Attachment 2

ISSUE / CHANGE FORM – SUMMARY SECTION

(Template focuses on issue/change identification and impact.)

Issue Number (AEMO to complete)			
Version #			
Proponent Name	B2B Working Group	**Company**	
Proponent Title		**Proponent Contact No**	
Proponent email	b2bwg@aemo.com.au	**Date lodged with IEC**	
Procedure/Guidelines 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.) Service order Structure		
Short Description / Title	Meter Service Works Service Order Enhancements		
Other key contact information	Mark Riley mriley@agl.com.au 0475 805 262		

VERSION #	PRESENTED TO	DATE

ISSUE / CHANGE – DETAILED REPORT SECTION

1. Detailed description of Issue / Change	As part of the Power-of-Choice (**PoC**) reforms, competitive metering providers became formal B2B participants. This reflected the structural changes to market roles where provision of metering functions for *small* customers were separated from the provision of network services. Prior to PoC, B2B transactions were primarily used as service requests between Retailers and Network Businesses. Changes to B2B for PoC introduced the Service Supply Works (SSW) and the Metering Supply Works (MSW) Service Order requests to reflect this separation. Experience gained since the start of PoC has shown that the development work performed leading up to PoC commencement to separate these functions has delivered a Service Order structure for contestable Metering providers (MSW) that, while functional, does not provide all the information required to process the request efficiently. To date, Participants have worked around these limitation by using inventive ways to convey this information, such as: • by utilising the special instructions field which is a free text field of limited size • by re-purposing existing fields not designed for this use Where information cannot be conveyed in the Service Order request participants are forced to use off-market communications methods (phone calls, emails and spreadsheets) to exchange details. These approaches typically require human intervention, which is time consuming, error prone and introduces delay in progressing work requests. This ICF is proposing that the Service Order structure be enhanced to include elements that can be used to convey this information between participants. The information proposed to be added to the Service Order structure is shown below: • **Purpose of visit** – The current SO does not contain sufficient detail to clearly articulate the reason for the visit. For example, an MSW (Exchange Meter) request can be triggered as part of a customer initiated solar upgrade, or as a result of a meter malfunction reported to the retail by the network or as part of a family failure. • **Regulatory classification** – The current SO does not clearly articulate whether a request is part of a customer Initiated request, a retailer new deployment or a metering

	malfunction. These all have different regulatory timeframes under the new rules and as such have different process and reporting requirements. • **Customer Date** – If the customer agreed to a specific date or date window – the current SO does not clearly articulated whether the customer has already agreed to a fixed date or date window for the service is to be performed. Understanding this impacts process and reporting requirements for metering businesses. The Service Order request already contains a number of service date related fields (*CustomerPreferredDateAndTime* and *ScheduleDate*) that may be repurposed for this use or new date fields could be introduced. • **Customer notification method** – where a formal notification of a supply interruption to the customer is required the lead time for delivering this notice is different based on the method of delivery. This impacts a service provider scheduling processes - e.g. a customer who receives their notice via postal services requires scheduling in a shorter timeframe to allow for physical delivery whereas a customer receiving notification via digital means has a longer timeframe before scheduling must occur. An enumerated value(s) will identify the contact method. • **Customer Notification address** (postal or email) In circumstances where the retailer has made arrangements for the service provider to generate a *retailer planned interruption* notice to the customer on the retailers behalf, the current SO request does not allow for a retailer to provide the details of the customers contact details, such as the phone number of e-mail address. Specific fields in the SO for this information will allow for better automation. • **Escalation indicator** – the current SO does not clearly articulate that a SO is to be treated with an agreed level of priority and/or sensitivity over other Service Orders. E.g. Ombudsman, off supply etc. It is proposed to include a field to designate the level of escalation / urgency. • **Malfunction exemption details** – the current SO does not allow for details related to AEMO exemptions to be conveyed from the initiator to the service provider. Understanding the details of any exemption period informs the metering service provider timeframes apply and allows for appropriate scheduling. It is proposed to include fields to allow the exemption code allocated by AEMO and the end date by which the malfunction must be replaced. The B2B Working Group notes that this may be resolved through NMI standing data, but as AEMO has not yet advised a timeframe for this work, it has been decided to move forward with a question to participants.

