

B2B Working Group Meeting 7

12 July 2021

Agenda

No.	Agenda item	Paper	Discussion Lead	Time	Action
1	Preliminary Matters				
1.1	AEMO Competition Law Meeting Protocol				
1.2	Acknowledgement				
1.3	Apologies and introductions				
1.4	Confirm agenda	Ref #1 – B2B-WG Meeting Agenda	Meghan Bibby (AEMO)	9:30-10:00am	Noting / Discussion
1.5	Review actions	Ref #2 - Action Register			
1.6	Pending consultation items	Ref #2 - Action Register			
1.7	Updated B2B-WG Terms of Reference				
2	Items for Discussion				
2.1	Review of B2B Procedures v3.7 Consultation Initial Stage submissions		Meghan Bibby/Nandu Datar/Kate Gordon (AEMO)	10:00am-12:00pm	Discussion
BREAK - LUNCH					
2.2	Coincident service orders and multiple service providers		Meghan Bibby/Michelle Norris (AEMO)/B2B-WG members	12:30-3:50pm	Discussion
3	Other business				
3.1	Wrap-up, actions, questions, parked issues		Nandu Datar (AEMO)	3:50-4:00pm	Noting

AEMO Competition Law Meeting Protocol

Before we start this meeting, an important notice relating to *compliance with Competition Law*

We must not discuss, or reach or give effect to any agreement or understanding which relates to:

- Pricing
- Targeting (or not targeting) customers
- Tendering processes
- Sharing competitively sensitive information
- Breaching confidentiality obligations

Each entity must make an independent and unilateral decision about its commercial positions

*We acknowledge the
Traditional Owners of country
throughout Australia and
recognise their continuing
connection to land, waters and
culture. We pay our respects to
their Elders past, present and
emerging.*

1 Preliminary matters

1.2 Apologies and introductions

1.3 Confirm agenda

1.4 Review actions

1.5 Pending consultation items

B2B Minor Amendment v3.6.2 update

- Amend the status for the PurposeOfRequest SO field from Not Required (N) to Optional / Not Required (O/N), for the SO types Metering Service Works Remove Meter and Metering Service Works Install Controlled Load, in Table 13 of the Procedure; and
- Replace the current Proposed new Customer Service sequence for ACT in Figure 3 with updated NMI Allocation Process provided by EvoEnergy in the B2B Guide.
- IEC approved.
- Final published Wednesday 7 July.

B2B schema r41 – AEMO testing notes

- AEMO testing of the schema r41 is underway.
- As part of the testing, it has been advised that the OneWayNotification XML file with MXN value as 'Name' element is still schema valid as 'Name' element is defined as String value in aseXML schema. As long as the file is schema valid, Batch Handler will continue to process the file.
- If a participant puts a schema valid file in Inbox with MXN value, Batch Handler will process it and deliver it to receiving participant. It will then be the receiving participant who can accept or reject the file.
- This is as per existing functionality of Batch Handler and only specific to the Batch Handler.

Items for discussion or noting

2.1 Review of B2B Procedures v3.7 Consultation Initial Stage submissions

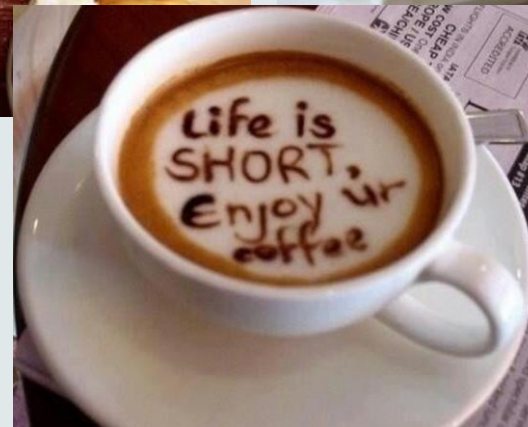
Meghan Bibby/Nandu Datar/Kate Gordon (AEMO)

- Review of submissions, see word document distributed

Break - Lunch



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2.2 Coincident service orders and multiple service providers

Meghan Bibby/Michelle Norris (AEMO)

Reminder from May IEC meeting:

The IEC has tasked the B2B-WG to undertake further analysis to determine if there are other solutions which:

- *Delivers a more complete solution for consumers (which prevents / further reduces consumers being left off supply)*
- *Look at how to resolve this issue by considering broader solutions outside of B2B – options include MSATS, rule changes etc*

The IEC also asked that the B2B-WG keep in mind the following considerations:

- *(if possible) distributors are not to bear (all) costs*
- *Implementation timeframes within the next 18 months would exclude any requirements for AEMO system or major participant system changes*
- *AEMO B2B system or MSATS configuration change(s) may be an alternative and should be investigated if an option*
- *Whether phasing of the introduction of changes e.g. by jurisdiction may have an impact on the completeness, complexity or cost of the proposed solution(s)*
- *Recommend any jurisdictional discussions may need to occur.*

The Secretariat is to instruct the B2B-WG of the IEC's request for additional work relating to coincident service orders relating to remote de-energisation and re-energisation. This work should be presented back to the IEC as soon as it is ready.

