

# ELECTRICITY RETAIL CONSULTATIVE FORUM CHANGE PROCESS

PREPARED BY: AEMO Markets  
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## VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
0.1	February 2018	Initial draft.
0.2	March 2018	Updated with suggested improvement comments from ERCF members.
1.0	April 2018	Published version.
1.1	December 2019	Updated to reflect the new template and merging of the ERMCF and ERCF in May 2019.
1.2	November 2020	Updated to add clarity to CIP drafting process and fixed typos.

**CONTENTS**

1.	INTRODUCTION	<b>4</b>
2.	ELECTRICITY RETAIL CONSULTATIVE FORUM CHANGE PROCESS	<b>4</b>
2.1.	Purpose	4
2.2.	Intended audience	4
2.3.	Scope	5
2.4.	ERCF Change Process	5
2.5.	Related documents	5
2.6.	Change Log	6
2.7.	Annual prioritisation session	6
3.	GOVERNANCE	<b>7</b>
3.1.	Electricity Retail Consultative Forum (ERCF)	7
3.2.	Market Settlement and Transfer Solution (MSATS) Procedures	7
4.	CHANGE PROCESS STEPS	<b>7</b>
4.1.	Concept to Consultation	7
4.2.	Consultation Timeframes	7
4.3.	ERCF change process flow	8
4.4.	Process step descriptions	10
4.5.	Implementation process	16
5.	ISSUE / CHANGE FORM	<b>18</b>
5.1.	ICF Acceptance Criteria	18
5.2.	Accepting / Rejecting the ICF	19
	ACRONYMS, ABBREVIATIONS AND DEFINITIONS	<b>20</b>

## 1. INTRODUCTION

As part of the Australian Energy Market Operator (AEMO)'s role in operating the National Electricity Market (NEM), AEMO manages various National Procedures and market systems in the wholesale and retail electricity market.

AEMO has established the Electricity Retail Consultative Forum (ERCF) to assist in the review of the retail electricity Business-to-Market Procedures and services including the Market Settlement and Transfer Solution (MSATS) Procedures; Metering Services Procedures and Metrology Procedures, industry processes, guidelines and arrangements governing the retail electricity markets that operate in:

- New South Wales and Australian Capital Territory,
- Queensland,
- South Australia,
- Victoria, and
- Tasmania

as well as providing recommendations and analysis.

The ERCF Terms of Reference (ToR) sets out the engagement with Participants or interested parties to contribute to this change process.

## 2. ELECTRICITY RETAIL CONSULTATIVE FORUM CHANGE PROCESS

### 2.1. Purpose

The purpose of this document is to describe the AEMO change process for the ERCF relating to Business-to-Market Procedures and services including the MSATS Procedures, Metering Services Procedures and Metrology Procedures, industry processes, guidelines and arrangements governing the retail electricity markets.

This document is sets out the following:

- a) Governance arrangements, role and responsibilities of AEMO and different industry bodies within the NEM;
- b) The process for managing changes and issues via the ERCF
- c) The timeframes associated to the change process; and
- d) The tools and requirements to assist in the development of the 'Issue or Change' for submission to AEMO.

### 2.2. Intended audience

The following table contains information regarding the intended audience for this document.

Role	Description
Electricity Retail Consultative Forum (ERCF)	Participants and interested parties contributing to the ERCF. Forum participants require an understanding of NEM Retail and Metering processes to identify market efficiencies and provide advice on MSATS, Metering Services and Metrology related changes.
Participant operational and project teams	Participant operational and project teams managing change activities. This audience will need to have an understanding of MSATS, Metering Services and Metrology changes to effectively plan for MSATS, Metering Services and Metrology changes, or to identify market related issues and future changes.

Role	Description
Interested parties	Market agencies, consumer groups, jurisdictional bodies and other interested persons as appropriate may wish to remain informed of proposed changes without necessarily wanting to inform or initiate changes themselves.

### 2.3. Scope

This document details the business-as-usual change process for the MSATS Procedures, Metering Services Procedures and Metrology Procedures, industry processes, guidelines and arrangements governing the retail electricity markets.

From time to time special projects may be established to deliver broader market reforms across a number of processes and Procedures. The ERCF may be suspended during this time where MSATS changes are delivered by specific projects.

