NEM B2B Issue-Change Form

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

Issue Number (IEC Secretariat to complete)	B011/23		
Version #	0.1		
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Proponent Title	Regulatory/Industry Analyst	**Proponent Contact No**	0419 322 530
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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.) Table 5 – Section 2.15 Explanation of use of *ExceptionCodes*		
Short Description / Title	Amending the definition of Unknown Load *ExceptionCode*		
Other key contact information			

VERSION #	PRESENTED TO	DATE
0.1	*AEMO B2B Working Group*	*13 Jul 23*
0.2	*AEMO*	*13 Jul 23*

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ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	The definition of Unknown Load *ExceptionCode* is: The Site draws a significant *load* when re-energised and the Customer is not present. The Site was not left re-energised for safety reasons. For remote re-energisation services, Unknown Load is a valid exception and the *ExceptionCode* should be applicable. However, the current definition places conditional criteria such as, **the customer is not present**, which is irrelevant for remote re-energisations and hence restricts its usage. That is, for certain remote re-energisation mechanisms: • The E2E re-mote energisation process is managed by system processes. • Automatic load detection will trigger the metering installation to de-energise almost instantaneously and • The activity does not require the customer to be on site. Referencing the customer not being present in an automated process, could create confusion with the recipient of the NOT COMPLETED Re-En Service Order. For operational efficiency, PLUS ES proposes to amend the definition of Unknown Load to: • Be more generic so that it can be utilised in **all** instances where load is detected, and safety protocols will not enable the site to be re-energised. • Communicate that there was an attempt to energise.
2. Market Impact	This proposed amendment: • Allows participants to use the *ExceptionCode* irrespective of the mechanism undertaken to re-energise the site. i.e. physical or remote. • Mitigates the requirement for industry to undertake system changes to create a new *ExceptionCode* • Will not impact current applications of the *ExceptionCode* - It is not considered that this should lead to any system or

	process changes, as it is merely a clarification of the usage of this ExceptionCode.
3. Requirements / Specific Proposal	Amend the definition of the Unknown Load ExceptionCode to allow its application for all instances where load is detected.
4. Proposed Solution/s	(Must address the B2B Procedures) • Amend to wording to clarify that re-energisation was attempted since the B2B SO was not completed. • Remove the wording '**and the Customer is not present'** from the current definition in Table 5 *ExceptionCodes* Usage Rules in the B2B SO Procedure**.** The new definition to read: The Site draws a significant load when attempting re-energisation and was left de-energised for safety reasons. (Refer to Attachment A)
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) n/a
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 will benefit the B2B Communications by providing a consistent and efficient approach across all B2B Participants without requiring additional system changes.
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.

	The proposed change will benefit the Market by providing an existing ExceptionCode to be used consistently across participants as required and providing more accurate/clear messaging.
8. Customer benefits (consumers)	Allowing retailers to drive operational efficiencies from consistent messaging to enable faster customer engagement to support their re-energisation requests.
9. Consequence/Impact of issue not proceeding	Not proceeding with the changes would potentially deliver inconsistent interpretation. This may deliver inefficiencies in the B2B Communications which would require additional resourcing to align interpretations between participants and internal operational units.
10. Workaround/s (if necessary)	N/a
11. Supporting Documentation (attach if necessary)	N/a
12. Any critical timelines to consider?	To be incorporated with the next B2B 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

Unknown Load	The Site draws a significant *load* when attempting re-energisation and was left de-energised for safety reasons. ~~ed and the Customer is not present. The Site was not left re-energised for safety reasons.~~	Not Completed.