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# B2B Procedures Version 2.2

## Initial Consultation Change Pack

*Prepared by: Information Exchange Committee*

*Version No: 1.00*

*Date: 21 July 2014*

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## 1. Notice of Consultation

This Notice of Consultation informs all NEM Registered Participants, Metering Providers, Intending Participants and interested parties that the Information Exchange Committee (IEC) is conducting the initial stage of consultation on Business to Business (B2B) Procedures.

The consultation is being conducted under Clause 7.2.A.3 (e) of the National Electricity Rules (the Rules) in accordance with the Rules Consultation requirements in clause 8.9 of the Rules.

The IEC invites written submissions on this Initial Consultation. Submission instructions are provided in the Section 8.

## 2. Background

This document has been prepared to detail proposed amendments to the B2B Procedures which have been in operation since 23 December 2004 and have been modified to support ongoing business improvements since that time.

This document proposes changes to the current B2B Procedures as recommended by the B2B and MSATS Reference Group (BMRG) to the IEC and provides information on the impacts of these changes. The information provided meets the requirements for changing the B2B Procedures as detailed in Sections 7.2A.3 and 8.9 of the National Electricity Rules.

It also provides information considered by the IEC in determining if a prima facie case exists for amending the B2B Procedures, namely:

- an issues statement (see Section 3)
- a summary of changes to the B2B Procedures, including consideration of the B2B Principles (see Section 3)
- an impact statement, including consideration of the B2B Objective (see Section 6)

The proposed changes have been considered and endorsed by the IEC's BMRG.

The current Procedures are B2B Procedures version v2.1.

### 3. Scope / Issues Statement

The proposed changes under consultation have been developed as a result of a request from industry and relate to the following items:

#### 721 Provide Meter Data Timings

Provide Meter Data Requests (PMD) have been a significant concern for Participants and Service Providers over a number of years.

Currently, the Provide Meter Data (PMD) process operates through manual and semi-automated solutions from the perspective of retailers and Meter Data Providers (MDPs). Most distributors MDPs operate automated processing systems - limiting resource requirements and delivering fast response times. Although this side of the process is largely automated, the key driver for timing clarification comes from the actions that a retailer may take after they have received a rejection.

A well understood behaviour within the industry is when a PMD fails, a Verify Meter Data (VMD) Request is often raised without considering the initial rejection reasons. Where a PMD has failed (and it was raised too early), manual resources are required to investigate the VMD – ultimately producing the same outcome as the original PMD. The changes within the B2B Procedures 2.2 consultation look to limit this behaviour by providing clarity on when raising a PMD is appropriate.

As inappropriate requests reduce, resources can concentrate on resolving higher priority enquiries. This will provide benefits to productivity and increase higher levels of end consumer satisfaction. Due to the complex nature of these administrative tasks, tangible benefits are hard to quantify however, both the BMRG and the MSWG agree benefits will be realised through the changes defined within the consultation pack.

As a result, timings have been defined and changes recommended by the MSWG which has now been reviewed and endorsed by the BMRG.

To take the issue forward to full resolution, the IEC have endorsed the proposed B2B Procedures – Meter Data Process v2.2 consultation.

#### 001 Minor & Manifest Changes

This consultation includes a minor amendment to B2B Procedures – Customer and Site Details Notification Process. A statement regarding the timing of requests for CustomerDetailRequest transaction had been left undefined as an administration error during the previous consultation. This change aligns the document to the original final determination from the B2B Procedures 2.1 consultation.