### 2.4. ERCF Change Process

This change process has been developed to support the implementation of changes that align with the National Electricity Objective and/or the National Energy Retail Objective.

#### National Electricity Objective

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; price, quality, safety, reliability and security of supply of electricity; and the reliability, safety and security of the national electricity system.

#### National Energy Retail Objective

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 ERCF change process details the steps for the initiation, assessment and progress of MSATS, Metering Services and Metrology associated change, beginning with problem identification and ending with the start of the implementation period. The process aims to consistently and uniformly engage with experienced industry SMEs on potential changes prior to the consultation process commencing.

The objective of the pre-consultation process is to validate proposed changes as robust and suitably detailed before proceeding to consultation and to avoid extensive changes to proposed solutions during the formal consultation process.

### 2.5. Related documents

There are a number of related documents or artefacts that have been issued and should be read in conjunction with this document.

Reference	Title	Location
1	Electricity Retail Consultative Forum (ERCF) Terms of Reference	<a href="https://www.aemo.com.au/Stakeholder-Consultation/Industry-forums-and-working-groups/Retail-meetings/Electricity-Retail-Consultative-Forum">https://www.aemo.com.au/Stakeholder-Consultation/Industry-forums-and-working-groups/Retail-meetings/Electricity-Retail-Consultative-Forum</a>

Reference	Title	Location
2	Issues Change Form (ICF) Template	<a href="https://www.aemo.com.au/Stakeholder-Consultation/Industry-forums-and-working-groups/Retail-meetings/Electricity-Retail-Consultative-Forum">https://www.aemo.com.au/Stakeholder-Consultation/Industry-forums-and-working-groups/Retail-meetings/Electricity-Retail-Consultative-Forum</a>
3	Retail Electricity Market Procedures – Glossary and Framework	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
4	MSATS Procedures: CATS Procedure Principles and Obligations	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
5	MSATS Procedures: Procedure for the Management of Wholesale, Interconnector, Generator and Sample (WIGS) NMIs	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
6	NEM RoLR Processes - Part A - MSATS Procedures: RoLR Procedures	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
7	MDM Procedures	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
8	NMI Standing Data Schedule	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>
9	NMI Procedure	<a href="https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions">https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Retail-and-metering/Market-Settlement-and-Transfer-Solutions</a>

## 2.6. Change Log

AEMO has established a Change Log to support the change management process for electricity retail market changes. The Change Log will be managed by AEMO as a record of changes provided to the ERCF for review and advice, across the life cycle of an issue, from lodgement to implementation or rejection (See Section 4.3 for a diagrammatical representation of the life cycle of an issue).

Changes with a potential market system changes will be assigned to a scheduled IT release cycle determined by AEMO and information captured as part of this register.

## 2.7. Annual prioritisation session

Each year, AEMO will table a proposed prioritisation strategy and a list of initiatives from the Change Log with the ERCF for consideration. The Change Log will function as a list of initiatives that AEMO has identified as candidates to be considered for consultation in the following calendar year.

The annual review shall commence in the fourth quarter of each year. When developing the list of initiatives to progress, AEMO undertakes a review of all relevant initiatives on the Change Log. AEMO will consider any potential impact of known major projects<sup>1</sup> on resources. Initiatives that have fixed timelines defined in the Rules are given priority.

<sup>1</sup> Major projects include gas and electricity.

Once the ERCF finalises and endorses the list of initiatives, it is placed under version control. Any updates to this list will be referred to the ERCF prior to any changes being accepted.

### **3. GOVERNANCE**

#### **3.1. Electricity Retail Consultative Forum (ERCF)**

The ERCF is a group established by AEMO to provide advice and recommendations on the development of proposed changes submissions across the retail electricity market.

#### **3.2. Market Settlement and Transfer Solution (MSATS) Procedures**

AEMO has the obligation to establish, maintain and publish MSATS Procedures in the National Electricity Rules (NER). MSATS Procedures are amended by AEMO in accordance with clause 7.16.2 of the NER.

### **4. CHANGE PROCESS STEPS**

The ERCF change process seeks to provide a method to manage change in the NEM that engages industry stakeholders.

