Information Exchange Committee
C/ - IEC Secretariat – AEMO Ltd

Level 22
530 Collins Street
Melbourne VIC 3000

Postal Address:
GPO Box 2008
Melbourne VIC 3001

T 1300 858724
F 03 9609 8080

Information Exchange Committee (IEC) Annual Report

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Period ending 31 December 2020

1. INTRODUCTION

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

- A review of the performance of the IEC functions during the year, including significant issues considered, work undertaken and 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[2]. 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 2020 and considers the strategic themes for 2021.

2. IEC STRATEGIC PRIORITIES 2020

During mid-2019, the IEC developed a set of strategic priorities and key themes which members identified both from their relevant participant categories and also more broadly from a sectoral perspective. These strategic priorities and key themes are 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.

In mid-2020 the IEC agreed that these strategic priorities remained relevant, and as such will be reviewed at a later date.

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[1] NER 7.17.7(b)
[2] NER 7.16.1 (c)

Table 1 Sectoral strategic priorities and key themes identified by IEC members

Strategic Priorities	Key Themes
1. Examine opportunities for greater leveraging of the skills and knowledge of the IEC, recognising the value of the industry-AEMO collaboration that the group represents	• IEC meetings to include updates from AEMO on market reforms with a potential impact on B2B reforms • Identify opportunities to leverage the IEC more broadly and earlier (for relevant B2B matters) as part of AEMO consultation processes
2. Support innovation and change through earlier and improved visibility of the pipeline of changes to the B2B framework	• Identify mechanisms to improve the speed-to-market of B2B reforms – from problem definition to solution delivered • Maintain a forward-looking program of work which takes into consideration known / likely B2B reforms • Identify opportunities for better use/ availability of data for the sector, consumers and innovators
3. Improve B2B system flexibility	• Look for the opportunities to improve B2B system flexibility to enable AEMO and industry to be more effective in responding to B2B changes and reduce the cost of implementing those changes • Ensure that IT is not a barrier to entry but rather is a facilitator • AEMO to consider improving its information sharing about the timing of system schema changes for its B2B system

Table 2 Participant strategic priorities themes identified by IEC members

Representative IEC sector	Strategic priorities
DNSP Member	• Opportunity to leverage the IEC more broadly and earlier for relevant B2B matters. For example, AEMO's DER program
Metering Member	• Maturing the PoC framework to deliver improved benefits for the sector and consumers, including mechanisms / transactions to share greater information about metering installations • Identifying mechanisms to improve the speed to market of B2B reforms – from problem definition to solution delivered
Retailer Member	• Better visibility of the pipeline of changes which impact B2B – earlier information from AEMO / AEMC • Improve information sharing from AEMO about the timing of schema changes • Improve system flexibility to minimise the impact of change (speed and cost), for example, LVI improvements
Consumer Member	• Opportunity to use the IEC as a consultative resource, recognising the value of an industry-collaborative approach that the IEC represents. • Make sure IT is not a barrier to entry but is a facilitator (transactions necessary for transactive energy (better use of DER), CDR). • Better use/ availability of data for consumers and innovators

3. ACCOMPLISHMENTS AND ACTIVITIES FOR 2020

Despite the new challenges that 2020 brought with requiring all meetings of the IEC and its B2B-WG from March 2020 being conducted virtually, the B2B-WG and the IEC have continued to engage and consult with industry on a number of procedural, guide and system uplifts over 2020.

As noted in the 2019 IEC Annual Report, the retail regulatory environment continues to change at a rapid pace with work programs extending over 2021 and 2022 at this stage. 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 and overview of the key considerations before the IEC and its B2B-WG over 2020.

3.1 Change proposals received by the IEC

Any person (other than the Information Exchange Committee) may propose a change to the B2B Procedures by providing a change proposal to the Information Exchange Committee in writing.

There were seven change proposals received by the IEC in 2020, which are described in Table 3. The IEC made a decision to proceed to consultation with five of the proposals, with two proposals currently under consideration by the IEC.