This document lists the proposed changes to the B2B Procedures as developed, discussed and unanimously agreed through consultation with the BMRG. The proposed changes under consultation have a proposed effective date of 22 November 2014. **The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.**

#### 4. Consultation Date Plan

The following table details the proposed consultation date plan:

Action	Start Date	End Date	Notes
IEC – Initial Meeting Agreement by the IEC that a prima facie case exist and that consultation should commence.	10/07/2014	17/07/2014	Complete
IEC issue notice of consultation for publication by AEMO	21/07/2014	21/07/2014	Complete
Participant submissions to be provided to AEMO.	22/07/2014	25/08/2014	Mandatory (min) 25 business days permitted for consultation responses.
Submission receipt date	26/08/2014	26/08/2014	
Consider all valid submissions and prepare the Draft Determination report. This includes the change marked procedures.	27/08/2014	21/09/2014	Within 20 Business days of the submission close date.
IEC Meeting – Review Draft Determination	23/09/2014	23/09/2014	
Publish Draft Determination consultation (incl. change marked B2B Procedures)	24/09/2014	24/09/2014	
Participant submissions to Draft Determination to be provided to AEMO.	25/09/2014	08/10/2014	Mandatory 10 business days permitted for consultation responses.
Submission receipt date	09/10/2014	09/10/2014	
Consider all valid submissions and prepare the Final Determination report. This includes the change marked procedures	10/10/2014	18/11/2014	Within 30 Business Days of the submission close date
IEC Meeting – Review Final Determination	19/11/2014	20/11/2014	
AEMO Publish B2B v2.1 Final Determination	21/11/2014	21/11/2014	
B2B Procedure v2.1 effective date*	22/11/2014	22/11/2014	<u>Proposed</u> implementation date at the time of publication of this document.
<p><b>*The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</b></p>			

## 5. B2B Proposal

The proposed changes directly impact the B2B Procedure Meter Data Process and Customer and Site Details Notification Process and have been developed as a result of a request from industry and are documented in Section 3 and defined further in Section 9 of this document.

### 5.1 B2B Principles

The IEC considers that the B2B Proposal supports each of the B2B Principles as follows:

B2B Principle	Justification
<i>B2B Procedures should provide a uniform approach to B2B Communications in participating jurisdictions in which there are no franchise customers.</i>	The proposed B2B Procedures support a uniform approach to B2B Communications in participating jurisdictions.
<i>B2B Procedures should detail operational and procedural matters and technical requirements that result in efficient, effective and reliable B2B Communications.</i>	The proposed B2B Procedures improve the communications process between participants.
<i>B2B Procedures should avoid unreasonable discrimination between Local Retailers, Market Customers and Distribution Network Service Providers.</i>	The proposed B2B Procedures do not introduce changes that would discriminate between Local Retailers, Market Customers and Distribution Network Service Providers.
<i>B2B Procedures should protect the confidentiality of commercially sensitive information.</i>	The proposed B2B Procedures do not introduce changes that would compromise the confidentiality of commercially sensitive information.

## 6. Impact Statement

This impact statement sets out an overview of the likely impacts, including benefits and costs, of the proposed amendments to the B2B Procedures on AEMO, Local Retailers, Market Customers, Metering Providers and Distribution Network Service Providers (DNSP).

### 6.1 B2B Objective

The IEC, on recommendation from the BMRG, has determined that the B2B Objective has been achieved for this B2B Proposal as described below.

***B2B Objective:*** *The benefits from B2B Communications to Local Retailers, Market Customers and Distribution Network Service Providers as a whole should outweigh the detriments to Local Retailers, Market Customers and Distribution Network Service Providers as a whole.*

#### 6.1.1 Benefits

The B2B Proposal supports the B2B Objective in the following ways:

- Reduced operational costs for both Retailers and Service Providers by clarifying the timings surrounding when a PMD should be raised whilst ensuring that no changes impact the ability for participants to raise the necessary data requests in the market
- Consistent understanding of the correct timings for initiation and completion which will result in a reduction in inappropriately timed requests from retailers and meter data providers resulting in operational efficiencies for the meter data provider, allowing these organisations to respond more productively to meter data requests.

#### 6.1.2 Detriments

No technical implementation is required for the amended Procedural requirements.

The existing B2B Procedure Technical Delivery Specifications, B2B Procedure Technical Guidelines will also be updated (where applicable) to align with the amended Procedural requirements.

