



15 January 2026

Ms Anna Collyer  
Chair, Australian Energy Market Commission  
Level 15, 60 Castlereagh Street  
Sydney NSW 2000

Submitted electronically

FROM THE OFFICE  
OF THE CHAIR

Level 12  
171 Collins Street  
Melbourne VIC 3000

**Postal Address:**  
GPO Box 2008  
Melbourne VIC 3001

Dear Ms Collyer,

**Consultation Paper – National Electricity and National Energy Retail Amendment -  
Supporting compliance with meter maintenance obligations**

The Information Exchange Committee (IEC) is a statutory body established under the National Electricity Rules responsible for developing and making recommendations on changing electricity business-to-business (B2B) Procedures. The IEC includes representatives from the Australian Energy Market Operator (AEMO), electricity industry retailers and distributors, competitive metering companies, embedded networks and Energy Consumers Australia. The IEC has a statutory role as set out in the National Electricity Rules (NER) (Attachment A).

The IEC recognises the implications for B2B processes indicates that time will be required for AEMO and the IEC to implement updates to industry systems and processes. The IEC anticipates being able to provide an appropriate go-live date for B2B processes that support meter maintenance compliance as the Rule change progresses.

The proposed Rule changes may require changes to B2B transactions and participant systems and processes to support:

- Yurika's proposal to allow retailers to disconnect a large customer's premises for non-compliant metering affecting Service Order details.
- Intellihub's proposal of notifying retailers that a customer's metering installation requires testing and inspection within 12 months, with retailers then requesting that the DNSP coordinate a Temporary Isolation within that period. This may require modification of the Meter Fault and Issue Notification (MFIN) and the Service Order for Temporary Isolation of a connection point.
- AEMO's proposals for:
  - changing the definition of "metering installation" to require it be both compliant and verified. This may require an MC to provide a MFIN to a retailer on becoming FRMP.
  - DNSPs to notify the FRMP and the MC of a network planned interruption. That may have implications on the Planned Interruption Notification (PIN).

Any changes to the B2B transaction would require consultation under NER 7.17 with appropriate timeframes as required by NER 8.9, approximately 180 business days, followed by appropriate development and implementation time for industry of a further 180 business days.

The implementation will also need to consider the other initiatives in progress in both the gas and electricity industries and consequently, we recommend that the Commission nominate effective dates that allow for, at a minimum, the timeframes mentioned above, to allow for consultation, development and integration of the changes into the existing schedule of work that industry is undertaking.

The IEC welcomes continued collaboration with the Commission at any stage of its consultations to assist it to understand any potential B2B changes.  
Should you wish to discuss this further, please contact the IEC secretariat at [iec@aemo.com.au](mailto:iec@aemo.com.au).

Yours sincerely

A handwritten signature in black ink, appearing to read "Kee Wong", is positioned above the printed name and title.

Kee Wong  
Chair Information Exchange Committee

## Attachment A

### List of Current Information Exchange Committee Members

Member category	IEC members nominated
Chair	Kee Wong - AEMO director
Distributor	Luke Jenner (Essential Energy)
Retailer	Sean Jennings (Red Energy and Lumo Energy)
Metering	Paul Greenwood (Bluecurrent)
Energy Consumer	Jill Cainey (Energy Consumers Australia)
Discretionary (retailer)	Christophe Bechia (Zen Energy)
Discretionary (Embedded networks)	Marco Bogaers (Bluecurrent)
Discretionary (distributor)	Vacant

### IEC Statutory Role

In fulfilling its statutory role in relation to managing the ongoing development of B2B Procedures and any changes to them, the IEC works collaborative across the different stakeholder groups in the energy sector to:

- Make recommendations on B2B Procedure changes and oversee the consultation process. In conjunction with AEMO, consider implications of potential policy changes which may affect B2B Procedures and contribute to B2B Procedure delivery management and prioritisation.
- Identify B2B Procedure continuous improvement opportunities
- In conjunction with AEMO, monitors and contributes to B2B Procedure delivery management and prioritisation.