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Table 3 Change proposals received by the IEC in 2020

IEC change proposal	Proponent	IEC decision
Clarify communication of a Life Support Request (LSR)	B2B-WG	Proceed, to be included in Procedures v3.6 consultation
Clarify communication of a Life Support De-registrations incorporates previously submitted Endeavour Energy ICF	B2B-WG	Proceed, to be included in Procedures v3.6 consultation
Clarify communication of Life Support during reconciliation	B2B-WG	Proceed, to be included in Procedures v3.6 consultation
Clarify communication of the Registration Process Owner	B2B-WG	Proceed, to be included in Procedures v3.6 consultation
NEM RoLR Processes Part B – B2B Procedures to incorporate changes for Global Settlement Rule Change	AEMO	Proceed, to be included in Procedures v3.6 consultation
Evoenergy service level change for ACT jurisdiction re-energisations	Evoenergy	Proceed, to be included in Procedures v3.3.1 consultation
Unstructured Address Field Removal	Endeavour	Under consideration
Add Section and DP Number to B2B	Endeavour	Under consideration

3.2 Changes to B2B Procedures and B2B Guide

Based on the work generated by the change requests endorsed by the IEC described in Table 3 for 2020 and a number of change requests submitted during 2019, the following changes were consulted on with participants during the year.

Table 4 Changes to B2B Procedures and B2B Guide consulted on in 2020

B2B Procedures Version	Status (at end of 2020)	Description of changes
B2B Procedures v3.3	Effective	• Definition of LifeSupportStatus allowable values previously included in B2B Guide v1.3 • Clarify use of the Miscellaneous service order type and correct "CoordinatingContactName" in line with the B2B Procedure: Technical Delivery Specification

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B2B Procedures Version	Status (at end of 2020)	Description of changes
		• Definition of the RemovedMeterReading field in the NoticeOfMeteringWorks transaction that was previously included in B2B Guide v1.3
B2B Procedures v3.3.1	Effective Date 1 January 2021	• Change in Evoenergy service level for ACT jurisdiction re-energisations
B2B Procedures v3.4 (Technical Delivery Specification)	Effective Date 1 July 2021	• Internal document references • File size and transaction number limits in clause 5.8(a) • Megabyte defined in section 1.6 for clarity
B2B Procedures v3.5 and eHuB	Effective Date 10 Nov 2021	• The removal of the MXN transaction • Incorporate ServiceOrderID field to PIN transactions • Enhance service orders • Add NCONUML as a CustomerType
B2B Procedures v3.6	Effective Date 10 Nov 2021	Changes to life support processes to provide clarity for: • Communication of a Life Support Request (LSR) • Communication of a Life Support De-registration incorporates previously submitted 2019 Endeavour Energy ICF • Communication of Life Support during reconciliation • Communication of the Registration Process Owner
	Effective Date 1 May 2022	• NEM RoLR Processes Part B incorporating the changes for National Electricity Amendment (Global Settlement and Market Reconciliation) Rule 2018 No 14

3.3 IEC submissions to AEMC

In October 2020 the IEC met with the AEMC to discuss the Electricity and Water Ombudsman of New South Wales (EWON) rule change proposal relating to maintaining life support customer registration when switching. Subsequently the IEC provided a submission to the Issues Paper.

Given the IEC is working with its B2B-WG on changes to improve the clarity of the existing rules and B2B Procedures, the IEC will continue to engage with the AEMC throughout 2021 as the rule change proposal is finalised.

The AEMC is also commencing its Review of Competition in Metering which began in early December 2020. The IEC will continue to liaise with the AEMC during its review to provide strategic input relating to B2B matters.

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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. The Council of Australian Governments (COAG), the AEMC and the Victorian Government have already announced a number of further regulatory changes to be implemented over the forward work progrms. In a number of instances, these changes will have flow on implications for B2B systems, either directly through new transactions or indirectly through affecting participants' appetite and/or ability to implement other new changes.