	To address these issues additional fields are proposed to be added to the relevant Service Order.
2. Market Impact	As this change is proposing that new fields be added to the structure of the Service Order, participants will need to to update their gateways and systems to reflect the new structure. To minimise the impact all new fields are proposed to be designated as optional, with provision (or not) of this information left to commercial agreement. This will also allow Participants to commence using these fields as their capability becomes available.
3. Requirements / Specific Proposal	This ICF requires that the Service Order request structure is enhanced to accommodate new information required by Competitive metering providers, to enable more efficient management and processing of metering service orders.
4. Proposed Solution/s	(Must address the B2B Procedures) The proposed solution is to include additional fields in in the Service Order Structure (refer to Appendix A)
5. Law/Rule and clauses enabling change	(Must address head of power in governing law/rule) This change is being requested under NER *7.17.4 Changing B2B Procedures.*
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.; This change will result in efficient, effective and reliable B2B Communications allowing for better automation, a more standardized approach across participants and reduced back office effort to understand the service being requested.
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. By reducing the need for special notes to establish basic SO requirements this enables the management of customer facing works, makes the generation of the SOs more efficient and the

	processing and scheduling of these service orders to be undertaken in a more efficient manner by the MC/MP/MDP. This in turn, will reduce the degree of human error involved, the number of potential errors and make the processing of SOs more efficient. From a participant perspective, this will also make tracking and reporting of the different SO types more efficient, which in turn will lead to improved service order management.
8. Customer benefits (consumers)	The proposed changes will enable the metering Service Order to provide more structured information to the MC / MP / MDP. There are approximate 85,000 meters installed per quarter. Each one of these is supported by a B2B Service Order request. Approximately 85% of these have additional information included in the special instruction fields. This comes to 290, 000 jobs/annum which require special instructions and therefore human interaction. Assuming 3 minutes per job (1.5 min by each participant) this equates to 14,500 hrs / annum. By reducing the need for special Instructions to establish basic SO requirements this enables the generation of the SOs more efficient and the processing and scheduling of these service orders to be undertaken in a more efficient manner by the MC/MP/MDP. This in turn, will reduce the degree of human error involved, the number of potential errors and make the processing of SOs more efficient. This in turn reduces the cost of business by both the initiator and the receiver, which provides for the long term interests of the consumer.
9. Consequence/Impact of issue not proceeding	Service Orders will continue to require special instructions to establish basic requirements, which means extensive additional handling as part of their processing.
10. Workaround/s (if necessary)	Current arrangements continue.
11. Supporting Documentation (attach if necessary)	See Appendix A.
12. Any critical timelines to consider?	TBA
13. IEC 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

The following fields are proposed to be added to the B2B Service Order structure.

REASON	FIELD FIELDS WILL BE PROPERLY RE-NAMED DURING CONSULTATION	FORMAT	DEFINITION	REQ/MAND.	COMMENT
Regulatory Classification	*RegClassification*	VARCHAR(40)	Use to indicate whether it is customer Initiated and regulatory timeframes apply, or not. - Customer Initiated - Malfunction - New Meter Deployment - Family Failure	O	Required when SO type is MeterServiceWorks Note: Field is O = Optional for the transaction group, but 'R' Required for Metering Service Orders

REASON	FIELD FIELDS WILL BE PROPERLY RE-NAMED DURING CONSULTATION	FORMAT	DEFINITION	REQ/MAND.	COMMENT
New Fields - Purpose of Visit	*Reason*	VARCHAR(40)	Use to clearly indicate the purpose of visit – allowable values will be provided in an enumerated list. e.g: - New connection, - Additional Meter, - BTS Temp to Perm, - Supply Alteration, - Solar Upgrade, - Relocate existing meter - Replace meters - Retailer Project - Other	O	Enumerated Values to be included If Other or Retail Project with specific Identifier – use special instructions Required when SO type is MeterServiceWorks Note: Field is O = Optional for the transaction group, but 'R' Required for Metering Service Orders
Customer Agreed Start Date	*Date*	Date	The date the initiator and customer have agreed that a service is to be provided from	O	If customer has agreed a firm date the customer start date and end date will be the same. Required when SO type is MeterServiceWorks
Customer Agreed End Date	*Date*	Date	The date the initiator and customer have agreed that a service is to be completed by	O	If customer has agreed a firm date the customer start date and end date will be the same. Required when SO type is MeterServiceWorks
Customer Notification Method	*Notification*	VARCHAR(40)	- Post - e-mail - SMS	O	Required when SO type is MeterServiceWorks

REASON	FIELD FIELDS WILL BE PROPERLY RE-NAMED DURING CONSULTATION	FORMAT	DEFINITION	REQ/MAND.	COMMENT
Notification Details	*CustomerNotification*	VARCHAR(240)	Customer Postal address/e-mail address/Mobile Phone number	O	Required when SO type is MeterServiceWorks
Escalation Level	*Escalation*	VARCHAR(40)	- Normal - Ombudsman - VIP - No Supply - Other	O	Where Other is used, Special instruction should contain a code that is agreed between the Initiator and recipient e.g. [PRIORITY=*abc*] Required when SO type is MeterServiceWorks
AEMO Exemption Code	*ExemptionCode*	VARCHAR(40)	Exemption code allocated by AEMO	O	Required when SO type is MeterServiceWorks
Exemption End Date	*ExemptionEndDate*	Date	Date that Exemption Ends	O	Required when SO type is MeterServiceWorks