INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: FINALISATION OF THE B2B-WG REVIEW OF THE DEFERRED POWER OF CHOICE TRANSACTIONS

AGENDA ITEM: 11

1. RECOMMENDATIONS

The B2B Working Group (B2B-WG) recommends that the IEC:

- Note that it has completed its review of the 51 deferred potential transactions from the Power of Choice (PoC) Project
- Endorse the proposed actions against each of the items (Appendix A)
- Approve the draft communications for publication (Appendix B) including publication of the findings against each of the 51 deferred items (Appendix C)

2. PURPOSE

The purpose of this paper is to provide the IEC with an overview of the B2B-WG's final positions regarding the deferred potential transactions raised during PoC Project.

The B2B-WG will continue with the development of a small number of procedural changes for transactions that it assessed as required.

3. BACKGROUND

A number of potential transactions were identified in during PoC consultations, but given the volume of changes that were required as part of the implementation, only transactions identified as 'urgent' were implemented on 1 December 2017. There were 51 potential transactions that were deferred for later review.

Over the past 12 months, the B2B-WG has reviewed and progressively closed or further deferred items that it identified as unnecessary, too costly (when compared with the benefits), or outside of the remit of B2B Procedures.

The B2B-WG have provided a summary of their assessment of each of the 51 deferred potential transactions in Appendix A. A more detailed list with the categorisation of each of the 51 items has also been finalised (Appendix C).

The B2B-WG recommends that the IEC issue a communication reflecting the status of 51 items. A draft communication has been provided for the IEC's consideration (Appendix B).

4. DISCUSSION - B2B WORKING GROUP REVIEW

The B2B-WG recommends consultation on the following three items:

- Miscellaneous Service Order definition amendment
- Creation of a Verify Standing Data transaction and response

- Improvement to enumerations in the Meter Reconfiguration and Meter Investigation transactions

These three items account for nine of the 51 proposed transactions in the deferred PoC list. These three items are described in the following section.

4.1. Miscellaneous Service Order definition amendment

Information on the Miscellaneous Service Order definition amendment is provided in Agenda Item 10. AEMO proposes that this be consulted on commencing 13 August 2019.

4.2. Verify Standing Data transaction and response

The creation of a "Verify Standing Data" transaction is intended to formalise the large volume of email transactions regarding standing data. In the proposed new transaction, the initiator will identify an issue with standing data, which will then notify or query the party responsible for updating the relevant standing data. If the recipient of the transaction reasonably believes that standing data needs updating, then it is expected to undertake action to correct standing data. The B2B-WG proposes to include a number investigation codes in the new transaction to specify which standing data element is being queried.

The B2B-WG believes that the introduction of this transaction (service order in the B2B e-Hub) will be a significant improvement from the existing email processes and will assist in ensuring timely correction of standing data and enable standing data correction requests to be more easily tracked and audited. Given the high current volumes of standing data requests, the B2B-WG believes that implementation costs would be offset by the efficiencies. Retailers strongly supported this proposal in a workshop help by B2B-WG Retailer members.

The B2B-WG has submitted an ICF on this matter for the IEC's consideration (Agenda Item 9). If the IEC endorses the ICF, the B2B-WG intends to prepare a B2B Procedures Change Pack incorporating this transaction to submit to the IEC for out-of-session approval to enable consultation to commence in late 2019.

4.3. Meter Reconfiguration and Meter Investigation transactions

Retailers and metering service providers often need to exchange information additional to that which is provided in the existing service orders fields to ensure metering work can be progressed in a timely manner. Retailers are currently providing this information in "special instructions", which is communicated by a range of processes including phone and email. This approach is inefficient, requires manual interpretation, and can lead to errors.

Examples of enumerated fields that the B2B-WG believes are needed include:

- Regulatory classification (e.g. does the service order result from a customer-initiated request, a retailer new deployment, or a metering malfunction?)
- Customer notification method (e.g. does the customer receive postal notification or electronic notification?)
- Escalation indicator (e.g. does the service order stem from an Ombudsman request? Is the customer off-supply? Etc.)

The B2B-WG recommends the introduction of these enumerated fields to Service Orders.

The B2B-WG has submitted an ICF on this matter for the IEC's consideration (Agenda Item 9). If the IEC endorses the ICF, the B2B-WG intends to prepare a B2B Procedures Change Pack incorporating this transaction to submit to the IEC for out-of-session approval to enable consultation to commence in late 2019.

