INFORMATION EXCHANGE COMMITTEE MEETING

FOR DECISION

SUBJECT: PLUS ES CHANGE PROPOSAL: UNKNOWN LOAD EXCEPTIONCODE

AGENDA ITEM: 9

1. PURPOSE

To seek approval from the IEC regarding accepting and progressing a Change Proposal submitted by PLUS ES.

2. SUMMARY

PLUS ES has submitted an Issue/Change Form (ICF) change proposal seeking to amend the definition of the Unknown Load ExceptionCode in Table 5 within Section 2.15 Explanation of use of ExceptionCodes in the B2B Procedure Service Order Process to allow its application for all instances where load is detected.

The B2B-WG recommends that this Change Proposal (ICF) be developed into a B2B Procedures Change Pack for inclusion in the next B2B consultation.

3. PROPOSED CHANGES

Table 5 within Section 2.15 Explanation of use of ExceptionCodes in the B2B Procedure Service Order Process v3.8 currently defines the Unknown Load *ExceptionCode* as:

Unknown Load	The Site draws a significant *load* when re-energised and the Customer is not present. The Site was not left re-energised for safety reasons.	Not Completed.

The Unknown Load *ExceptionCode* is a valid exception reason for remote re-energisation services and should be applicable, however, the current definition places a conditional criterion of *'the customer is not present'*. The additional criteria of *'the customer is not present'* is irrelevant for remote re-energisations, resulting in a restriction of the use of the *ExceptionCode* as, for certain remote re-energisation mechanisms, the:

- end to end remote energisation process is managed by system processes;
- automatic load detection will trigger the metering installation to de-energise instantaneously; and
- activity does not require the customer to be on site.

As a customer being present is not required in the case of a remote service automated process, the application of the Unknown Load ExceptionCode where the reason is *'the Customer is not present'* may create confusion with the recipient of the NOT COMPLETED Re-Energisation Service Order.

PLUS ES is proposing to amend the definition of Unknown Load to:

Unknown Load	The Site draws a significant *load* when attempting re-energisation and was left de-energised for safety reasons. ~~ed and the Customer is not present. The Site was not left re-energised for safety reasons.~~	Not Completed.

The proposed change:

- Removes current restrictive criteria to enable use in all instances where load is detected, and safety protocols will not enable the site to be re-energised.
- Communicate that there was an attempt to energise.
- Allows participants to use the ExceptionCode irrespective of the mechanism undertaken to re-energise the site. i.e. physical or remote.
- Mitigates the requirement for industry to undertake system changes to create a new ExceptionCode.
- Will not impact current applications of the ExceptionCode - It is not considered that this should lead to any system or process changes, as it is a clarification of the usage of the existing ExceptionCode.

4. ISSUES

The current definition of the Unknown Load ExceptionCode in Table 5 within Section 2.15 Explanation of use of ExceptionCodes in the B2B Procedure Service Order Process v3.8 currently creates restrictions and does not accommodate for all potential market applications.

5. RECOMMENDATIONS

The B2B-WG recommends that the IEC:

- accept the Change Proposal (ICF) as proposed by PLUS ES and the B2B-WG; and
- directs the B2B-WG to prepare a consultation change pack to support the ICF.

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APPROVED:	28 AUGUST 2023

ATTACHMENTS

1. B011-23 - Definition of Unknown Load Exception Code ICF