#### **4.1. Concept to Consultation**

The 'Concept to Consultation' process is designed to engage with Participants and interested parties in a collaborative way, seeking advice and feedback regarding proposed market efficiencies prior to Procedure consultation.

The Issue / Change Form (ICF) 'Concept to Consultation' timing is dependent on the complexity of the change and prioritisation within AEMO. The 'Concept to Consultation' ICF process doesn't replace the Rules Consultation Procedure governed by the NER.

The process flow from submission of the ICF to the completion of the respective consultation pack (refer to Section 4.3) is an important engagement process providing early visibility for potential changes. Process time is required to ensure all important details of the change management process are undertaken. For example:

1. Track ICF changes;
2. Stakeholders have the opportunity to engage in the change process;
3. Due diligence and attention to detail is undertaken;
4. Changes meet the objectives of the NEO and / or NERO;
5. Changes have the relevant 'head of power' under the National Electricity Law, National Energy Retail Law, National Electricity Rules and/or National Energy Retail Rules;
6. Proposed changes pass a formal legal review before consultation; and
7. Details from ICFs are visible throughout this process.

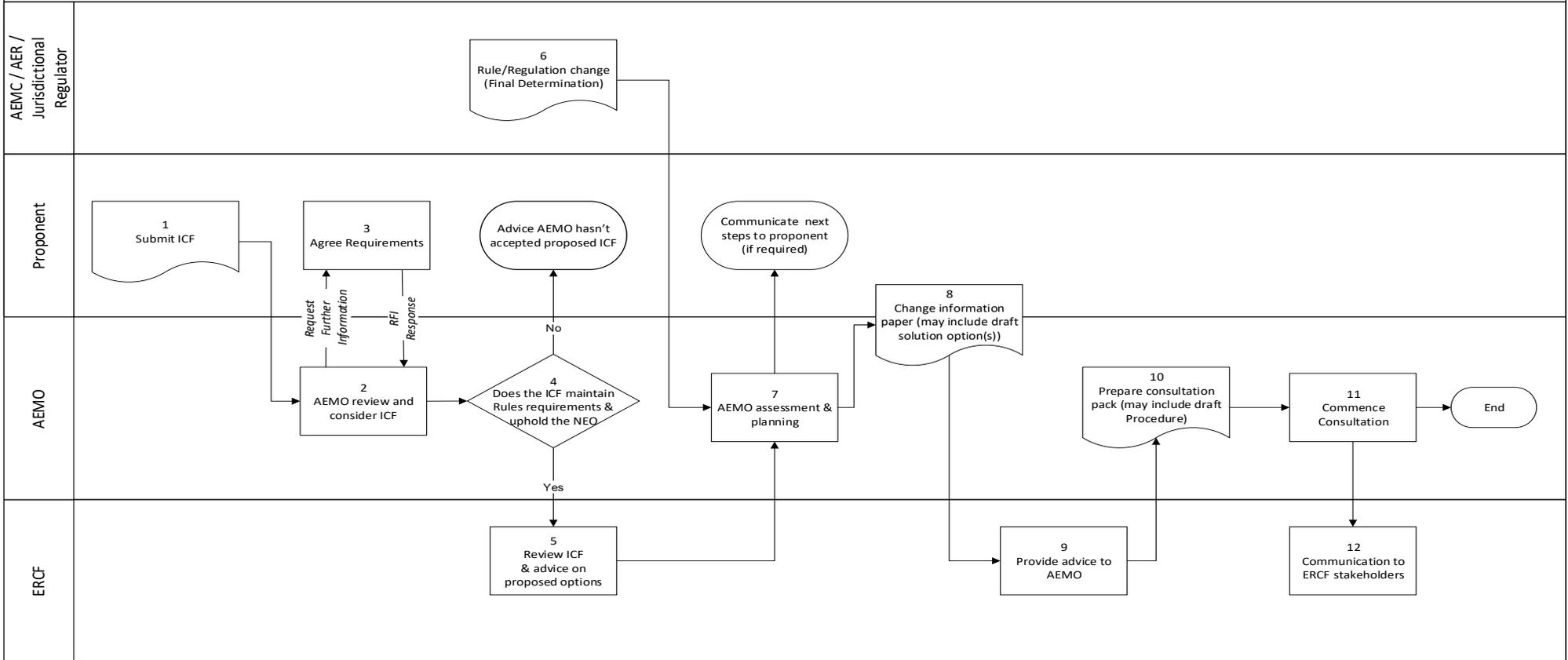
#### **4.2. Consultation Timeframes**

Once a change pack has been developed for consultation, the change detail is published for broader market consultation under the National Electricity Market (NEM) Rules Consultation process, refer to Section 8.9 of the NER.

