

IN003/20 – Gas Life Support Supplementary Questionnaire

Responses to be emailed to grcf@aemo.com.au by due **COB 31 March 2020**.

Review comments submitted by: *Powershop*

Date: *27 March 2020*

Contact Person: *Haiden Jones*

Topic	Please Provide Response Here
Question 1 – Benefits of change	
<p>Please provide, in detail, what benefits the change will have on your organisation (in terms of efficiency, customer benefits, privacy, etc.). If any monetary benefits are provided (e.g. in terms of annual FTE savings), these will be kept confidential.</p>	<p>As touched on in Powershop’s previous response, the benefit to the business is one from a technical consistency perspective as all life support customers will be managed with an LSN/ LSR.</p> <p>The customer benefit is minimal because they will be receiving life support protections regardless of the technical solution.</p> <p>There is no monetary benefit to this change for Powershop given the number of life support customers’ vs the potential cost of implement the change.</p>
Question 2 – Costs of change	
<p>Please provide what costs the change will create for your organisation as an order of magnitude (i.e. “low”, “medium”, or “high”). If any monetary values (e.g. once-off implementation costs, and any ongoing annual cost) are provided (e.g. in terms of the cost of system changes), these will be kept confidential.</p>	<p>Powershop has not had sufficient development resource to even scope this change to provide an estimated cost.</p> <p>Anecdotally, any one off development cost that provides no additional positive customer experience is undesirable.</p>
Question 3 – Volume of gas life support customers	
<p>Please provide the volume of gas life support customers your organisation currently has registered. Please also</p>	<p>Powershop only retail gas in Victoria and to date we have not identified any customers as requiring gas for life support equipment.</p>

<p>provide the average rate of gas life support registrations and deregistrations per month for your organisation, as well as any notes you would like to provide on how AEMO should interpret these data.</p>																		
<p>Question 4 – Alternatives to LSN and LSR</p>																		
<p>If AEMO decides not to recommend the adoption of LSN and LSR, will your organisation likely make any changes to your existing implementation of the Gas Life Support Industry Guide process?. If so, provide details on the type of changes you intend to put forward.</p>	<p>If AEMOP does not adopt a LSN or LSR Powershop will simply adhere to current manual procedures.</p>																	
<p>Question 5 – Value Rating (1-7)</p>																		
<p>Please indicate your organisation's value rating if the proposal to adopt the LSN and LSR aseXML transactions proceeds, as compared with the status quo or the alternative(s) identified in Question 4. Please select one of the following.</p> <table border="1" data-bbox="129 799 833 1203"> <thead> <tr> <th>Rating</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1 =</td> <td>Large negative outcome if proposal proceeds</td> </tr> <tr> <td>2 =</td> <td>Moderate negative outcome if proposal proceeds</td> </tr> <tr> <td>3 =</td> <td>Small negative outcome if proposal proceeds</td> </tr> <tr> <td>4 =</td> <td>No net benefit or cost if proposal proceeds</td> </tr> <tr> <td>5 =</td> <td>Small positive outcome if proposal proceeds</td> </tr> <tr> <td>6 =</td> <td>Moderate positive outcome if proposal proceeds</td> </tr> <tr> <td>7 =</td> <td>Large positive outcome if proposal proceeds</td> </tr> </tbody> </table>	Rating	Description	1 =	Large negative outcome if proposal proceeds	2 =	Moderate negative outcome if proposal proceeds	3 =	Small negative outcome if proposal proceeds	4 =	No net benefit or cost if proposal proceeds	5 =	Small positive outcome if proposal proceeds	6 =	Moderate positive outcome if proposal proceeds	7 =	Large positive outcome if proposal proceeds	<p>Value Rating</p>	
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<p>Question 6 – Any other comments?</p>																		
<p>Does your organisation have any other comments that it wishes AEMO to consider in its formulation of the IIR?</p>	<p>Firstly, the value rating does not sufficiently capture our views. Our rating would be; Negligible business and customer benefit at great cost.</p>																	