



Information Exchange Committee

C/ - IEC Secretariat – AEMO Ltd

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Information Exchange Committee (IEC) Annual Report

Period ending 31 December 2024

1. INTRODUCTION

The National Electricity Rules (NER), requires the Information Exchange Committee (IEC) to develop and publish an Annual Report¹ 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 Procedures². 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 2024 and considers the strategic themes for 2025.

2. IEC STRATEGIC PRIORITIES 2024

Towards the end of 2023, the IEC outlined a forward work program anticipated for 2024. 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 2024	Agenda Item	Description
March	Energy Consumer and AEMO Discretionary Members	Energy Consumer and AEMO Discretionary Members appointed from 1 March 2024 to 28 February 2025.
	Current reforms	Update on delivery of Integrating Energy Storage Systems (IESS) project
	Update on Information Data Exchange (IDX), Identity and Access Management (IDAM) and Portal Consolidation (PC).	Business case has now been through drafting and formal submissions with the final FaSI Working Group held 12th March. AEMO recommends proceeding with strategic step change with a phased investment for Industry Data Exchange. This will be managed through the Market Interface Technology Enhancements (MITE) initiative.
June	Update on Market Interface Technology Enhancements (MITE) initiative.	AEMO is continuing through the internal approvals for the three initiatives.
	Relationship with AEMC	Discussion regarding ways of working between IEC and AEMC: how AEMO works with AEMC

¹ NER 7.17.7(b)

² NER 7.16.1 (c)

IEC Meeting 2024	Agenda Item	Description
September	Update on B2B v3.9	<p>B2B-WG members requested that IEC members ensure they have adequate capacity to review and approve any requests due to the tight timeframe between the AEMC final determination and B2B draft determination.</p> <p>Focus for coming sessions will be on providing input to HLIAs for:</p> <ul style="list-style-type: none"> ▪ Accelerating smart meter deployment ▪ Unlocking CER benefits through flexible trading
	Update on Market Interface Technology Enhancements (MITE) initiative.	AEMO has commenced planning phase of the Information Data Exchange (IDX), and Identity and Access Management (IDAM) initiatives. Portal Consolidation (PC) will commence in 2025.
	Relationship with AEMC	Discussion regarding ways of working between IEC and AEMC: AEMC presentation
December	Draft Annual Report 2024	For consideration by the IEC
	Draft IEC Budget 2025-26	For consideration by the IEC
	Update on Market Interface Technology Enhancements (MITE) initiative.	AEMO continues planning phase of the Information Data Exchange (IDX), and Identity and Access Management (IDAM) initiatives and industry engagements.
	Relationship with AEMC	Discussion regarding ways of working between IEC and AEMC: process review

3. ACCOMPLISHMENTS AND ACTIVITIES FOR 2024

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 over 2024 and into the foreseeable future at this stage with the proposed National Electricity Market (NEM) reforms³. 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 its B2B-WG over 2024.

³ <https://aemo.com.au/initiatives/major-programs/nem-reform-program>

3.1 Introduction of B2B Procedures v3.9

On 29 May 2024, a consultation commenced on updating the B2B procedures to include a number of enhancements and system changes made to the B2B Electricity Validation Module and B2B Web Service. Changes include:

- The Accelerating Smart Meter Deployment (ASMD) Rule of the Australian Energy Market Commission (AEMC).
 - Nature of defect
 - One-in-all-in
 - Exception codes
 - Legacy Meter Replacement Program (LMRP)
- 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 Service Order (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 Retailer of Last Resort (ROLR) event is declared.

3.2 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. Two change proposals were received by the IEC in 2024, which are described in Table 1.

Table 1 Change proposals received by the IEC in 2024

IEC change proposal	Proponent	IEC decision
Incorrect Form Reference and Form Number categorisation	AGL	Endorsed by the IEC in March 2024
Managing in-flight service orders during a RoLR event	Intellihub	Endorsed by the IEC in March 2024

3.3 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 2024, the following changes were consulted on with participants during the year.

Table 2 Changes to B2B Procedures and B2B Guide consulted on in 2024

B2B Procedures Version	Status (at end of 2024)	Description of changes
B2B Procedures v3.9: <ul style="list-style-type: none"> Customer Site Details Notification Process Service Order Process Meter Data Process One Way Notification Process Technical Delivery Specification NEM RoLR Processes Part A and Part B 	Draft stage	<ul style="list-style-type: none"> The Accelerating Smart Meter Deployment (ASMD) Rule of the Australian Energy Market Commission (AEMC). The following Issues and Change Forms (ICFs): <ul style="list-style-type: none"> 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.