Table 5 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 5 National Electricity Market proposed retail regulatory changes

Reform	Effective date
Consumer Data Right	To be confirmed, currently indicated to be 2021-22
5 Minute Settlement	1 October 2021
Customer Switching	1 October 2021
Wholesale Demand Response	24 October 2021
Stand-alone Power Systems	Currently with the SA Minister and their Parliamentary process – anticipate Feb-March 2021 for ascention, with implementation due 12 months later (early 2022)
Global Settlement	1 May 2022
MSATS Standing Data Review	Two tranches – March and November 2022
Embedded Networks	To be confirmed, currently under review by COAG Energy Council
AEMC Review of competition in metering reform	Review commenced December 2020. Any changes to B2B procedures or system will be proposed at the finalisation of the review with effective date/s to be agreed by the IEC

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4. B2B-WG ACTIVITES AND ENGAGEMENT

2020 was a challenging year for the B2B-WG given the need to transition rapidly to a remote working in April. The complexity and volume of material that was referred to the working group by the IEC was also significant given the number of change requests raised by participants, and the continuing need to clarify rules and processes relating to life support changes implemented in 2019.

The later part of 2020 also required the B2B-WG to develop scenarios and plausible solutions to challenges associated with the potential for an increased number of coincident service orders due to the expiry of the NSW moratorium on remote de-energisations and re-energisations which was

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introduced in December 2017. This work and any consultation deemed necessary by the IEC will continue in 2021.

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 PRIOIRTIES FOR 2021

As noted in Section 2 of this report, the IEC identified a number of priorities in 2019 which were carried forward into 2020. 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.

2021 will be a challenging year for the electricity retail sector with 5 Minute Settlement, Wholesale Demand Response and Customer Switching all going live in October. In addition, system uplifts for electricity and gas B2B systems are occurring in Q3 2021. The South Australian Parliament will also finalise its position on Stand Alone Power Stations (SAPS) in early 2021. Whilst some of these implementations do not have an impact on the B2B platform, they pose additional challenges for market participants working within this continuously evolving sector.

As previously noted, the AEMC has commenced industry engagement on its Review of Competition in Metering and continue to deliberate on proposed changes to the EWON rule change on maintaining life support customer registration when switching. The IEC intends to continue to engage with the AEMC on these matters.

The Commonwealth Government also continues development of the energy Consumer Data Right legislation, which will have significant implications for the energy industry.

The proposed IEC meeting dates for 2021 are as follows:

- 22 February;
- 24 May;
- 30 August; and
- 29 November.

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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.

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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 July 2020 the IEC Secretariat (AEMO) commenced a process to call for nominations for the following IEC positions due to the terms of the existing members expiring on 1 September:

- Distributor
- Retailer
- Metering
- Third Party (vacant role at the time of the election)

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 roles.

Single nominations were received for (or on behalf of) the existing IEC member representatives for the distributor, retailer and metering categories. No nominations were received for the Third Party member role, which remains vacant. Given only one (suitable) nomination was received for each member category, no voting was required and these nominees were appointed without election.

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 2020.

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.

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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 substantial B2B reforms underway within the sector.

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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.

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Appendix B – 2020 IEC Members