### 6.2 Current Production Systems

The BMRG has advised that although changes are unlikely, they may be required for production systems of Local Retailers, Market Customers and DNSPs as a result of commencement of B2B Procedures Version 2.2. As a result, the effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.

### 6.3 MSATS Procedures

AEMO has advised that there is no assessed impact to the Market Settlements and Transfers Solution (MSATS) Procedures as a result of this B2B Proposal.

## 7. Cost Benefit Statement

Although significant benefits have been identified to the industry through this change, no tangible cost benefits have been calculated based on the improvements put forward.

It is expected that from an operational perspective, the expected clarity of timing will result in less manual intervention and rejection of PMD requests as well as allowing MDPs to deliver data requests more quickly than before.

The end benefit will ensure that retailers are able to obtain billable meter data in a faster period of time, enabling the timely and accurate billing of end consumers.

## 8. Submissions

The IEC invite written submissions on the B2B Procedures v2.2 Consultation.

Consulted parties are requested to identify any information in their submission that is considered to be confidential. The IEC require the consulted party to provide reasons as to why information is regarded as confidential.

### 8.1 Sending Submissions

Submissions are requested in electronic format using the 'Participant Response Pack Template' published on the AEMO website, as all submissions will be published on the AEMO website.

Submissions must be forwarded to the IEC, C/O AEMO by 5:00pm on 26 August 2014.

Please email submissions, using the template, via Email to: [enhancements@aemo.com.au](mailto:enhancements@aemo.com.au)

Alternatively, you may post submissions to:  
Retail Development & Change Implementation  
C/O- AEMO  
GPO Box 2008S, Melbourne VIC 3001

## 9. Proposed Changes

This section lists the changes proposed to the B2B Procedures: Version 2.1.

Proposed changes have been categorised as Procedure changes as follows;

- Table 9.1 covers the proposed changes to the B2B Procedure Customer and Site Details Notification Process.
- Table 9.2 covers the proposed changes to the B2B Procedure Service Order Process.
- Table 9.3 covers the proposed changes to the B2B Meter Data Process.
- Table 9.4 covers the proposed changes to the B2B Procedure One Way Notification Process.
- Table 9.5 covers the proposed changes to the B2B Procedure Technical Guideline for B2B Procedures.
- Table 9.6 covers the proposed changes to the B2B Procedure Technical Delivery Specification.

**NOTE:** All proposed additions to the B2B Procedures are highlighted in red colour text. All proposed deletions from the B2B Procedures are highlighted in red strike through text. Example: ~~Reference~~.

**9.1 Proposed changes to the B2B Procedure Customer and Site Details Notification Process**

Item	ID	Description
9.1.1	001	<p><b>3.2.4 Timing Requirement for Sending <u>CustomerDetailsRequests</u></b></p> <p>a. In relation to a customer transfer, the DNSP must not send a <u>CustomerDetailsRequest</u> for a NMI before the Close of Business of the fifth business day following <b>receipt of the completion notification of the CATS Change Retailer transaction.</b></p>
9.1.2	001	<ul style="list-style-type: none"> <li>• <i>Update the version number from 2.1 to 2.2 in the document history.</i></li> <li>• <i>The proposed effective date is 22 November 2014</i></li> </ul> <p><i>The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</i></p>

**9.2 Proposed changes to the B2B Procedure Service Order Process**

Item	ID	Description
9.2.1	721	<ul style="list-style-type: none"> <li>• <i>Update the version number from 2.1 to 2.2 in the document history</i></li> <li>• <i>The proposed effective date is 22 November 2014</i></li> </ul> <p><i>The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</i></p>