3.4 Regulatory environment

The IEC remains conscious that the B2B consultations continue occurring in an environment of rapid regulatory reform within the energy sector, 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
Accelerating smart meter deployment	AEMC final determination stated the following commencement dates: 26 October 2025: LMRP MSATS changes in place 1 December 2025: Commencement date for acceleration period, one-in-all-in/shared fusing meter replacement procedure, site installation defects, malfunctions framework, testing and inspection changes 1 July 2026: Power Quality Data
Unlocking CER Benefits through flexible trading	Rules relating to type 9 meters: 31 May 2026 Further rules: 1 November 2026

4. B2B-WG ACTIVITIES AND ENGAGEMENT

2024 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 2025.

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 working out the ongoing changes to the B2B procedures and framework.

5. OBJECTIVES AND PRIORITIES FOR 2025

As noted in Section 2 of this report, the IEC identified a number of priorities for 2024. 2025 will continue to challenge the electricity retail sector. Whilst some of the upcoming implementations do not have an impact on the B2B platform, they still pose additional challenges for market participants working within this continuously evolving sector. Priorities for 2025 are:

Reform	Description
Metering Services Review (MSR) including accelerating smart meter deployment rule change	Implement: Complete procedure consultation on rule change and industry requested changes
Unlocking CER Benefits through flexible trading (FTA)	Implement: commence procedure consultation
Better protections for life support customers	Watch: Pending rule change proposal
Integrating price responsive resources into the NEM (IPRR)	Review: Final rule change
Shortening the Settlement Cycle (SSC)	Review: Final rule change
Market Interface Technology Enhancements (MITE): <ul style="list-style-type: none"> Information Data Exchange (IDX) Identity and Access Management (IDAM) Portal Consolidation (PC) 	Implement: commence procedure consultation

The proposed IEC meeting dates for 2025 are as follows:

- 3 February
- 5 May
- 4 August
- 5 November

The IEC has a 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 December 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 2024:

- Retailer
- Embedded Networks
- Energy Consumer

The following positions continue to remain vacant:

- Discretionary Distributor
- Third Party (vacant role at the time of the election).

In May 2024 the IEC Secretariat followed the process as set out in the IEC Election Procedures and Operating Manual including industry emails and AEMO weekly communications calling for nominations for the following IEC elected positions due to expire on 31 August 2024:

- Retailer Member
- Metering Member
- Distributor Member

Single nominations were received for the IEC member representatives for the retailer, metering and distributor categories. Given only one nomination was received for the above categories, no voting was required and these nominees were appointed without election.

Later in 2024, after the resignation of Peter Van Loon, the discretionary retailer member, the IEC Secretariat followed the process as set out in the IEC Election Procedures and Operating Manual to appoint a replacement.

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 2024.

The IEC notes 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.

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 31 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 – 2024 IEC Members

Member category	IEC members nominated	Appointment period
Chair	Mr Kee Wong AEMO Director	12 months 6 Sept 23 – 5 Sept 24 6 Sept 24 – 5 Sept 25
Distributor	Mr Luke Jenner Chief Operating Officer Essential Energy	2 years 1 Sept 22 – 31 Aug 24 1 Sept 24 – 31 Aug 26
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	Mr Sean Jennings Regulatory Manager Red Energy & Lumo Energy	2 years 1 Sept 24 – 31 Aug 26
Metering	Mr Paul Greenwood Industry Development Lead Bluecurrent (formerly Vector Metering)	2 years 4 Aug 22 – 31 Aug 24 1 Sept 24 – 31 Aug 26
Third Party	Vacant	
Energy Consumer	Jill Caine Energy Consumers Australia	12 months 26 Apr 23 – 29 Feb 24 1 Mar 24 – 28 Feb 25
Discretionary (retailer)	Mr Peter Van Loon Telstra Energy	6 months 1 Mar 23 – 29 Feb 24 1 Mar 24 – 2 Sep 24 (resigned)
Discretionary (retailer)	Christophe Bechia Head of Analytics & Capability Development (Acting) Zen Energy	12 months 1 Nov 24 – 31 Oct 25
Discretionary (distributor)	Vacant	
Discretionary (embedded networks)	Mr Marco Bogaers Executive Director Metropolis	12 months 1 Mar 23 – 28 Feb 24 1 Mar 24 – 28 Feb 25

