Attachment 1 – Initial draft list of high level scenarios

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| **Ref #** | **Scenario Description** | **Priority** | **Theme** | **Trigger(s)** | **Action(s)** | **Accountability** |
| S01 | RoLR event occurs during Systems Cutover period (27 Nov – 4 Dec)Lumo/Red: Consideration for T1 vs T2 retailer RoLR event to be added as a separate item | High | Market Settlements | AER declares RoLR event between 27 Nov to 4 Dec | AEMO considers deferring systems cutover till 11 Dec | AEMO / AER |
| S02 | RoLR event occurs during the transition period prior to commencement of Systems Cutover (22 Nov – 26 Nov) | Low | Market Settlements | AER declares RoLR event between 22 Nov to 26 Nov | Follow existing RoLR processesFollow PoC Industry Cutover and Transition Plan  | AEMO / AER |
| S03 | Natural disaster or emergency event occurs during the transition and cutover period | Low | Emergency Management | Emergency event declared by GovernmentEmergency declared by LNSP | Refer to relevant LNSP’s emergency management protocols | LNSPs |
| S04 | Remote re-energisation and de-energisation process are not agreed with Jurisdictional Regulators ahead of Go Live | Low | Safety | Jurisdictions safety Regulations are not updated before 1 Dec | All parties abide by the current jurisdictional safety standards | Retailers, LNSPs and MC’s are responsible for their own safety compliance |
| S05 | There are delays to the completion of customer service orders post implementation. This may include delays to new connections, meter replacements and installations.Aurora: not a contingency scenario – either a transition planning scenario or BAU processAGL: What is the delay? Is it extensive for the volume of customers impacted? Lumo/Red: Risk to supply should be considered highest priority.(re-energisation impacts should be considered as a separate scenario) | Low | Customer | Customer complaints and referrals to the ombudsman | Ensure commercial arrangements are in place and enforced | Retailers / MCs / LNSPs |
| S06 | The B2B e-Hub is unavailable or AEMO’s B2B systems fail to come back within the cutover timeframeAGL: The likelihood of this occurring might be low. We will have to manually fix and come up with a plan. | High | IT Systems | AEMO announces cutover failure | contingency measures in place | AEMO |
| S07 | One or more retailers systems fail to come back within the cutover timeframe | High | IT Systems | Retailer(s) advise AEMO of cutover failure | Retailer(s) send Market Notice to advise of systems failure Retailer(s) implements contingency measures | Retailer |
| S08 | One or more distributors systems fail to come back within the cutover timeframeAGL: There is 12 DBs and the risk is high for one not come back. | High | IT Systems | Distributor(s) advise AEMO of cutover failure | Distributor(s) send Market Notice to advise of systems failure Distributor(s) implement contingency measures | Distributor |
| S09 | MSATS and AEMO’s B2M systems fail to come back within the cutover timeframeAGL: There should be business continuity plan in place. | High | IT Systems | AEMO announces MSATS cutover failure | AEMO to implement contingency measuresMarket Participants implement contingency measures  | AEMO |
| S10 | Insufficient number of MCs, MPs, MDPs to meet new connection, meter replacements and meter install service requests across the marketLumo/Red: Who determines what the insufficient number is?  And in what timeframe? Is this within the first day, the first week, first month? | Low | Customer | Customer complaints and referrals to the ombudsman | Transitional model - initial MC to perform new connections and meter install servicesEndeavour:Retailer to prioirtise eg, do new connections firstRetailer explain to customer that they can not provide the service and that the customer should go to another retailer | Retailers / MCs / LNSPs |
| S11 | Reword: Initial MC fails to publish terms and conditions for type 5 and 6 meter typesFailure to finalise terms and conditions with an initial MC upon the effective date (where retailer has only Type 5 and 6 meter typesEndeavour: DB will have a deemed contract for type 5 & 6 by 1/9/17 – should not be an issue.AGL: Is there anything industry can do?Lumo/Red: Is this the customer seeking a MC? Not permitted for small customers.  Is this the customer seeking another retailer?  | Low | Compliance | Initial MC fails to publish T&Cs by 1/09/17 | Retailer to liaise with AER Initial MC to self-report compliance breach to AER | Retailers / Initial MCs |
| S12 | Retailer fails to finalise commercial agreements with an MC upon the effective date (where retailer has Type 1 – 4 meter types) | Low | Compliance | Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4) Retailer fails to initial RP/MC role updates in MSATS from the go-live dateAEMO informed of potential non-compliance with NER and procedures | Retail to engage another MC (type 1-4)Retailer to apply to AER to send a letter of no-actionAEMO to inform AER of compliance of non-compliance with NER and procedures | AER / Retailers |