5. B2B WORKING GROUP RESOURCE EFFORT

In November 2018 the IEC requested that a resource impact be captured for each action referred to the B2B-WG for analysis. The following table provides an overview of the current work impacts for B2B-WG members and the AEMO Secretariat.

Note that the resource impact only reflects attendance at meetings and workshops and does not reflect additional time spent by the AEMO Secretariat and B2B-WG members in preparing for meetings and workshops and consulting with other Participants.

IEC action requested	Review the 51 deferred PoC potential B2B transactions and provide recommendations to the IEC.
Start date of work	May 2018
Due date for finalisation	None provided
Overview of analysis	Categorise and prioritise the 51 items and analyse those that may lead to B2B changes. In addition, close out any items no longer required.
Delivery effort B2BWG and AEMO Secretariat	42 hours

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APPENDIX A. RECOMMENDED ACTIONS FOR THE DEFERRED POC TRANSACTIONS

A1. ADDRESSED BY EXISTING TRANSACTIONS

The B2B-WG concluded that the requirements for 19 of the 51 deferred PoC transactions are adequately addressed by existing transactionsand require no additional actions.

A2. TO BE REVIEWED LATER

The B2B-WG identified seven proposed transactions that would only add value if higher volumes are present in the market. AEMO will include these items in the B2B change register for consideration by the B2B-WG at a later date.

The B2B-WG will undertake an annual review process of these transactions, with the next review to be undertaken in late 2020.

A3. PENDING STANDING DATA REVIEW

Two of the potential transactions have a codepedence on AEMO's standing data review.The B2B-WG recommends that the two transactions relating to meter information be put on hold until greater visibility is available regarding AEMO's standing data review.

AEMO will include these two items in the B2B change register to be considered when additional information is available regarding AEMO's standing data review.

A4. MSATS CHANGE

The B2B-WG identified three proposed changes that relate to MSATS rather than to B2B transactions. These potential transactions are therefore outside of the scope of B2B Procedures.

These changes will be considered as part of AEMO's standing data review and the AEMC's embedded networks rule changes.

A5. PROCESS UPDATES

The B2B-WG identified that the requirements for 3 of proposed transactions were not within the remit of B2B Procedures or the B2B Guide, but rather should be the subject of bilateral commercial agreements between specific participants, or jurisdictions.

The B2B-WG recommends that these issues be dealt with through bilateral arrangements between participants or jurisdictional parties.

A6. TRANSACTION AND PROCEDURE UPDATES

The B2B-WG recommends the progression of 17 of the identified items, categorised into the three sets of changes outlined in Section 4.

APPENDIX B. DRAFT COMMUNICATION TO INDUSTRY REGARDING DEFERRED TRANSACTION LIST

The following communications are recommended to indicate to industry that the IEC has completed its review of the 51 deferred potential transactions from the PoC Review.

1. General commication to be issued in AEMO's weekly newsletter

During the implementation of Power of Choice (PoC) project, 51 potential transactions that were not considered at the time to be a high-priority were deferred for later review. The Information Exchange Committee, in conjunction with its Business-to-Business Working Group, has now finalised its review of these deferred potential transactions.

This information has now been published on the Information Exchange Committee's webpage [link to be inserted by AEMO Comms Team].

2. Information to be posted on the IEC webpage

The following information is recommended to be included on the IEC webpage of AEMO's external website, with a link also on the B2B-WG webpage. In addition, a spreadsheet providing details on the deferred transactions will be published.

During the implementation of Power of Choice (PoC) project, 51 potential transactions that were not considered at the time to be a high-priority were deferred for later review. The Information Exchange Committee, in conjunction with its Business-to-Business Working Group, has now finalised its review of these deferred potential transactions.

Of the 51 items reviewed:

- Ten items have been incorporated into a consultation package on B2B Procedures that will commence in late 2019.
- Nineteen items are adequately addressed by existing transactions and require no additional actions and have been closed.
- Seven potential transactions do not have sufficient volumes to merit progressing at this time. These will be monitored by the B2B-WG on an annual basis, commencing in late 2020.
- Two potential transactions are dependant on changes to standing data and will be included on a B2B change register to be considered when AEMO reviews its standing data.
- Three of the potential changes relate to MSATS rather than B2B. These transactions will be addressed by the Australian Energy Market Commissions's proposed changes to embedded networks or have been referred to AEMO for consideration.
- Ten of the proposed transactions were not within the remit of B2B Procedures or the B2B Guide, but rather should be the subject of bilateral commercial agreements between specific participants, or jurisdictions. These potential transactions have been closed.

For further information on this review, please contact the Business-to-Business Working Group at b2bwg@aemo.com.au.