

# B2B Working Group Meeting 6

21 June 2021

# Agenda

No.	Agenda item	Paper	Discussion Lead	Time	Action
1	<b>Preliminary Matters</b>				
1.1	Acknowledgement				
1.2	Apologies and introductions				
1.3	Confirm agenda	Ref #1 – B2B-WG Meeting Agenda	Meghan Bibby (AEMO)	9:30-10:00am	Noting / Discussion
1.4	Review actions	Ref #2 - Action Register			
1.5	Pending consultation items	Ref #2 - Action Register			
1.6	B2B Consultation update				
2	<b>Items for Discussion</b>				
2.1	B2B-WG recommendations for the inclusion of Notified Parties for coincident service orders		Meghan Bibby (AEMO)/Dino Ou (Endeavour Energy)	10:00am-11:30am	Discussion
2.2	Pre-consultation survey on Notified Parties for coincident service orders		Meghan Bibby/Michelle Norris (AEMO)	11:30am-11:50am	Discussion
3	<b>Other business</b>				
3.1	Wrap-up, actions, questions, parked issues		Nandu Datar (AEMO)	11:50am-12:00pm	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

# 1.6 B2B Consultations update

## B2B Minor Amendment v3.6.2

- 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.
- With IEC for approval of final report and procedure changes.
- Final to published Monday 12 July.

# 1.6 B2B Consultations update

## B2B Consultation v3.7

- <https://aemo.com.au/consultations/current-and-closed-consultations/b2b-procedures-v37>
- Commenced Monday 31 May; initial submissions due Tuesday, 6 July.
- Includes changes:
  - B2B Procedure: Customer and Site Details Notification Process – to only allow structured site address in Life Support Notification.
  - B2B Procedure: Service Order Process – to only allow structured site address, to add Section and Delivery Point (DP) Number and to include coincident De-Energisation and Re-Energisation SOs for non-regulated service providers.
  - B2B Procedure: Technical Delivery Specification – to allow changes to the Person Name Given and Person Name Title fields.
  - B2B Guide – to include a process by which an Unauthorised Connection is detected and disconnected, and to add Section and Delivery Point (DP) Number.

# Items for discussion or noting



# 2.1 B2B-WG recommendations for the inclusion of Notified Parties for coincident service orders

Meghan Bibby (AEMO)

IEC discussed the recommendations from the B2B-WG in relation to B2B Procedures v3.7 consultation in its May meeting. The IEC did not accept the B2B-WG's recommendations for the proposed solution relating to the inclusion of Notified Parties for coincident service orders.

The following is an excerpt from the draft IEC minutes from its May 2021 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.

## B2B-WG

recommendations for the inclusion of Notified Parties for coincident service orders – suggested 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

## B2B-WG

recommendations for the inclusion of Notified Parties for coincident service orders – 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.

# Break (if required)



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# 2.2 Pre-consultation survey on Notified Parties for coincident service orders

Meghan Bibby/Michelle Norris (AEMO)

Questions proposed for the consultation paper, which are needed for a pre-consultation questionnaire on this topic.

To enable the assessment of this Proposal, the IEC requests that submissions on the proposed option include the provision of the estimated volumes involved, as well as the associated costs, benefits and timeframes.

The IEC has asked AEMO to:

- Manage such information, particularly on costs, to avoid any confidentiality issues.
- Provide a de-identified analysis to the IEC and B2B-WG, to enable their consultation decisions to be made impartially.

The IEC requests that answers to the following questions in respect of costs and benefits will identify financial and non-financial impacts.

- Do you support the Changes in respect of enhance coincident SO logic to consider Notified Party transactions? (Answer should be one of "Yes" / "No – provide reason" / "Other – provide reason")
- How many move-ins occurred for each of the calendar years 2019 and 2020?
- What do you estimate the magnitude of the issue to be, that is, can you provide the volume of coincident SOs which would need to be managed on a monthly basis where the incoming retailer intends to perform remote re-energisation but does not have visibility that a physical re-energisation has been raised by the FRMP?

# Pre-consultation survey on Notified Parties for coincident service orders

- Please indicate the costs which the Change will create for your organisation as an order of magnitude (i.e. “low”, “medium”, or “high”). If any monetary values (e.g. once-off implementation costs, and any ongoing annual cost) are provided (e.g. in terms of the cost of system changes), these will be kept confidential.
- What costs are associated with not enhancing the current coincident SO logic?
- Does your organisation have any concerns about the business risk associated with the Changes? If so, please specify the Changes which concern your organisation in particular, as well as why.
- Please indicate, in detail, the benefits which the Change would mean for your organisation (in terms of efficiency, customer benefits, privacy, etc.). If any monetary benefits are provided (e.g. in terms of annual FTE savings), these will be kept confidential.
- What benefits are associated with not enhancing the current coincident SO logic?
- Please indicate whether you expect that the benefits will outweigh the costs for your organisation.
- If the Changes in respect of enhance coincident SO logic to consider Notified Party transactions were to be adopted, what capability would your organisation have for an implementation date of March 2022 or November 2022?
- If your organisation raised concerns in its response to the above questions, then what alternative solutions might meet the requirements for the Changes?

# Other business

# 3.1 Wrap-up

## Nandu Datar, AEMO

- Actions
- Parked items
- Next meeting (12 July 2021) – includes reviewing submissions to the B2B Procedures v3.7 consultation