

## POC Executive Forum No.7 Meeting Notes

**MEETING:** POC Executive Forum  
**DATE:** Thursday 10 August 2017  
**TIME:** 9:00 AM - 10:00 AM (AEST)  
**LOCATION:** AEMO Offices Melbourne, Sydney, Brisbane, Adelaide-  
 Video/Teleconference

### Attendees:

Attendees	Company
Adrian Hill	Ausnet Services
Alistair Parker	Ausnet Services
Andrew Randall	Metropolis
Andrew Schille	United Energy
Anna Russo	Endeavour Energy
Anne Pearson	AEMC
Arun Wadhwa	Origin
Ayesha Razzaq	ActewAGL Retail
Bernard Sheppard	ERM Power
Brendan Bloore	Powercor
Cameron Dorse	Jemena
Camille Hymer	Tango Energy
Carly Irving	Energy Q
Chantal Wright	Momentum
Chris Giaouris	Acumen
Craig Chambers	Energy Q
Dana Rankin	SA Power Networks
David Ackland	Energy Australia
David Havyatt	Energy Consumers Australia
David McNeil	Alinta
David Smales	Energy Q
Dean Van Gerrevink	Vector
Dino Ou	Endeavour Energy
Doug Schmiat	SA Power Networks
Fiona Walker	AER
Gino Fragapane	AGL Energy
Glenn Pallesen	ActewAGL Distribution

Hayden Moore	Aurora Energy
Heather Hall	Agility
James Barton	Simply Energy
John Bradley	ENA
Jon Briskin	Origin
Justin Hillier	Essential Energy
Kate Goatley	ActewAGL Retail
Katherine Hole	NSW Government
Kathryn Heywood	Electrag
Louizanne Diaz	Computershare
Marco Boagers	Metropolis
Matthew Hunt	PWC
Matthew Serpell	Jemena
Michael Monck	ActewAGL Distribution
Mike Paine	TasNetworks
Nick Burjorjee	PWC
Nural Omer	Active Stream
Paul Adams	Jemena
Paul Jordan	Energy Q
Peter Price	Energy Queensland
Phil Gardiner	Citipower & Powercor
Ramy Soussou	Lumo & Red Energy
Richard Owens	AEMC
Ron Williams	Active Stream
Ron Williams	Active Stream
Sam Sofi	Ausgrid
Sarah Proudfoot	AER
Stefanie Macri	Red & Lumo
Stephen Thomson	Spotless
Stuart Rainsford	Momentum
Tim Evans	Energy Australia
Trevor Johnston	PWC
Ty Christopher	Endeavour Energy
Warren Brooks	TasNetworks
Peter Geers	AEMO (Chair)
Violette Mouchaileh	AEMO
Antara Mascarenhas	AEMO
Ben Healy	AEMO

**Note:** Due to audio quality not all attendees were listed.

**Red indicates an action.**

## 1.0 WELCOME AND INTRODUCTION

Attendees were welcomed to the forum by P Geers.

## 2.0 MARKET READINESS SURVEY FINDINGS – PWC M. Hunt

M. Hunt presented the survey results as per Meeting Pack. Participants were thanked for their contribution towards the Readiness Review.

### Questions/Discussion

PWC did not propose any opinion around the results of the survey. Today's aim is for industry to define whether to "go live" on 1 December or propose a delayed date.

## 3.0 DISCUSSION ABOUT MARKET COMMENCEMENT – V Mouchaileh

Facilitating a way forward on the project with minimal risk was then discussed as per the first three Actions from Slides 5 to 10 of the Meeting Pack.

### Questions/Discussion

B. Sheppard (ERM Power) informed the forum their networks were happy to complete service orders for meter installs after December 1 if the request was lodged prior to this date.

T. Christopher (Endeavour Energy) was not in support of a transition as it results in de-risking from a retailers perspective, however creates risks, hybrid, duplicate and parallel processes for LNSPs.

Endeavour thanked PWC for an accurate representation in the review.

A. Russo stated the proposal creates additional risks from a systems perspective for Endeavour Energy – to reject or object to transactions where they are nominated in any of the metering roles. Another issue is managing in the context of the ASP scheme, which is unique to NSW.

P. Price (Energy Networks Association) noted the option to extend the period after 1 December would be feasible if LNSPs will not be financially disadvantaged by this process. He would like to see the ENA and the DNSPs come back to AEMO with the collective position of distributors and a transitional arrangement that gives good outcomes for customers.

D. Smith (SA Power Networks) agreed with the transition period and requested a common approach to all retailers in SA which would need to be worked out. They have similar issues with meter stocks.

G. Fragapane (AGL Energy) suggested retailers meet to discuss their top ten items foreseen as risks and present the outcome to the Executive Forum to plan on a way forward. They would like to be able to test new connections now, prior to 1 Dec across every state and distributors need to agree.

R. Soussou (Lumo Energy & Red Energy) stated Red and Lumo do not support a transitional arrangement and would prefer either 1 December or a delayed date. Retailers do not wish to invest in having two separate processes which is likely to create more customer confusion. If a retailer is unable to support a customer on 1 December there will be others who can-

R. Owens (AEMC) informed attendees a delay request would have to be performed by a participant before the end of this month. The rules were made in November 2015 and an Urgent Rule Change Request is the only way to change the date now, (process will take two months). The criteria for such a request is an imminent threat to the whole market or the security and reliability and safety of the NEM. Broad industry support will also be required. A delay at this late stage could pose greater risks.

G. Hunty (Essential Energy) would support transition as there are many customer issues around go live that this approach could mitigate. S. Thomson (Spotless Advanced Metering) queried customer impacts in two areas – new connections and faults. B. Healy informed the group of the Draft Transition & Cutover Plan being released to address these questions. There is a date from early Nov when service orders won't go to DBs because they cannot be completed by 1 December and manual processing up to and including the Friday night on how to deal with situation will be available. Requests post 1 December would be under the new arrangements.

The Executive Forum will reconvene in two weeks to discuss further issues to be addressed under the transitioning approach between the DBs and the retailers or in the meantime, a participant may request a rule change to delay the 1 December “go live” date to the AEMC.

V. Mouchaileh sought the support of the Executive Forum to develop the proposed transitional approach via the Transition & Cutover Focus Group for consideration at the next Executive Forum. It was agreed this would be beneficial. Contingency and scenario planning will be worked through the Readiness Work Group and reported back through the Executive Forum once various scenarios and actions and impacts on the customer are investigated. There is a need for industry and AEMO to bring issues to the relevant work groups and to pass unresolved items to the Executive Forum, which can be used to manage some of the issues and the risks moving forward. The Executive Forum may need to meet more regularly in the lead up to “go live”.

#### **4.0 COMMONWEALTH GOVERNMENT UPDATE – REMOTE RE-ENERGISATION/DE-ENERGISATION – S Richardson**

Deferred due to time constraints.



## **NEXT MEETING**

The next Executive Forum is to be held on Monday, 28 August 2017.