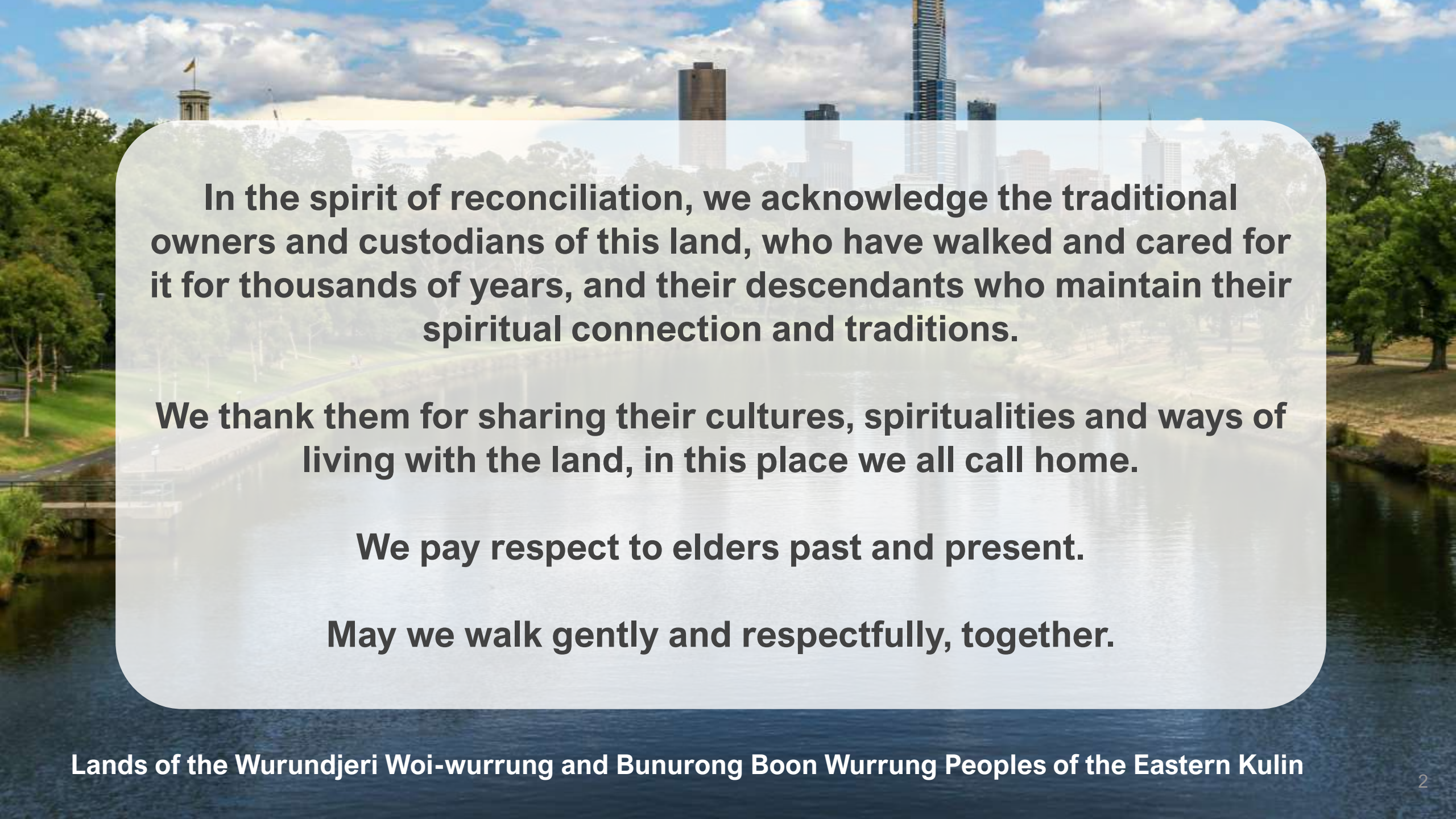


Consumer Forum

13 March 2024

Emily Duck, Manager,
Consumer and Community





In the spirit of reconciliation, we acknowledge the traditional owners and custodians of this land, who have walked and cared for it for thousands of years, and their descendants who maintain their spiritual connection and traditions.