| S13 | FRMP fails to finalise commercial agreements with an MC (type 1-4) upon the effective date (where FRMP is not a retailer, e.g. generators) | Low | Compliance | Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4)Retailer fails to initial RP/MC role updates in MSATS from the go-live dateAEMO informed of potential non-compliance with NER and procedures | FRMP (scheduled generator or SGA) to liaise with AER | AER / FRMP |
| S14 | Participants experience a significant number of high priority defects during Market Trial that impact market operationsLumo/Red: what is a significant number of high priority defects?  Should there be an agreed number of defects?  Is this Priority 1 and Priority 2 defects?  | High | Pre Transition | Market Trial completion report indicates high number of defectsParticipant informs AEMO of a high number of defects | Participant to implement plan to rectify defects and the time span in which to resolve. | Participants |
| S15 | AEMO and participants experience a significant number of MSATS high priority defects during Market Trial that impact market operationsLumo/Red: what is a significant number of high priority defects?  Should there be an agreed number of defects?  Is this Priority 1 and Priority 2 defects?  | High | Pre Transition | Market Trial completion report indicates high number of defectsParticipant informs AEMO of a high number of defects | Potential delay to Go-Live – contingency measures in place | AEMO |
| S16 | AEMO and participants experience a significant number of B2B / e-hub high priority defects during Market Trial that impact market operationsLumo/Red: what is a significant number of high priority defects?  Should there be an agreed number of defects?  Is this Priority 1 and Priority 2 defects?  | High | Pre Transition | Market Trial completion report indicates high number of defectsParticipant informs AEMO of a high number of defects | Potential delay to Go-Live – contingency measures in place | AEMO |
| S17 | One or more Registered Participants unable to participate in Market Trial due to the Participants delayed system implementationAurora: not a contingency scenario – either a transition planning scenario or BAU process  | Low | IT Systems | Participant does not register with AEMO to participate in the Market Trial | Participants systems and processes must be compliant with the new regulatory framework by Go Live | All Participants |
| S18 | Insufficient number of ENMs to provide services to ENOs following the effective dateLumo/Red: who determines what the insufficient number of ENM? | Low | Customer | Customer within an Embedded Network cannot access retail competition | AER notified by Customer or Customer’s representative (i.e. Retailer) | AER |
| S19 | Insufficient meter stocks across MCs and/or LNSPs during transition and cutoverAGL: This might occur after 3 months Post Go live. | Low | Customer | Customer request for new connection or meter replacement cannot be fulfilled by current retailer  | Retailers to ensure commercial arrangements are in place with MC’s who can provide metering services as required  | Retailers / MCs |
| S20 | Issues identified with MSATS in period post Go Live | Low | Post implementation | AEMO is notified of issue via AEMO Support Hub related to market system post Go Live | AEMO follow Heightened Support Plan  | AEMO |
| S21 | Issues identified with B2B / e-hub high in period post Go Live | Low | Post implementation | IEC / B2B-WG / AEMO is notified of issue related to market system post Go Live  | AEMO follow Heightened Support Plan  | IEC / B2B-WG / AEMO |
| S22 | Issues identified between participants in period post Go LiveAurora: not a contingency scenario – either a transition planning scenario or BAU processLumo/Red: what kind of issues will be notified to the AER, The NER has a disputes resolution process clearly defined, can the forum and AEMO please list the issues that will be referred to the AER  | Low | Post implementation | AER is notified of a dispute relating to the NER  | AER notified by AEMOAER notified by Customer or Customer’s representative  | AER |
| S23 | Insufficient service provider coverage to service remote and regional customersAurora: not a contingency scenario – either a transition planning scenario or BAU process AGL: This will happen but slowly, can be treated as a general risk.Lumo/Red: This should not be limited to installation or replacement; the re-energisation is significantly impacted on customers that require field visit for connection. If Service providers are limited or contingency implemented may cause an impact or delay to customer connections during this period. | Low | Post implementation | Customer request for new connection cannot be fulfilled by current retailerRequest for a replacement meter cannot be fulfilled | Transitional model - initial MC to perform new connectionsRetailer to ensure commercial arrangements are in place with a registered MC.Endeavour:Believe that the issue would not be coverage but pricing – suggest that retailers have a pricing structure to cover this scenarioRetailer explain to customer that they cannot provide the service and that the customer should go to another retailer | Retailers / MCs |