Appendix C – 2024 B2B Working Group Members

Member category/ role	IEC members nominated	Organisation
Chair	Blaine Miner	AEMO
Secretariat	Nick Beahan	AEMO
Distribution Sector Representation	Adrian Honey	TasNetworks
	David Woods/Michael Zhang	South Australia Power Networks
	Graeme Ferguson	Essential Energy
	Justin Betlehem	Ausnet Services
	Robert Mitchell/Christine Ward	Energy Queensland
Retailer Sector Representation	Aakash Sembey	Origin Energy
	Sean Jennings	Red Energy
	Mark Riley	AGL
	Jo Sullivan	Energy Australia
	Robert Lo Giudice/Simon Kinnear	Alinta Energy
Competitive Metering Sector Representation	Paul Greenwood	Bluecurrent (formerly Vector Metering)
	Helen Vassos	Plus ES
	Wayne Farrell	Yurika
	Dino Ou	Intellihub
	Vacant	

Appendix D – IEC Members 2024 Meeting Attendance

Member	Company	Member Category	19 Mar	03 June	09 September	02 December
Kee Wong	AEMO	Chairperson	Attended	Attended	Attended	Attended
Luke Jenner	Essential Energy	Distributor representative	Apology - Delegated	Apology - Delegated	Apology - Delegated	Attended
Graeme Ferguson	Essential Energy	Distributor representative (alternate)	Attended	Attended	Attended	
Robert Lo Giudice	Alinta Energy	Retailer representative	Attended	Attended		
Sean Jennings	Red Energy & Lumo Energy	Retailer representative			Attended	Apology - Delegated
Aakash Sembey	Origin Energy	Retailer representative (alternate)				Attended
Jill Cainey	Energy Consumers Australia	Consumer representative	Attended	Attended	Attended	Attended
Paul Greenwood	Bluecurrent	Metering representative	Attended	Attended	Attended	Attended
Peter Van Loon	Telstra Energy	Discretionary retailer representative	Attended	Attended		
Christophe Bechia	Zen Energy	Discretionary retailer representative				Attended
Marco Bogaers	Metropolis	Discretionary embedded networks representative	Attended	Attended	Attended	Apology

Member	Company	Member Category	19 Mar	03 June	09 September	02 December
Vacant	Vacant	Discretionary distributor representative				
Vacant	Vacant	Third Party (elected) Representative				

IEC Members 2024 Meeting Attendance – Additional Attendees

IEC Meeting Attendance	Company	Role	19 Mar	03 June	09 September	02 December
B2B Working Group	B2B Working Group	Representative	Graeme Ferguson	Sean Jennings	Dino Ou	All B2B-WG Members
Secretariat	AEMO	Secretariat	Meghan Bibby Blaine Miner Andrew Bell	Meghan Bibby Violette Mouchaileh	Meghan Bibby Nick Beahan Blaine Miner	Meghan Bibby Violette Mouchaileh Nick Beahan Blaine Miner

Appendix E – Glossary

Term or acronym	Meaning
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
ASMD	Accelerating Smart Meter Deployment
B2B	Business-to-Business
B2B-WG	Business-to-Business Working Group
B2M	Business-to-Market
CER	Consumer Energy Resources
DER	Distributed Energy Resources
FaSI	Foundational and Strategic Initiatives
HLIA	High Level Impact Assessment
ICF	Issue and Change Forms
IDAM	Identity Access Management: Project under MITE
IDX	Industry Data Exchange: Project under MITE
IEC	Information Exchange Committee
IPRR	Integrating price responsive resources into the NEM
LMRP	Legacy Meter Replacement Program
MITE	Market Interface Technology Enhancements
MSATS	Market Settlements and Transfer Solution
NEM	National Electricity Market
NEM Reform	National Electricity Market: AEMO initiatives to support the NEM towards 2025 and beyond
NER	National Electricity Rules
PC	Portal Consolidation: Project under MITE
ROLR	Retailer of Last Resort
SSC	Shortening the Settlement Cycle