NEM B2B Issue-Change Form

ISSUE / CHANGE FORM – SUMMARY SECTION *(Template focuses on issue/change identification and impact.)*

Issue Number (IEC Secretariat to complete)	B003/22		
Version #	0.1		
Proponent Name	Aakash Sembey	**Company**	Origin Energy
Proponent Title	Manager, Industry Regulations and Network Relations	**Proponent Contact No**	0460003901
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Procedure(s) or other documents Impacted	☐ B2B Procedure Customer and Site Details Notification Process ☐ B2B Procedure Service Order Process ☐ B2B Procedure Meter Data Process ☐ B2B Procedure One Way Notification Process ☐ B2B Procedure Technical Delivery Specification ☒ NEM RoLR Processes Part B ☐ B2B Guide ☐ Other, please specify:		
Areas Impacted	(I.e. Section No.) NEM RoLR Processes Part B		
Short Description / Title	B2B Retailer of Last Resort (RoLR) Processes (Part B) Updates		
Other key contact information			

VERSION #	PRESENTED TO	DATE
0.1	*B2BWG*	*14th June 2022*

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	Version 2.3 of the National Electricity Market (NEM) Retailer of Last Resort (RoLR) Processes (Part B) require changes to some of the in-text referencing in section 104 as errata changes. Also, while reviewing these clause references, it was observed that some of the subclauses need to be broadened to include other service providers (in addition to the LNSPs) that currently perform these obligations. Due to the non-controversial nature of this ICF, and the extensive use of RoLR processes in recent months, it is advisable to correct these references as early as possible.
2. Market Impact	Potential changes to RoLR related processes.
3. Requirements / Specific Proposal	To ensure the following references are corrected in the RoLR Procedures: • Clause 104.5 (b) includes a reference '104.3 g) 2' which does not exist. It needs to be replaced with '104.4 g (ii)'. • Add reference to '*MC, MP, MDP and other relevant participants'* in clause 104.5 (b) (i), consistent with 104.5 (a) (i). • Update the heading of 104.4 to include other service providers, i.e., MC, MP, MDP and other relevant participants.
4. Proposed Solution/s	(Must address the B2B Procedures) Update RoLR Procedures Part B to clarify obligations on participants and update errata changes.
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) NER 7.17.4(f)-(r) Changing the B2B Procedures: B2B Procedure change process
6. B2B communication benefits	(Must address B2B Principles) B2B Principles B2B Procedures should: • provide a uniform approach to B2B Communications in participating jurisdictions; • detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications; • avoid unreasonable discrimination between B2B Parties; and • protect the confidentiality of commercially sensitive information. The proposed change supports the aforementioned B2B principles by: • Providing clarity to participants on their obligations during a RoLR event, • Correcting clause referencing to avoid ambiguity by participants while following procedural requirements.

7. Market benefits for industry as a whole	(Must address National Electricity Objective and/or National Energy Retail Objective requirements) NEO: the objective of this Law is to promote efficient investment in, and efficient operation and use of, electricity services for the long term interests of consumers of electricity with respect to: (a) price, quality, safety, reliability, and security of supply of electricity; and (b) the reliability, safety and security of the national electricity system. NERO: The objective of this Law is to promote efficient investment in, and efficient operation and use of, energy services for the long term interests of consumers of energy with respect to price, quality, safety, reliability and security of supply of energy. Participants will be able to understand the RoLR Procedures with greater clarity.
8. Customer benefits (consumers)	Participants will be able to understand and provide accurate and complete data to the other B2B parties during a RoLR event.
9. Consequence/Impact of issue not proceeding	Participants may not be able to fulfil *ServiceOrder* related requirements during RoLR events. This may result in customer complaints, especially in-flight service orders.
10. Workaround/s (if necessary)	No workarounds available
11. Supporting Documentation (attach if necessary)	
12. Any critical timelines to consider?	These proposed changes should be consulted as soon as possible, using expedited consultation.
13. IEC's preliminary assessment of the proposal	(This is to be left blank)

NEM ISSUE / CHANGE – RELEVANT ATTACHMENT(S)

ATTACHMENT A

Proposed changes: {*Procedure Name*}
~~Red strikeout~~ means delete and
blue underline means insert

NEM RoLR Processes Part-B

Section 104.4 LNSP Obligations

104.4. LNSP and Other Service Providers' Obligations

Each LNSP (and/or MC, MP, MDP and other relevant participants, as appropriate) must:

Section 104.5 RoLR Obligations

The RoLR must:

(b) After receiving any lists of *Service Orders* that were finalised with a *ServiceOrderStatus* of "Partially Completed" from the Suspended Retailer in compliance with clause 104.3 c) or the *LNSP, MC, MP, MDP* and other relevant participants in compliance with clause ~~104.3 g) 2~~ 104.4 g (ii), do the following where necessary:

(i) If the service is still required, initiate a new Service Order with the *LNSP, MC, MP, MDP* and other relevant participants to have the service undertaken.