| S24 | Retailer’s preferred MC does not complete registration by Go LiveAGL: Active Stream is already registered. AusGrid not registered. Still is a risk. | Low | Post implementation | Customer request for new connection cannot be fulfilled by current retailerRequest for a replacement meter cannot be fulfilled | Transitional model - initial MC to do new connectionsRetailer to ensure commercial arrangements are in place with a registered MC.Endeavour:Retailer goes with their next preferred MCRetailer explain to customer that they cannot provide the service and that the customer should go to another retailer | Retailer / MCs |
| S25 | Participant does not complete B2B e-Hub Accreditation by Go Live | Low | IT Systems | AEMO is informed that a Participant has not completed B2B e-Hub accreditation  | Participant to complete e-Hub accreditation application formParticipant to use LVI - Participant can use contingency processesAEMO to inform the AER of compliance issues | Participant |
| S26 | Unsafe meter installation occurs post Go LiveAurora: not a contingency scenario – either a transition planning scenario or BAU process AGL: There should be a safety independent review/audit early on. | Low | Safety | Jurisdictional safety regulator informed by affected parties of unsafe meter installation | Jurisdictional safety regulator to investigate | Jurisdictional safety regulator / Retailer / MC |
| S27 | Disconnection of a life support customer in error Aurora: not a contingency scenario – either a transition planning scenario or BAU process AGL: Setup a pilot for life support customer. Test out and perform lots of trials. | Low | Safety | Customer and/or ombudsman complaint | AER to investigate | Retailer |
| S28 | Customer complaint related to new installation (did not want smart meter or communications / can’t change retailer)Aurora: not a contingency scenario – either a transition planning scenario or BAU processAGL: There should be government led communication for retailers to refer to. Is there a communication plan in replace?  | Low | Customer | Customer and/or ombudsman complaint | Retailer to resolve using standard resolution processes | Retailer |
| S29 | Meter replacement at a site with a group metering arrangements (single fuse with multiple downstream meters) Aurora: not a contingency scenario – either a transition planning scenario or BAU process  | Low | Customer | Request from a customer or LNSP to replace a meter | Retailer to collaborate with LNSP of planned outage dateRetailer to inform their customer(s) of planned outageLNSP to inform all other affected customers of planned outage | Retailer / LNSP |
| S30 | Victorian Order in Council is not formally published prior to Go LiveUE does not concur with the view expressed by one participant at the PCF that this item should be deleted from the list.  Whilst the likelihood is very low, it is not completely inconceivable.  Clearly if it did occur, the current action (“Victoria LNSPs would need to be compliant with the NER”) is not credible for a 1 Dec go-live.  Vic DBs systems would need to be changed to reflect the impact of no longer being the MC/MP/MDP for new connections and meter replacements, and more importantly, Retailers and their MCs would need to be ready to pick up this activity in Victoria.   Therefore an alternative response/action will need to be developed, probably involving a “no-action” letter for the affected participants to ensure that customers are not negatively impacted. | Low | Compliance | Victorian Government fails to publish the OIC prior to go-live date | Victoria LNSPs would need to be compliant with the NERVic DNSPs to apply to AER to send a letter of no-action | LNSPs / Retailers / MCs |
| S31 | A party raises a ‘fast track’ Rule Change Request which amends the effective date | High | Compliance | AEMC publishes rule change | Transition and cutover plan is updated based on new dateMarket Trial completes as scheduled, light support provided between 3 Nov and new effective date for industry bi-lateral testing No additional testing planned | AEMC / All parties |
| S32 | A party raises an ‘fast track’ Rule Change Request which is challenged and becomes a normal Rule Change which can’t finish before the effective date | High | Compliance | AEMC publishes rule changeA single party objects to ‘fast track’ rule change proposal | Existing transition and cut-over plan remainsNo change to go-live dateAEMO testing plan completes as scheduled  | AEMC |

