

AEMO Consumer Forum

Meeting Summary: 13 March 2024

These notes summarise AEMO's presentations at the Consumer Forum and feedback and questions received at a high level and are not intended to be a detailed set of minutes.

Actions from previous meeting

- Meeting summaries and presentation decks of Consumer Forums are available on our [website](#).

Meeting topics

- Update on AEMO initiatives
- AEMO's Stakeholder Engagement Principles and Consumer Engagement Approach
- Draft 2024 Integrated System Plan (ISP): submission themes and next steps
- Preliminary incident report on trip of Moorabool-Sydenham on 13 February 2024
- AEMO Energy Education Courses
- Forum feedback and next meeting

Update on AEMO initiatives

Presentation summary

AEMO presented a short overview of upcoming key dates, publications and activities of potential interest to consumers, including:

- 21 March: 2024 Gas Statement of Opportunities (GSOO) report release and [public webinar](#).
- 2 April: [Draft 2024 ISP submission reflection webinar \(register here\)](#)
- 28 June: Final ISP 2024 report release. Webinar expected early July – details to come.
- 30 June: Draft FY25 Budget and Fees finalised. Consultation to open in April.

Feedback and actions

Nil.

Stakeholder Engagement Principles and Consumer Engagement Approach

Presentation summary

AEMO presented a high-level view of its FY24 stakeholder engagement framework and principles and consumer engagement approach, which align to [AEMO's strategic corporate plan, priorities and values](#). Examples were shared of how consumer feedback is helping to shape AEMO's work, including social licence considerations in the Draft 2024 ISP and Consumer Forum topics. This was followed by a shared conversation on these approaches and any opportunities to improve.

Feedback and actions

Several attendees shared positive feedback on AEMO's recent engagement activities, including in relation to the Draft 2024 ISP. Opportunities raised for AEMO's further consideration included greater visibility of AEMO leadership, research budget and priorities, and data access / information.

Draft 2024 ISP: submission themes and next steps

Presentation summary

AEMO's Draft 2024 Integrated System Plan (ISP) was published on 15 December 2023. Following consultation period close on 16 February 2024, AEMO shared an update on the [wide range of feedback](#) it had received from a diverse range of stakeholders, including 103 public submissions.

Key themes emerging across submissions included: Consumer energy resources (solar, batteries & electric vehicles) and distribution networks, the role of gas in the ISP, delivery risks facing the energy transition, actionable projects, and demand forecasts. ISP Consumer Panel member Mark Henley also provided a short summary on the [ISP Consumer Panel Report](#) and recommendations.

The AEMO team then flagged a range of key dates and channels for updates and feedback:

- 19 March 2024 – 2024 ISP Engagement Satisfaction Survey ([Submit feedback here](#))
- 2 April 2024 – Submission reflection webinar ([Register here](#))
- 28 June 2024 – Publication of final 2024 ISP report. Webinar details to come.
- Past engagements including webinar recordings are [published on this webpage](#). Consumers can also sign up to [the ISP mailing list](#) or contact the [AEMO ISP team](#).

Feedback and actions

Consumers sought further detail on submissions, including if they captured community sentiment around new transmission and REZ projects. AEMO confirmed that more information on submission themes and AEMO's responses would be shared at the upcoming submission reflection webinar.

Preliminary incident report on trip of Moorabool-Sydenham on 13 February 2024

Presentation summary

On 13 February 2024 a severe storm event occurred affecting Victoria's electricity transmission and distribution networks. AEMO's Operations team provided an update on AEMO's role in the event, including its requirements under 4.8.15(c) of the National Electricity Rules to formally review operating incidents within the National Electricity Market (NEM). The team also shared high level findings from AEMO's [preliminary incident report](#), noting a final incident report is still in development and to be delivered.

Feedback and actions

Consumers asked for more detail around the event and AEMO's potential recommendations in its final report, including the root cause of generation trips, and potential future strengthening of transmission towers. AEMO advised that its investigation is underway, and we would be liaising with the asset owner to understand the root cause and potential mitigations. This would be outlined in our final report once prepared.

AEMO Energy Education Courses

Presentation summary

AEMO's energy education program seeks to aid energy literacy and knowledge of the various systems and markets it operates. 16 courses are currently available on the [AEMO Learning Academy website](#), with varying delivery modes (instructor, virtual, hybrid) and levels of complexity.

In response to recent stakeholder conversations around opportunities for AEMO to support consumer advocate energy industry knowledge and capacity building, AEMO confirmed it is making additional courses free of charge for consumer advocates. These include:

- [National Electricity Market \(NEM\) Basics](#): 1 hour online webinar, run on demand. Contact [AEMO Energy Education](#) to sign up for free.
- [NEM Overview](#): 8 hour in-person and online instructor-led course. Cost waived by request. Contact [AEMO Energy Education](#) for availability.
- Courses on [NEM Foundations](#) (4 hour online eLearning,) and [Gas Markets Overview](#) (5 hour online eLearning,) also remain available for free.

Feedback and actions

Consumers were positive about the changes and AEMO taking action on their suggestions. While some feedback was provided on the complexity of content and course accessibility for regional attendees, AEMO confirmed it offers virtual and hybrid course delivery to support accessibility and welcomes participant feedback to improve content and offerings for different stages of learning. AEMO is also happy to talk with other providers in this space on opportunities to share learnings.

Forum Feedback and questions to be resolved

- Consumer Forums in 2024 are currently proposed for April, June, September, and November.
- The next Forum is expected to include AEMO's draft FY25 Budget and Fees as part of the agenda. Consumers requested further clarity over budgets for core versus reform activities.
- Participants were invited to fill in a [survey](#) to provide feedback and propose future topics.

Contact

If you require more information, please email AEMO Stakeholder Engagement: StakeholderRelations@aemo.com.au.