### 4.3. ERCF change process flow

The following diagram illustrates the business-as-usual (BAU) change process highlighting the sequence of steps from ICF initiation to the commencement of Procedure consultation, including role/responsibility for executing each process step. Refer to Section 4.4 of this document which provides further information of each process step

ERC MSATS Change Process



#### 4.4. Process step descriptions

The following process descriptions provide information for each step of the change lifecycle, detailing the purpose, ownership, input, process and output expected for each step. The NER basis of the ICF process is contained in Clause 7.16.2.

##### 4.4.1. Submit Issue / Change Form (ICF)

Purpose	To provide a clear set of requirements, supporting information and possible solution options in a standardised format (the ICF template is designed to ensure that sufficient information is provided to a support submission enabling AEMO and ERCF to validate the proposed change). The ICF should provide sufficient information to properly consider the proponents proposal and benefits to the NEM.
Ownership	The proponent, who for MSATS Changes is any person <sup>2</sup> Refer to the ICF Template on AEMO’s website.
Inputs	The ICF is the only required input for this process step. Section 5 provides further detail to assist in completing an ICF.
Process	Using the ICF template, complete each section providing sufficient detail with clear and specific business requirements and submit to AEMO via ERCF@aemo.com.au.
Outputs	The completed ICF is submitted to AEMO for review and consideration.

NB: Each ICF should contain a single change proposal. A proposed change impacting multiple procedures, will require separate ICFs to be completed and submitted to the appropriate reference or working group.

<sup>2</sup> AEMO, as the body responsible for changes to these procedures, does not limit who may request changes to these procedures.

#### 4.4.2. AEMO review and consider ICF

Purpose	Determine if the proposed ICF maintains the obligations set out in the NER and upholds the NEO and NERO.
Ownership	AEMO
Inputs	Completed ICF (completion and acceptance criteria is further detailed in Section Error! Reference source not found..1 of this document.
Process	<ol style="list-style-type: none"> <li>1. AEMO will review and consider changes proposed by a proponent specifying requirements, any supporting information and potential solution options. As part of the initial review, AEMO will review and assess whether the proposed change maintains the obligations set in the NER and upholds the National Electricity Objective</li> <li>2. AEMO will review each section in the ICF to ensure it has been completed with enough detail for assessment. AEMO's assessment will include obtaining initial input from legal, operational business and IT teams. If further information is required regarding the proposed changes/requirements in the ICF, AEMO will request further information from the initiating proponent.</li> </ol>
Outputs	<ol style="list-style-type: none"> <li>1. Notification of whether AEMO will or will not to proceed with the ICF, (including guidance for resubmission if ICF is incomplete)</li> <li>2. Request for further information from the ICF proponent</li> <li>3. Provision of clarification/response to any issues or questions raised by AEMO</li> <li>4. Each ICF will be assigned a unique identifier</li> </ol>

#### 4.4.3. ERCF review ICF and advice on proposed options.

Purpose	Provide visibility on the proposed ICF and seek ERCF views, concerns and identifying any gaps or additional solution options for consideration.
Ownership	AEMO and ERCF
Inputs	Completed ICF from a proponent
Process	<ol style="list-style-type: none"> <li>1. AEMO will schedule the ICF as part an ERCF meeting agenda</li> <li>2. The ICF is tabled with the ERCF for the purpose of review and seeking advice from Participants and interested parties</li> </ol> <p>Based on the review of the ICF, AEMO will seek the ERCF's view on requirements, and any solution options recommended by the proponent. This will assist AEMO in better understanding the markets view on the size of any potential issues or problems and insight on priority. This feedback will go into AEMOs process when assessing:</p> <ol style="list-style-type: none"> <li>a. Industry needs</li> <li>b. Impact to market systems release schedule, and</li> <li>c. Consultation timeframes</li> </ol>
Outputs	ERCF feedback on the proposed ICF and any additional solution options for consideration