Coincident service orders and multiple service providers – recap

B2B-WG members

- Each B2B-WG member shares a recap of the analysis to date without interruption
- Maximum 5 minutes per member

Coincident service orders and multiple service providers – proposed option

Dino Ou
(Endeavour Energy)

Non-B2B option is for retailers to get approved and start utilising remote services. In addition to resolving the issue where the incoming retailer does not know who to send their reconnection request to, it will also provide the following benefits:

- Incoming retailers can provide a better customer experience by arranging for the remote reconnection when the meter is remotely disconnected (as opposed to telling the customer to contact another retailer)
- Retailers can provide a better customer experience because the disconnection/reconnection can be done more quickly and at a lower fee
- Retailers can consider and offer other innovative solutions to customers
- Retailers can accelerating their smart meter rollout (retailers have consistently highlighted that remote services is a key factor to their business case for installing smart meters)
- Retailers can better manage their debt risk because there will less of issues like 'no access', 'shared fuse' etc, and can better manage unauthorised usage
- This is aligned with the intent of industry changes introduced under the AEMC's 'Expanding competition in metering and related services' rule change and therefore does not introduce any transitional cost nor interim complex industry processes

Coincident service orders and multiple service providers – suggested option

Dino Ou
(Endeavour Energy)

Retailers and metering providers are approved to perform remote services in NSW are available at <https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/information-for-specific-industries/smart-meter-providers>):

The NSW Fair Trading (OFT) list shows that retailers of different size are able to get approved and therefore the requirements to get approved is achievable. That said, only retailers and metering providers can elaborate on this.

Therefore, an option is for AEMO/IEC to perform a confidential survey to understand where participants are at with regards to getting approved and start using remote services, the challenges that they are experiencing and what they suggest would help to get approval easier/quicker.

A discussion with the OFT can also help to understand the other side of the story.

Update – B2B-WG retailer member feedback

Meghan Bibby/
Michelle Norris
(AEMO)

- To avoid any competition concerns, each B2B-WG retailer member was asked separately to provide independent feedback on Endeavour Energy's proposed option
- None of the responses supported Endeavour's proposal for the following reasons:
 - The proposed solution requires a Distributor to still play an intermediary role otherwise competitive parties would be required to talk to each other
 - Meter replacement programs will take considerable time (>15 years at current pace) and it is also not feasible to expect all retailers to only undertake remote disconnections all of the time.
 - Proposal does not manage the issue associated with coincident service orders and having customers off supply due to coincident remote / physical re-en/de-en
 - Proposal is anti-competitive - requires agreement from all retailers to start using remote services at the exact same time and would require all retailers to agree to only utilise remote disconnections.
 - Changeover to using remote services in NSW is not mandatory, retailers can choose to remain with only using physical services depending on their business model (regardless of benefits associated with using remote). These are all independent retailer choices.

Introduction

Under the Regulation, electricity retailers may arrange for, and metering providers can carry out de-energisation and re-energisation of the premises of small customers by the remote use of an electricity meter, provided:

Victorian experience – physical to remote services

- Remote de-energisation or re-energisation approved once a high level of remote meters available (98% or 99%) in Victoria
- Victorian safety regulator endorsed remote de-energisation or re-energisation from 2013
- Victorian distributors worked with the safety regulator and retailers to establish a MOU on the de-energisation and re-energisation process
- Process established to receive all de-energisation or re-energisation service orders and distributors would establish whether remote could be used as the first option and then would only use physical either where:
 - Site was de-energised for a lengthy period of time for which the safety regulator mandates a physical site visit; or
 - After 3 pings of the meter within 30 minutes there was no communications established.
- Victorian distributors have been asked to provide volumes of coincident service orders for the periods 2013, 2014 and 2015 to help with our discussions.
- Majority of services are now remote providing faster and cheaper services.

Coincident service orders and multiple service providers—suggested option

Meghan Bibby
(AEMO)/
Justin Betlehem
(Ausnet Services)

Proposed process flow

1. MP receives service order for remote de-energisation or re-energisation;
2. MP pings meter 3 times to see if can complete the requested work over 1 hour's timeframe;
3. If cannot talk to meter, respond to request with Not Completed
 1. Should this be Not Completed – No Comms? OR
 2. Should this be Not Completed – Unknown Connection Status?
4. Retailer requests physical de-energisation or re-energisation by DNSP.

Benefits

- Physical de-energisation or re-energisation requests will lessen as each physical de-energisation is re-energised.
- The proposal shows if a remote service can be used and only delays process by 1 hour before choosing whether a physical service is to be requested.
- Provides faster and cheaper services where remote can be applied

Notes

- Comms faults would be included in this volume.
- Mobile services to enable remote communication have high levels of availability.

Coincident service orders and multiple service providers – next steps

- Does Ausnet Service's proposed process flow provide a workable option?
 - Yes:
 - Work through proposal to present to IEC
 - No:
 - Advise IEC that no solution has been identified outside of Notified Party and conduct an Issues Survey of industry and propose progressing to consultation on Notified Party; OR
 - Advise IEC that no solution can be agreed upon, no change is proposed and the risk of negative customer outcomes will need to be accepted.

Other business

3.1 Wrap-up

Nandu Datar, AEMO

- Actions
- Parked items
- Next meeting (23 August 2021) – includes reviewing submissions to the B2B Procedures v3.7 consultation draft stage.