



Jemena Electricity Networks (Vic) Ltd

ICT business case Post Implementation Report (PIR)

Customer Switching & B2B Procedure Changes



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Abbreviations

Abbreviation	Description
AEMC	Australian Energy Market Commission
AER	Australian Energy Regulator
Capex	Capital expenditure
ICT	Information and Communications Technology
IEC	Information Exchange Committee
JEN	Jemena Electricity Networks (Vic) Ltd
JGN	Jemena Gas Networks Ltd
LNSP	Local Network Service Provider
MDP	Metering Data Provider
NER	National Electricity Rules
Opex	Operational expenditure

1. Executive summary

The full scope of Customer Switching & B2B 3.5/3.6 Procedure Changes were successfully implemented within budget, and to the regulatory go-live dates of 1st October 2021 & 10th November 2021.

There were no specific financial benefits associated with the Customer Switching and B2B Business Case, but Customer benefits were delivered as part of the Customer Switching regulation. Customer's Electricity Retailer transition has been reduced to 2 days which historically could have been up to 3 months, accelerating benefits to Customers from an Electricity Retailer change. The B2B procedure changes reduced JEN Customer Operations operational risk of managing Service Orders via email, as transitioned to an automated process, which will improve overall Customer service.

System changes were made to Jemena's meter data delivery platform and the market integration platforms to meet the MDP and LNSP compliance obligations to the NER rule changes as mandated by the AEMC.

Reason for closing the project

Reason: Cancellation Postpone or on hold Natural Completion

Table 1–1: Executive summary

Key consideration	Details
Background	The Project Objectives were to implement : <ul style="list-style-type: none"> • The Customer Switching changes mandated by AEMC by the industry scheduled date -1 October 2021 • B2B Procedure v3.5/3.6 changes as mandated by the IEC with effective Date - 10 November 2021
Performance against regulatory allowance	The project costs were 12.8% under the regulatory allowance due to synergies with other programs of work that were delivering at the same time.
Performance against schedule	Delivered on schedule.
Performance against expected benefits	There were no specific financial benefits

2. Project performance

2.1 Performance against objectives

2.1.1 Actual expenditure performance

Table 2–1: Actual expenditure performance

Expenditure	Budget	Actual expenditure
Capex	\$2,874,500	\$2,506,800
Opex	\$0	\$0
Total	\$2,874,500	\$2,506,800

2.1.2 Performance against schedule

The project met all the key milestone deliveries across build, test and implementation for both of the changes.

Table 2–2: Schedule performance

ID	Milestone	Date delivered	Comments
1	Customer Switching Build Completed	23 rd April 21	Delivered to plan
2	B2B Build completed	31 st May	Delivered to plan
2	Customer Switching Market Trials completed	27 th Aug 21	Delivered to plan
3	Customer Switching Go Live	1 st Oct 21	Delivered to plan
4	B2B Bilateral testing completed	30 th Oct 21	Delivered to plan
5	B2B Go Live	10 th Nov 21	Delivered to plan

2.1.3 Performance against expected benefits

2.1.3.1 Compliance-driven projects

This project was compliance-driven and undertaken in response to the AEMC mandated Customer Switching NER rule changes and B2B V3.5/3.6 procedure changes as mandated by the IEC. Jemena was required to invest in this project to maintain compliance as required under its licence conditions. There were no specific financial benefits associated with this project but Customer benefits were delivered as part of the functional requirements.