We thank them for sharing their cultures, spiritualities and ways of living with the land, in this place we all call home.

We pay respect to elders past and present.

May we walk gently and respectfully, together.

Today's agenda

| Time | Item | Speaker |
|----------|--|--|
| 10:30 am | Welcome and Acknowledgement of Country | Emily Duck, Manager, Consumer and Community |
| 10:35 am | Update on AEMO Initiatives | Emily Duck, Manager, Consumer and Community |
| 10:40 am | AEMO's Stakeholder Engagement Principles and Consumer Engagement Approach | Emily Duck, Manager, Consumer and Community |
| 11:00 am | Draft 2024 ISP: submission themes and next steps | Samantha Lloyd, Engagement Lead, System Design Mark Henley, ISP Consumer Panel Member |
| 11:30 am | Victorian event: Preliminary incident report on trip of Moorabool-Sydenham on 13 February 2024 | Luke Robinson, Group Manager, Modelling & Engineering |
| 11:50 am | AEMO Energy Education courses | Cameron Setchell, Education and Knowledge Specialist |
| 12:00 pm | Actioning your Forum feedback Next meeting | Emily Duck, Manager, Consumer and Community |

Housekeeping



- This session is being recorded for note-taking purposes only
- Muted unless talking, thank you
- Ask questions via the chat function throughout
- We will prioritise one question per person per topic so all voices can be heard, and come back to additional questions if time allows
- We will endeavour to follow up questions we do not get to in session
- Respectful and relevant
- Equal opportunity to engage

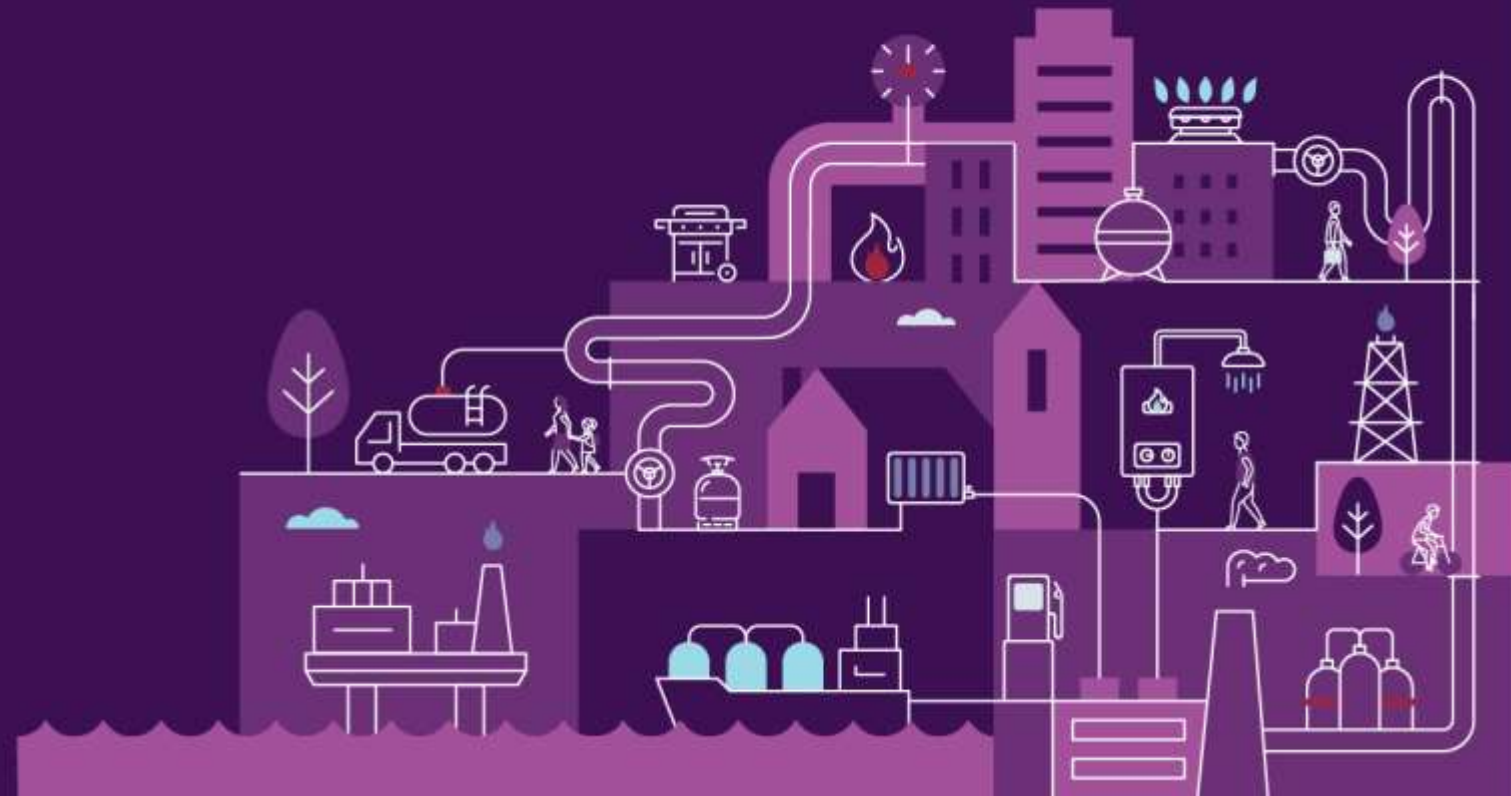
Last time we met...



