INFORMATION EXCHANGE COMMITTEE MEETING

FOR NOTING

SUBJECT: B2B-WG REVIEW OF COINCIDENT SERVICE ORDERS FOR DE-ENERGISATION AND RE-ENERGISATION

AGENDA ITEM: 16

1. PURPOSE

For the IEC to note the status of the B2B Working Group (B2B-WG) discussions on Coincident Service Orders for De-Energisation and Re-Energisation.

2. SUMMARY

The B2B-WG has been discussing the removal of the moratorium on remote de-energisation and re-energisation service orders in NSW and arising issues with the physical and remote de-energisation and re-energisation coincident service orders in NSW and SA.

The NSW moratorium on remote re-energisation and de-energisation expired on 1 October 2020. As such, remote re-energisation and de-energisation has commenced in NSW as long as market participants meet NSW regulatory and safety requirements.

In SA it has been identified that a moratorium has not existed since the change to metering competition (1 December 2017), however, the SA government had not identified the process to gain approval to perform remote re-energisation and de-energisation. The SA Office of the Technical Regulator is responsible for South Australia's electrical, gas and plumbing safety and technical regulation, and work is underway to identify their requirements to allow market participants to use remote re-energisation and de-energisation.

The B2B-WG has identified a number of issues associated with coincident service orders for small customer metering installations (i.e. smart interval metered premises) now that physical and remote de-energisation and re-energisation requests can go to multiple parties (distributors and metering providers).

3. DISCUSSION

Coincident service orders refers to when a Financially Responsible Market Participant (FRMP) has requested a de-energisation and an incoming retailer has requested a re-energisation within a five-day window. Processes have been established in section 2.17 of the B2B Procedure: Service Order Process, and additional information provided in the B2B Guide section 6.1.4.

Coincident service order checks currently operate well because the service orders currently only go to the distributor and the de-energisation service orders are requested for a future date. This window between request and physical de-energisation completion allows for coincident checks. With the introduction of remote de-energisation the request could be for the day of the request and the timeframe for performing coincident checks narrows considerably. In addition, the remote de-energisation request will be sent to the competitive

metering provider, not the distributor. This is not an issue in Victoria where remote de-energisation and re-energisation have been operational as the distributor is the meter provider.

All coincident checking aims to minimise customer impacts either through avoiding disruption to supply or minimising time without supply.

There are four scenarios being discussed, each with a number of potential solutions being explored. An example of the scenarios being discussed is:

1. A FRMP sends a distributor a request on Monday 2 November 2020 to physically de-energise a premises on Thursday 5 November 2020.

2. An incoming retailer sends a remote re-energisation request to the Meter Provider for a new customer moving into the premises on Friday 6 November 2020.

3. Issues arise as the:

    a. Distributor cannot see the remote re-energisation to perform the coincident check.

    b. Meter provider cannot see the de-energisation request to advise the incoming retailer to redirect their re-energisation request.

Given the above, how could the coincident process be enhanced to avoid the customer not having supply on Friday 6 November 2020?

- Should the processes around the Notified Parties transaction be changed?

- Should multiple services orders be sent to multiple parties?

- Should visibility of pending and completed de-energisations within a set time window be made available to current and incoming retailers?

- What level of system change would these require and is it justified for the volume of coincident service orders?

The scenarios, potential solutions, pros and cons of the proposed solutions have been mapped by the B2B-WG and are being discussed in ongoing meetings. A survey was circulated across industry for participants to provide further detail for their issues and proposed solutions. At this stage there are a range of proposed solutions for the issues identified. However the details of these proposalsare yet to be finalised and as such the B2B-WG is yet to agree on the implementation that is to be recommended to the IEC.

If process, procedure and/or system changes are required, the B2B-WG will recommend that these changes be included in the v3.7 consultation tentatively scheduled for Q1 2021.

The B2B-WG will develop any required ICFs and provide them for the IECs consideration on, or prior to, the February 2021 IEC meeting.

4. RECOMMENDATIONS

It is recommended that the IEC notes the:

- timing of coincident service orders related ICFs that may be developed by the B2B-WG; and
- proposed consultation timeframes for the coincident service orders related ICFs.

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