Member category	IEC members nominated	Appointment period
Chair	Mr John Pittard AEMO Director	12 months 1 Mar 20 – 28 Feb 21
Distributor	Mr Peter Price Executive General Manager Energy Queensland	2 years 1 Sept 18 – 31 Aug 20 1 Sept 20 – 31 Aug 22
Retailer	Mr David Markham Corporate Affairs Australian Energy Council	2 years 1 Sept 18 – 31 Aug 20 1 Sept 20 – 31 Aug 22
Metering	Mr Robert Lo Giudice General Manager, Metering Coordinator & Operations INTELLIHUB Group	2 years (nominated and elected unopposed) 1 Sept 18 – 31 Aug 20 1 Sept 20 – 31 Aug 22
Third Party	Currently Vacant	No nominations received
Energy Consumer	Mr David Havyatt (Senior Economist, Energy Consumers Australia (ECA))	2 years 1 Sept 18 – 31 Aug 20 1 Sept 20 – currently vacant
Discretionary (retail)	Mr Peter Van Loon Telstra Energy	12 months 1 Mar 20 – 1 Mar 21
Discretionary (metering)	Mr Doug Ross Former Chair, Competitive Metering Industry Group	12 months 1 Mar 20 – 1 Mar 21
Discretionary (distributor)	Mr Adrian Hill GM Regulated Energy Services, AusNet Services Ms Emma Youill GM, AusNet Services	12 months 1 Mar 19 – 1 Mar 20 12 months 1 Mar 20 – 1 Mar 21
Discretionary (embedded networks)	Mr Marco Bogaers Executive Director, Metropolis	1 Mar 20 – 1 Mar 21

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Appendix C – 2020 B2B Working Group Members

Member category/ role	IEC members nominated	Organisation
Chair	Meghan Bibby / Michelle Norris	AEMO
Secretariat	Jordan Daly	AEMO
Distribution Sector Representation	Adrian Honey	TasNetworks
	David Woods	South Australia Power Networks
	Dino Ou	Endeavour Energy
	Justin Betlehem	Ausnet Services
	Robert Mitchell	Energy Queensland
Retail Sector Representation	Aakash Sembey	Simply Energy
	Christophe Bechia	Red Energy
	Mark Riley	AGL
	Joe Castellano	Origin Energy
	Stephanie Lommi	Alinta Energy
Competitive Metering Sector Representation	Robert Lo Giudice	Intellihub
	Paul Greenwood	Vector AMS
	Helen Vassos	Plus ES
	Wayne Farrell	Yurika
	Vacant	

Appendix D – IEC Members 2020 Meeting Attendance

Member	Company	Member Category	24 Feb	25 May	24 August	23 Nov
John Pittard	AEMO	AEMO Chairperson	Attended	Attended	Attended	Attended
Peter Price	Energy Queensland	Distributor representative	Attended	Apology	Attended	Attended
David Markham	Australia Energy Council	Retailer representative	Attended	Attended	Apology Alternate attended: Stefanie Macri	Attended
Robert Lo Giudice	Intellihub	Competitive metering representative	Attended	Attended	Attended	Attended
David Havyatt	Energy Consumers Australia	Consumer representative	Attended	Attended	Apology (final meeting)	-
Peter Van Loon	Telstra Energy	Discretionary retailer representative	Attended	Attended	Attended	Attended
Marco Bogaers	Metropolis	Discretionary embedded networks representative	Attended in role of former member category (discretionary member – metering)	Apology	Attended	Attended
Doug Ross	Former Chair, CMIG	Discretionary metering representative	-	Attended	Attended	Attended

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Member	Company	Member Category	24 Feb	25 May	24 August	23 Nov
Adrian Hill	AusNet Services	Discretionary distributor representative	Apology (final meeting) Alternate attended: Erin Chain	-	-	-
Emma Youill	AusNet Services	Discretionary distributor representative	-	Attended	Attended	Attended
Vacant	Vacant	Third Party (elected) Representative	-	-	-	-

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IEC Members 2020 Meeting Attendance – Additional Attendees

IEC Meeting Attendance	Company	Role	24 Feb	25 May	24 August	23 Nov
B2B Working Group	B2B Working Group	Representative	Christophe Bechia Red and Lumo Energy	David Woods SA Power Networks	Christophe Bechia Red and Lumo Energy	Stephanie Lommi Alinta Energy
Secretariat	AEMO	Secretariat	Michelle Norris Arjun Pathy	Michelle Norris Meghan Bibby	Michelle Norris Meghan Bibby	Michelle Norris Meghan Bibby

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