Bogaers Executive Director Metropolis	12 months 1 Mar 23 – 29 Feb 24

## Appendix C – 2023 B2B Working Group Members

Member category/ role	IEC members nominated	Organisation
<b>Chair</b>	Blaine Miner	AEMO
<b>Secretariat</b>	Nandu Datar	AEMO
<b>Distribution Sector Representation</b>	Adrian Honey	TasNetworks
	David Woods	South Australia Power Networks
	Graeme Ferguson	Essential Energy
	Justin Betlehem	Ausnet Services
	Robert Mitchell	Energy Queensland
<b>Retail Sector Representation</b>	Aakash Sembey	Origin Energy
	Sean Jennings	Red and Lumo Energy
	Mark Riley	AGL
	Jo Sullivan	Energy Australia
	Robert Lo Giudice	Alinta Energy
<b>Competitive Metering Sector Representation</b>	Paul Greenwood	Vector AMS
	Helen Vassos	Plus ES
	Wayne Farrell	Yurika
	Dino Ou	Intellihub
	Vacant	

## Appendix D – IEC Members 2023 Meeting Attendance

Member	Company	Member Category	21 Feb	9 June	28 August	29 November
Kee Wong	AEMO	AEMO Non-Executive Director	Attended	Attended	Attended	Attended
Luke Jenner	Essential Energy	Distributor representative	Attended	Attended	Apology	Apology
Graeme Ferguson	Essential Energy	Distributor representative (alternate)				Attended
David Markham	Australia Energy Council	Retailer representative	Attended			
Robert Lo Guidice	Alinta	Retailer representative		Attended	Attended	Attended
Brian Spak	Energy Consumer Australia	Consumer representative	Attended			
Jill Cainey	Energy Consumer Australia	Consumer representative		Attended	Attended	Attended
Paul Greenwood	Vector Metering	Metering representative	Attended	Attended	Attended	Attended
Peter Van Loon	Telstra Energy	Discretionary retailer representative	Attended	Attended	Attended	Attended
Marco Bogaers	Metropolis	Discretionary embedded networks representative	Attended	Apology	Attended	Attended
Vacant	Vacant	Discretionary distributor representative	-	-	-	-



Member	Company	Member Category	21 Feb	9 June	28 August	29 November
Vacant	Vacant	Third Party (elected) Representative	-	-	-	-

### IEC Members 2023 Meeting Attendance – Additional Attendees

IEC Meeting Attendance	Company	Role	21 Feb	9 June	28 August	29 November
B2B Working Group	B2B Working Group	Representative	Aakash Sembey Origin Energy	All B2B-WG Members Rob Mitchell Apology	Wayne Farrell Yurika	All B2B-WG Members Rob Mitchell Apology
Secretariat	AEMO	Secretariat	Meghan Bibby Kate Gordon Blaine Miner	Meghan Bibby Kate Gordon Blaine Miner	Meghan Bibby Kate Gordon Blaine Miner Andrew Bell	Meghan Bibby Kate Gordon Blaine Miner Andrew Bell