**9.3 Proposed changes to the B2B Procedure Meter Data Process**

Item	ID	Description
9.3.1	721	<ul style="list-style-type: none"> <li>Update the version number from 2.1 to 2.2 in the document history.</li> </ul>
9.3.2	721	<ul style="list-style-type: none"> <li>The proposed effective date is 22 November 2014</li> </ul>
9.3.3	721	<p><b>2.5 Provide Meter Data Process</b></p> <p>a. If:</p> <ol style="list-style-type: none"> <li>a Participant <del>reasonably believes that they have not received</del> requires MDFF Data <del>for a NMI</del> from an MDP; to which it is entitled in accordance with the Rules, then the Participant may commence the Provide Meter Data Process.</li> </ol>

9.3.4	721	<p><b>3.2.3 Timing Requirement for <del>sending a MeterDataNotification for a ProvideMeterDataRequest.</del></b></p> <p><del>a. Where a MDP is required to send a <u>MeterDataNotification</u> in response to a <u>ProvideMeterDataRequest</u>, the MDP must send the <u>MeterDataNotification</u> within one business day of receiving the <u>ProvideMeterDataRequest</u>.</del></p> <p>a. A Participant must not issue a <u>ProvideMeterDataRequest</u> relating to a scheduled reading event prior to the completion of:</p> <ul style="list-style-type: none"><li>a. Four Business Days following the read event for type 1, 2, 3 and 4 Metering Installations;</li><li>b. Six Business Days following the published Next Scheduled Read Date for type 5 and 6 Metering Installations; and</li><li>c. The seventh Business Day of the calendar month for the previous month's MDFF Data, for type 7 Metering Installations.</li></ul> <p>b. A Participant must not issue a <u>ProvideMeterDataRequest</u>, relating to a <u>ServiceOrderRequest</u>, for type 5 and 6 Metering Installations prior to the completion of four Business Days following the receipt of the completed <u>ServiceOrderResponse</u>.</p> <p>c. Where a MDP is required to send a <u>MeterDataNotification</u> in response to a <u>ProvideMeterDataRequest</u>, the MDP must send the <u>MeterDataNotification</u> within one Business Day of receiving the <u>ProvideMeterDataRequest</u>.</p>
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9.3.5	721	<p><b>3.2.4 Timing Requirement for sending a MeterDataNotification for a VerifyMeterDataRequest</b></p> <p>a. Where a MDP is required to send a <u>MeterDataNotification</u> in response to a <u>VerifyMeterDataRequest</u>, the MDP must send the <u>MeterDataNotification</u> within five <b>B</b>business <b>D</b>days of receiving the <u>VerifyMeterDataRequest</u>.</p>
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**9.4 Proposed changes to the B2B Procedure One Way Notification Process**

Item	ID	Description
9.4.1	721	<ul style="list-style-type: none"><li>• Update the version number from 2.1 to 2.2 in the document history.</li><li>• The proposed effective date is <i>22 November 2014</i></li></ul> <p><i>The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</i></p>

**9.5 Proposed changes to the B2B Procedure Technical Guidelines for B2B Procedures**

Item	ID	Description
9.5.1	721	<ul style="list-style-type: none"><li>• Update the version number from 2.1 to 2.2 in the document history</li><li>• The proposed effective date is 22 November 2014</li></ul> <p><i>The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</i></p>

**9.6 Proposed changes to the B2B Procedure Technical Delivery Specification**

Item	ID	Description
9.6.3	721	<ul style="list-style-type: none"><li>• Update the version number from 2.1 to 2.2 in the document history.</li><li>• The proposed effective date is <i>22 November 2014</i></li></ul> <p><i>The effective date is integral to this consultation and as such, the IEC welcomes submissions that recommend an alternative effective date in line with the requirements of NEM participants.</i></p>

## 10. Abbreviations

### 10.1 Abbreviations

B2B	Business to Business
BMRG	B2B & MSATS Reference Group (established under the Information Exchange Committee)
DNSP	Distribution Network Service Provider
IEC	Information Exchange Committee
MSATS	Market Settlement and Transfer Solution
RMEC	Retail Market Executive Committee