#### 4.4.4. Rule/Regulation Change (Final Determination)

Purpose	Rules, regulations or jurisdictions can be made or amended to advance energy market reforms for the benefit of consumers. Where regulatory changes have a direct impact on the areas where AEMO manages and operates markets and provides market systems, this will prompt procedure or system changes.
Ownership	Australian Energy Market Commission (AEMC), Australian Energy Regulator (AER), Jurisdictional bodies or departments
Inputs	Rule change, government policy change or introduction
Process	The AEMC, AER or Jurisdictions develop, consult on regulatory changes
Outputs	Rules changes (Final Determination), Regulatory guideline(s), jurisdictional code or Order-in-Council
NEM Rule Clause	National Electricity Rules - Clause 8.9

#### 4.4.5. AEMO assessment and planning

Purpose	Obtain input from AEMO legal, operational business and IT teams in order to assess required changes to Procedures and/or market systems as a result of identified ICF and/or regulatory changes/requirements.
Ownership	AEMO
Inputs	ICF, ERCF advice and feedback on ICF, Regulatory changes
Process	<ol style="list-style-type: none"> <li>1. Review meeting to walk through ICF requirements with the purpose of briefing AEMO key stakeholders, including other consultative forum chairpersons on the proposed ICF as drafted or regulatory change published as a Final Determination</li> <li>2. Identify potential linkages or dependencies across other processes and procedures requiring change</li> <li>3. Identify timing requirements for procedure consultation and IT release (this may also include proposed drafting changes to MSATS Procedures)</li> </ol>
Outputs	Updated ICF, advice on CIP

#### 4.4.6. Change Information Paper

Purpose	To highlight the delivery of MSATS Procedure changes with specific attention to the requirements as specified in the ICF or regulatory change for ERCF review.
Ownership	Proponent, with AEMO advice if necessary
Inputs	ICF, Regulatory change, ERCF advice and feedback, Internal AEMO assessment and feedback (legal/business/IT teams)
Process	<p>AEMO develops a change information paper detailing the scope, requirements, proposed consultation/build/release timelines and one or more potential solutions. This may include drafting changes to:</p> <ol style="list-style-type: none"> <li>i. the MSATS Procedure (marked up changes to existing version);</li> <li>ii. aseXML Schema; and/or MSATS Browser functionality (if available).</li> </ol>
Outputs	Change Information Paper

#### 4.4.7. ERCF review and advice (change information paper)

Purpose	ERCF to review and provide advice on the drafted solution options.
Ownership	AEMO, ERCF
Inputs	ICF, Regulatory change, ERCF advice and feedback, Internal AEMO assessment and feedback (legal/business/IT teams)
Process	<p>Proponent, with AEMO assistance, develops a change information paper detailing the scope, requirements, proposed consultation/build/release timelines and one or more potential solutions. This may include drafting changes to:</p> <ul style="list-style-type: none"> <li>i. the MSATS Procedure (marked up changes to existing version)</li> <li>ii. aseXML Schema; and/or MSATS Browser functionality (if available)</li> <li>iii. alternate solutions tabled for AEMO consideration</li> </ul> <p>An iterative step may be required to undertake additional work to remove, amend or include new solution options.</p>
Outputs	Updated change information paper.

#### 4.4.8. Prepare Consultation Change Pack

Purpose	AEMO consolidates all of the relevant material and prepares a consultation change pack to be published as part of Procedure consultation.
Ownership	AEMO
Inputs	ICF, ERCF feedback, CIP, Draft Procedure changes
Process	<p>AEMO prepares the documentation:</p> <ul style="list-style-type: none"> <li>1. Procedure and / or rule change summary document</li> <li>2. Change marked procedures (optional for initial consultation)</li> <li>3. AEMO webpage update submission</li> <li>4. AEMO (NEM) communications</li> <li>5. Consultation response template</li> </ul>
Outputs	Consultation Change Pack for Publication, Change marked procedures (if required)

