

# MINUTES – Consumer Forum

MEETING: 15  
 DATE: Wednesday 14 November 2018  
 TIME: 2.00pm – 3.30pm  
 LOCATION: AEMO Offices and Teleconference  
 CONTACT: [ConsumerForum@aemo.com.au](mailto:ConsumerForum@aemo.com.au)

## ATTENDEES:

NAME	COMPANY	LOCATION
Antara Mascarenhas	AEMO (Chair)	Melbourne
Janine Rayner	Energy and Water Ombudsman Victoria	Melbourne
Damian Sullivan	Brotherhood of St Laurence	Melbourne
Andrew Richards	Energy Users Association of Australia	Melbourne
David Heard	Finncorn Consulting	Sydney
Miyuru Ediriweera	Public Interest Advocacy Centre	Sydney
Maureen Boyle	SA Council of Social Services	Adelaide
Jennifer Brownie	Queensland Energy Users' Network	Webex
David Havyatt	Energy Consumers Australia	Webex
Kellie Caught	Australian Council of Social Services	Webex
David Headberry	Major Energy Users, Inc.	Webex
David Prins	Etrog Consulting	Webex
Mark Grenning	Energy Users Association of Australia	Telephone
Neale Scott	AEMO	Melbourne
Steve Frimston	AEMO	Melbourne
Matt Armitage	AEMO	Melbourne
Taryn Maroney	AEMO	Sydney
Paul Johnson	AEMO	Sydney
Chris Cormack	AEMO	Sydney
Oliver Derum	AEMO	Sydney

## 1. Welcome and introductions

Antara Mascarenhas welcomed attendees to the Consumer Forum.

## 2. AEMO updates

Antara provided verbal updates on three issues

- a) Development of the Integrated System Plan (ISP)
  - A Preliminary modelling outcome workshop was held on 10 October.
  - AEMO has prepared a synopsis of comments that will be published on our website shortly.
  - Next steps:
    - o AEMO to complete modelling of the Draft ISP, including risk assessment.
    - o Draft ISP published in December.
    - o Formal stakeholder consultation Dec 2019 to Feb 2020, including submissions and workshops.
    - o Further small group meetings as required following submissions

- Final ISP late June 2020.
- b) Reducing customer-switching times:
- The AEMC made a Draft Determination on AEMO's rule change proposal on 26 September. Submissions are due 7 November.
  - In parallel, AEMO is consulting on change to Procedures and systems to allow:
    - Next day switches across the NEM.
    - Switches to be more simply reversed where a customer 'cools off'.
    - Switching to occur at the date of the last bill, with a customer's agreement (i.e., switch to be back-dated to day of most recent meter read).
  - AEMO has published an issues paper, with submissions due on 22 November.
  - Before then, AEMO intends to hold a discussion about the issues with consumers, with agreed minutes from that discussion to be considered as formal submissions from attendees. This is in response to a request by some consumer representatives at the standup customer-switching teleconference on xxx October.
- c) AEMO knowledge-sharing:
- We intend to start holding ~90 minute knowledge-sharing sessions with Consumer Forum attendees and AEMO subject matter experts, as requested by some consumer representatives.
  - Suggested topics include:
    - Inverters.
    - The changing prevalence of prices below \$0 MWh.
    - Other suggestions sought from forum participants.
  - Future sessions may be scheduled to follow Consumer Fora, subject to room availability.

### 3. Summer Readiness

Steve Frimston, Specialist in AEMO's Real Time Operations (RTO) Group, gave a presentation on AEMO's summer preparedness and a presentation on Victorian load shedding.

The Summer Readiness presentation provided an outlook on weather conditions and extreme events and the seven elements of AEMO's 2019-20 Summer Plan, being:

- Transmission availability
- Generation availability
- Fuel support
- Operational improvements
- Contingency planning and emergency management
- Communications and stakeholder engagement
- Reliability emergency reserve trader (RERT)

Forum participants commented that:

- The return to service of Torrens Island changes the scenario in terms of unserved energy
- Consumers do not understand the mechanisms that see them blacked out (for example, the difference between load shedding and network outage)
- Clear messaging is crucial (and can be effective in soliciting voluntary demand curtailment).
- Better co-ordination of messaging across jurisdictions would be beneficial.

- An update from AEMO on the development of 'The Energy Channel' is desired (See **Actions**, below).

The case study presentation illustrated the circumstances and progress of events in Victoria on 24-25 January, 2019. The presentation covered topics including:

- Lack of Reserve (LOR) conditions 1 – 3.
- The weather at the time
- Generator availability
- Market notices
- Interconnector transfer
- Directions made.

Forum participants commented that:

- A post-summer debrief with the consumer forum would be desirable. Antara noted that this was an intended focus of the first Consumer Forum of 2020 (to be held late-Feb or early March).

Steve's presentations will be circulated once AEMO has completed briefing stakeholders about preparations for summer 2019-20.

#### **4. AEMO's Energy Storage Systems (ESS) rule change proposal**

Taryn Maroney gave a presentation on AEMO's recent rule change proposal covering the integration of ESS (bi-directional resource providers) into the NEM. The presentation covered:

- Current practice for registering energy storage systems and why these arrangements need to be improved
- Technical requirements
- Non-energy cost-recovery
- ESS in central dispatch
- Proposed NER requirements (including capturing data) and exemptions
- Proposed registration classifications
- How AEMO's proposal gives effect to the National Electricity Objective (NEO).

Forum participants:

- Asked for more information on current practice for registering storage systems
- Asked what the principles will be around applying transmission use of system (TUOS) charges.
- Commented that solar firms 'going into liquidation' is likely to happen more and more.
- Asked whether 5MW batteries are included in AEMO's Short-term and medium-term projected assessments as system adequacy (ST-PASA and MT-PASA).

Taryn's presentation has been provided. Attendees wishing to discuss the matter further are invited to contact her on (02) 8884 5609 or [taryn.maroney@aemo.com.au](mailto:taryn.maroney@aemo.com.au).

#### **5. Virtual Power Plant (VPP) trials and Open Energy Networks Update**

Matt Armitage provided a verbal update on the progress of AEMO's VPP trials and related developments, including that:

- Announced VPP initiatives currently add up to around 900MW, meaning a lack of visibility for AEMO is potentially a system security risk
- An announcement about a major VPP trial is expected soon
- The battery storage industry is becoming highly competitive and uptake of small-scale batteries is increasing

- AEMO and the Australian Renewable Energy Agency (ARENA) have commenced a program to gather consumer insights in conjunction with technological demonstrations
- In response to a question, that most trial participants are households (commercial uptake of energy storage has been minimal, as these consumers look for shorter pay-back periods)
- In response to a question, that there are significant barriers to entry into the trials for low-income and vulnerable residential consumers, but these are being investigated in a collaboration with the SA Housing Trust.

## **6. Cyber Security: AEMO's threat landscape and focus areas**

The Cyber Security update was not provided at this meeting due to time constraints. A separate session will be scheduled (see **Actions**, below).

## **7. Other Business**

There was no discussion of other business.

## **8. Meeting Close**

The meeting closed at 1:00 pm (AEDT)

### Consumer Forum Action Items

Item	Topic	Action required	Responsible	Status
3.1	<b>Summer Readiness</b>	AEMO to arrange an update on the development of the Energy Channel. AEMO to circulate summer readiness slides at the conclusion of all briefings.	AEMO	Complete Pending
6.1	<b>Cyber security</b>	AEMO to reschedule this presentation	AEMO	Complete