Additional scenarios

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| **Ref #** | **Scenario Description** | **Priority** | **Theme** | **Trigger(s)** | **Action(s)** | **Accountability** |
| From UE | Negative media reporting- High profile and highly critical media reports build up after implementation      |  | Customer | A series of negative customer outcomes feed into a general negative media climate toward the energy industry | Spokesperson or persons be identified as key media contacts – depending on the nature of issues being raised. |  |
| From EA | An MC / MDP ceases operation resulting in lack of meter data availability to the market post go live. |  |  |  |  |  |
| From Lumo/Red | Impact/risk assessment of all risks to supply: re-en; new connections; adds/alts; transfer issues during cut-over; abolishment’s |  | Customer |  |  |  |
| From Lumo/Red | Clear direction for all Faults & Emergencies across the NEM pre/during and post cutover. |  | Customer |  |  |  |
| From Lumo/Red | System reliability at Go Live - suggest consideration for ramp down; ramp up approach. EG. MDN’s to be cleared; followed by high priority transactions etc. Given volume of transactions that will be sent post Go Live, an agreed approach would mitigate risk to market systems.  |  | Customer |  |  |  |
| From Momentum | One or more Metering Coordinators’ system fail to come back within the cutover timeframe |  | IT Systems | MC(s) to advise AEMO of cutover failure  | MC sends Market Notice to advise of systems failure and implement contingency measures | MC |
| From Momentum | MC fails to finalise commercial agreements with MP and MDP to deliver services as expected to ensure business continuity |  | Compliance | MC to advise AEMO of inability to fulfil its obligations in the market | ??? | MC |
| From Momentum | System black in one or more jurisdictions prior, during and post cutover period |  | Emergency Management | Emergency event declared by Government | ??? |  |
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Endeavour:

* We believe that it would be beneficial to identify scenarios that are more likely to occur and have major customer or market impacts so that we can prioritise the meeting to focus on these scenarios.

UE:

* The list looks very comprehensive, and UE has only one additional item to suggest.
* Some scenarios are clearly of lower impact than others, and might actually be considered more like readiness or stabilisation activities rather than contingency “events”.  Whilst UE is not seeking to have any of these lesser items removed, we’d like to encourage the working group to prioritise the list and ensure that most of the focus is on those scenarios with the highest impact.  This is in line with the discussion at PCF today.
* In regards to S30 (Victorian Order in Council is not formally published prior to Go Live), UE does not concur with the view expressed by one participant at the PCF that this item should be deleted from the list.  Whilst the likelihood is very low, it is not completely inconceivable.  Clearly if it did occur, the current action (“Victoria LNSPs would need to be compliant with the NER”) is not credible for a 1 Dec go-live.  Vic DBs systems would need to be changed to reflect the impact of no longer being the MC/MP/MDP for new connections and meter replacements, and more importantly, Retailers and their MCs would need to be ready to pick up this activity in Victoria.   Therefore an alternative response/action will need to be developed, probably involving a “no-action” letter for the affected participants to ensure that customers are not negatively impacted.

Aurora:

* No additional scenarios to add, these map nicely to the contingency Scenarios that we have identified
* Some Scenarios are not what we would regard as requiring a Contingency Plan as they are either Transition Planning scenarios or BAU Processes

EnergyAustralia:

* Suggest one further scenario be considered: An MC / MDP ceases operation resulting in lack of meter data availability to the market post go live.

AGL:

* Have identified the key scenarios which are relatively significant for us to focus on. Please find attached document with feedback/highlights in pink on the significant scenarios.
* In addition, we came up with a list of key Industry contingency scenarios/responses which we feel might be worthwhile considered as part of the contingency planning.

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| **Key Industry Contingency Scenarios** | **Rating** | **Response** |
| Large volume of customers impacting issues/defects at end of cycle 3 market trials | High | * Extra cycle of testing
* Utilise week in between cycles
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| Post Go-Live core processes not working, e.g. new connections | High |  |
| New MC's cannot support demand for new connections/faults/replacement from 1 December | High | * DBs agree to install dumb meters for extended period. E.g. 30/6/18
 |
| MC not accredited in time | Med | * AER extend ringfencing deadline
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| B2B solution not working for extended period | Med | * Revert to business continuity processes
* Stop raising new request/refer to other retailers
* Use MSATS
 |
| Flood during stabilisation period (this one is also covered in the list) | Med | * Bridging
* Stop aged asset/faults take priority
* Establish control command control - AEMO/AEMC
* Develop a Communication Plan
* Develop an Emergency Response Plan
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| Media upheaval Post Go Live/Reputation impacts | High | * Form DB WG
* Form Retail WG
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