#### 4.4.9. Communications to ERCF stakeholders

Purpose	Provide visibility of the scheduled/impending consultation commencement.
Ownership	AEMO
Inputs	Change Information Paper, supporting consultation papers
Process	Notify ERCF of scheduled/impending consultation commencement. This occurs at the same time the Notice for Consultation is published by AEMO.
Outputs	ERCF notified

#### 4.4.10. Commence Rules Procedure Consultation

Purpose	To engage with all stakeholders and assists AEMO to gain a comprehensive understanding of the potential impacts of decisions. During formal consultation, engagement with stakeholders is conducted by seeking written submissions and participation in meetings.
Ownership	AEMO
Inputs	Clause 8.9 of the NER, AEMO Consultation Change Pack
Process	<ol style="list-style-type: none"> <li>1. Publish 'Initial' consultation change pack on AEMO website</li> <li>2. Send AEMO Communications to all stakeholders</li> <li>3. Conduct Rule Procedure Consultation</li> </ol>
Outputs	Rules Procedure consultation commencement

## 4.5. Implementation process

When there are major system changes impacting industry from a proposed change, the following implementation tools may be used if required.

### 4.5.1. Industry design workshop

#### Overview

An industry design workshop may be held once AEMO provides a decision approving the changes. The purpose of this workshop is to allow impacted Participants to gain a common understanding of the implementation detail and agree the scope of industry testing. The workshop occurs at a point where Participants will have completed their initial technical design. Participants at the workshop are able to use this meeting to refine their technical understanding of the implementation and to define the test scenarios needed to manage the implementation risk.

#### Release Document

As part of the industry design workshop process, AEMO may prepare a 'Release Document' describing the implementation package, including all Procedure changes. The purpose of the release document is to provide the catalyst for the initial review required to identify the full scope of an implementation.

This Release Document may be placed under version control and managed by the ERCFC to ensure all aspects that impact the final implementation are fully documented and all impacted Participants are aware of and agree to any developments as they arise.

### 4.5.2. Release management

The ERCFC may choose to establish a Release Management meeting. It would be expected the attendees of the meeting are:

- Familiar with IT systems
- Experienced in industry testing
- Knowledgeable in cut-over processes

The activities of the meeting attendees could include:

- Finalising scope of work for the group and develop a work program to meet the target implementation date for the release
- Reviewing the changes being implemented and define a program of tests
- Developing test scripts for each of the defined tests
- Defining test data requirements and gather and collate this data
- Defining requirements for testing including environments, test harnesses, timing, likely resourcing and impact on operations

 **ERCFC Change process**

- Documenting the test program
- Defining success/failure criteria
- Documenting the industry implementation procedures
- Escalating issues to GRCF where necessary
- Managing the testing program
- Managing the implementation program
- Conducting a post-implementation review

A Release Management meeting would report to the ERCFC.

**Industry Implementation Plan**

AEMO may prepare an Industry Implementation Plan that describes the industry cut-over plan. The plan would provide details of the events relating to, timing of, and those responsible for the activities associated with the implementation of the industry changes. The document would cover a number of key activities such as timing requirements to switch off-systems, clearing remaining transactions from gateways (both outgoing and incoming), shutting down gateways, manual procedures to be invoked while the system outage is occurring, and commencement of changes.

## 5. ISSUE / CHANGE FORM

An ICF should be developed providing information consistent with Section 5.1 using the ICF template. AEMO may choose, from time to time, to amend the acceptance criteria either for the purpose of improving criteria or for the purpose of addressing project specific requirements.

The ICF template is available on the AEMO website [here](#).

### 5.1. ICF Acceptance Criteria

The ICF acceptance criteria is broken down into the following components:

#### Completeness

Each section of the ICF will need to be filled out in accordance with table below. Proponents can use the ICF Acceptance Check List in Appendix B, as a guide when developing an ICF for completeness.

#### Content

Where no information is provided in a section of the ICF, AEMO may request further information from initiating proponent if required.

The ICF template consists of 16 areas incorporating the criteria and descriptions detailed below.

