

Review Response: [PPC for IN011/14 NSW-ACT Procedures audit related updates and other minor amendments]

Review comments submitted by: *AGL*

Date: 15/07/2014

Contact Person: *Justin Luu*

*****Participants are to complete the relevant columns below in order to record their response.*****

Ref # in Attachment "A" of PPC.	Clause / Issue / Comment	Proposed revised RMP text Red-strikeout means delete and <u>blue underline</u> means insert	Rating ¹ (H/M/L)	AEMO Response
B	Table of Contents	Update table of contents to reflect changes ie. EWON	L	Agree

Review comments submitted by: *Lumo Energy*

Date: 24/7/14

Contact Person: *Mark Riley*

¹ L = Low: - Not critical. Issues / Comments are minor. They add clarity to the document. No major concern if not included in any further revisions
M = Medium: - Important. Strong case that issue / comments should be consider and an update to the document is desirable, but not critical.
H = High – Critical. The issue / comments are fundamental and failure to make necessary changes has the potential to impact consensus.

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Ref # in Attachment "A" of PPC.	Clause / Issue / Comment	Proposed revised RMP text Red-strikeout means delete and <u>blue underline</u> means insert	Rating (H/M/L)	AEMO Response
33.15 (2)	Lumo has no objections to the proposed change			Thanks
1.3 Definitions	Lumo has no objections to the proposed change			Thanks
6.8 Assessment	Lumo has no objections to the proposed change			Thanks
28.3 Notification	Lumo has no objections to the proposed change			Thanks

Lost Customer Procedure

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Ref # in Attachment "A" of PPC.	Clause / Issue / Comment	Proposed revised RMP text Red-strikeout means delete and <u>blue underline</u> means insert	Rating (H/M/L)	AEMO Response
Page 3	Para 3	(<u>the</u> Department)	L	Agree
Page 3	Para 4	<u>the</u> Department	L	Agree
Page 5 and on	<p>Many instances - consistency of order of parties</p> <p>If the document is predominantly for EWON – put them first, if for retailers, put them first</p> <p><u>Also inconsistent use of retailer, gas retailer, NSW and ACT gas retailer through document.</u></p> <p><u>For consistency, only one phrase should be used.</u></p>	Retailers/ <u>EWON or EWON / Retailers</u>	L	Agree
Page 10	Sep 3, (a)1 typo - querying			Agree

Review comments submitted by: *Jemena*

Date: 05/08/2014

Contact Person: *Mesh Weerackoon*

Participants are to complete the relevant columns below in order to record their response.				
Ref # in Attachment "A" of PPC.	Clause / Issue / Comment	Proposed revised RMP text Red strikeout means delete and <u>blue underline</u> means insert	Rating (H/M/L)	AEMO Response
A	Heading in clause 1.9 refers to Rules Administrator. Replace with AEMO		L	Agree. As this is a typographical error left over from RMP version 12, this can be amended.
A	Heading in clause 24.1 refers to Rules Administrator. Replace with AEMO		L	Agree. As this is a typographical error left over from RMP version 12, this can be amended.
A	Clause 3.2(1) does not make sense. Please review/ amend/ delete. 3.2(1) AEMO will notify all existing <i>users, network operators</i> and accredited <i>meter data agents</i> .		L	Agree this clause can be deleted. This clause was inadvertently left in the RMPs version 12 when AEMO standardised various terms (Rules Administrator, Data Estimation Entity, Registry Operator etc.) to AEMO. The original wording

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				<p>of this clause in RMP version 11 is noted below, which was meant for the Rules Administrator to notify the Registry Operator. As AEMO operates in both of these capacities, there is no requirement to retain this clause.</p> <p>3.2 (1) The <i>Rules administrator</i> will notify the <i>registry operator</i> of all existing <i>users, network operators</i> and accredited <i>meter data agents</i>.</p>

Review comments submitted by: EWON

Date: 18/07/2014

Contact Person: Clare Petre

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B	In the 'Summary of Stakeholder Feedback' on page 4 at point 1 it refers to 'Retailers/EWON'. Elsewhere in the report it refers to 'EWON/retailers'. We agree with the paper that most lost gas customers will contact a gas retailer in the first instance rather than EWON. For this reason we suggest that the consistent reference throughout the paper be to Retailers/EWON rather than the other way around.		L	Agree
B	Step 5 in the protocol is <i>Gas retailer/EWON contacts AEMO/Disposes of Customer details</i> . 5(a) 2 would require that EWON <i>agrees to permanently delete from its records all of the gas customer's personal information within 7 business days of its email notification to AEMO</i> . EWON retains customer information in line		L	AEMO contends that it is not the subject matter expert in Privacy Law provisions. As such the wording of the protocol steps 1 and 5 have been updated to reflect participant's obligations

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	with its operational requirements and retention and disposal policy for 7 years. EWON notes that the Privacy Commissioner has previously advised that customer implicit consent is deemed to have been provided when they contact EWON.			towards the applicable Privacy Laws.