Criteria	Description
ICF number	This part is left blank
Version #	The initial version submitted should be captured as Version 1.0
Proponent details	Information identifying the ICF proponent, their organisation and direct contact details
A list of Area(s) Impacted	The list of the Procedure(s) and area (title level, i.e section no. / clause no.) impacted
A Short Description/Title	A short title capturing the nature of the ICF being submitted
Detailed description of Issue / Change	A comprehensive overview should include the context of issue or proposed change and any validation or evidence of issues (i.e. data volumes or transaction volumes and associated details that validate and support the Issue/Change tabled in the ICF).
Market Impact (to Participants, Market Operator or Services Providers).	A list of one or more impacted parties detailing how they are impacted. Details should include at the Participant classification level impacted and include at least one Participant, Market Operator or Services Provider identified.
Requirements / Specific Proposal	A clear list of requirements also specifying who will be impacted by the change Requirements must clearly state the customer or business need. Requirements should be written in business language and should avoid describing solutions

Criteria	Description
Proposed Solution/s	One or more proposed solutions or options can be provided. Proposed solutions must be clear, address the Retail Electricity Market Procedures and identify impacted processes, transactions and/or data.
Law/Rule and clauses enabling change	Proponent must identify the head of power by which this change can be made.
Market Benefit/s	Clear list of tangible benefits that are expected to be delivered as a result of a change and as a minimum, how the change meets the NEO.
Customer Benefits (energy consumers)	The real or perceived value a customer will receive. Customer benefits may include resolution of a problem, achievement of a desired customer outcome, fulfilment of a need or positive customer experience as a result of the change.
Workaround(s)  (if applicable or necessary)	Where provided, a detailed description of the work around processes and any details associated with bilateral arrangements that support a work around if applicable.
Supporting Documentation	Where provided, a of list document titles and version numbers for ease of reference and the documents referenced, that relate to the matters described in the ICF.
Any critical timelines to consider?	Potential dependencies or link with other market changes, proposed effective dates and consultation date/s etc.
AEMO's preliminary assessment of the proposal	This part is left blank
Attachment A: Proposed changes	The marked-up Procedure and/or system changes needed in order to fulfil the proposal.

## 5.2. Accepting / Rejecting the ICF

An ICF that is both complete and where the content is deemed to be adequate by AEMO, will be processed by AEMO in accordance with this document. AEMO will allocate a unique reference for traceability throughout the lifecycle of the ICF and notify the proponent the ICF has been accepted.

AEMO reserves the right to reject an incomplete ICF or any ICF proposing changes that are contrary to any NER obligations or fails to uphold the objectives of the NEO. Proponents will receive a notification from AEMO indicating the proposed ICF will not proceed and where necessary, any guidance for resubmission where further information is required.

## ACRONYMS, ABBREVIATIONS AND DEFINITIONS

Term	Definition
AEMO	Australian Energy Market Operator
AER	Australian Energy Regulator
aseXML	A Standard for Energy Transactions in XML
ASWG	AseXML Standards Working Group
B2B	Business to Business
B2M	Business to Market
DB	Distribution Business (or Network Operator)  For the Retail Markets that operate in SA, NSW and ACT the term 'Network Operator' is used. In Victoria and Queensland, a Distribution Business is termed a 'Distributor'.
FBS Administration	The party responsible for administering the FRC B2B System. This is currently AEMO.
FRC	Full Retail Contestability
FRC Hub	The FRC Hub is an XML Gateway that is nominated to act as a central transit point for all B2B transactions for participants in Victoria, Queensland and South Australia.  The key characteristic of the FRC Hub compared to a Gateway is that the hub receives and routes all messages, so there is additional emphasis on routing, throughput, availability, and management tools.
ICF	Issue / Change Form
IN	Issue Number
NEL	National Electricity Law
NER	National Electricity Rules
NERL	National Energy Retail Law
NERR	National Energy Retail Rules

Term	Definition
Procedures	Means both the jurisdictional Retail Market Procedures and Technical Protocols.
Publish	The posting of information on the AEMO website.
RB	Retail Business (or Users)  For the Retail Markets that operate in SA, Queensland, and NSW and ACT the term 'User' is used. In Victoria, a Retail Business is termed a 'Retailer'.
XML	eXtensible Mark-up Language