- Available on our website:
 - Meeting summary of the previous Consumer Forum on [29th November](#)
- Need help with terminology? Here's a handy [list](#).
- Please provide feedback to AEMO on Consumer Forums [via this survey](#).

Update on AEMO initiatives

Emily Duck, Manager,
Consumer and Community



AEMO's strategic corporate plan

Everyday AEMO engages with people and organisations connected to our purpose to 'ensure safe, reliable and affordable energy and enable the energy transition for the benefit of all Australians'.

While our [AEMO Strategic Corporate Plan FY24](#) sets out the priorities, initiatives and values that guide this work and help us keep the lights on and gas flowing for millions of people 24/7, as an independent national body we recognise the opportunity we have to further influence across governments, industry and the consumer sector to ensure that **people remain at the centre of Australia's energy transition**.

AEMO FY24 Strategic Priorities

Priority 1 – Operating today's energy systems and markets

Priority 2 – Navigating the energy future

Priority 3 – Engaging our stakeholders

Priority 4 – Evolving the way we work



Update on AEMO initiatives

AEMO's FY24 Strategic Corporate Plan

| Strategic Priorities | Area of work | Key updates |
|---|--|--|
| Priority 1 Operating today's systems and markets | System and market operations | <ul style="list-style-type: none">Update on 13 February 2024 Victorian storm event (Preliminary incident report) to be provided at this meeting.Winter readiness update to be provided in June. |
| Priority 2 Navigating the energy future | Energy system design | <ul style="list-style-type: none">Gas Statement of Opportunities (GSOO) to be published 21 March. Register for the webinar here.Submissions to Draft 2024 Integrated System Plan (ISP) closed 16 February 2024. Feedback themes to be discussed in this meeting. Register for the submission reflection webinar here.EOIs for AEMO's 2026 ISP Consumer Panel closed 8 March. Final ISP 2024 due out 28 June. |
| Priority 3 Engaging our stakeholders | Embedding a consumer and community focus | <ul style="list-style-type: none">Improvements being made to enhance readability and accessibility of AEMO's key publications, including the 2023 Electricity Statement of Opportunities (ESOO) and Draft 2024 ISP. Social licence considerations integrated into 2024 ISP development.AEMO's stakeholder engagement principles and consumer engagement approach discussed today. |
| Priority 4 Evolving the way we work | Talent, capabilities and culture Financial health | <ul style="list-style-type: none">AEMO's free energy education for consumer advocates presented at this meeting.Draft FY25 Budget and Fees open for consultation in April / May, ahead of finalisation by 30 June.AEMO's inaugural Reflect Reconciliation Action Plan (RAP) conditionally endorsed by Reconciliation Australia, launching later this year. |

Priority 3 – Engaging our stakeholders



Stakeholder Engagement Principles and Consumer Engagement Approach

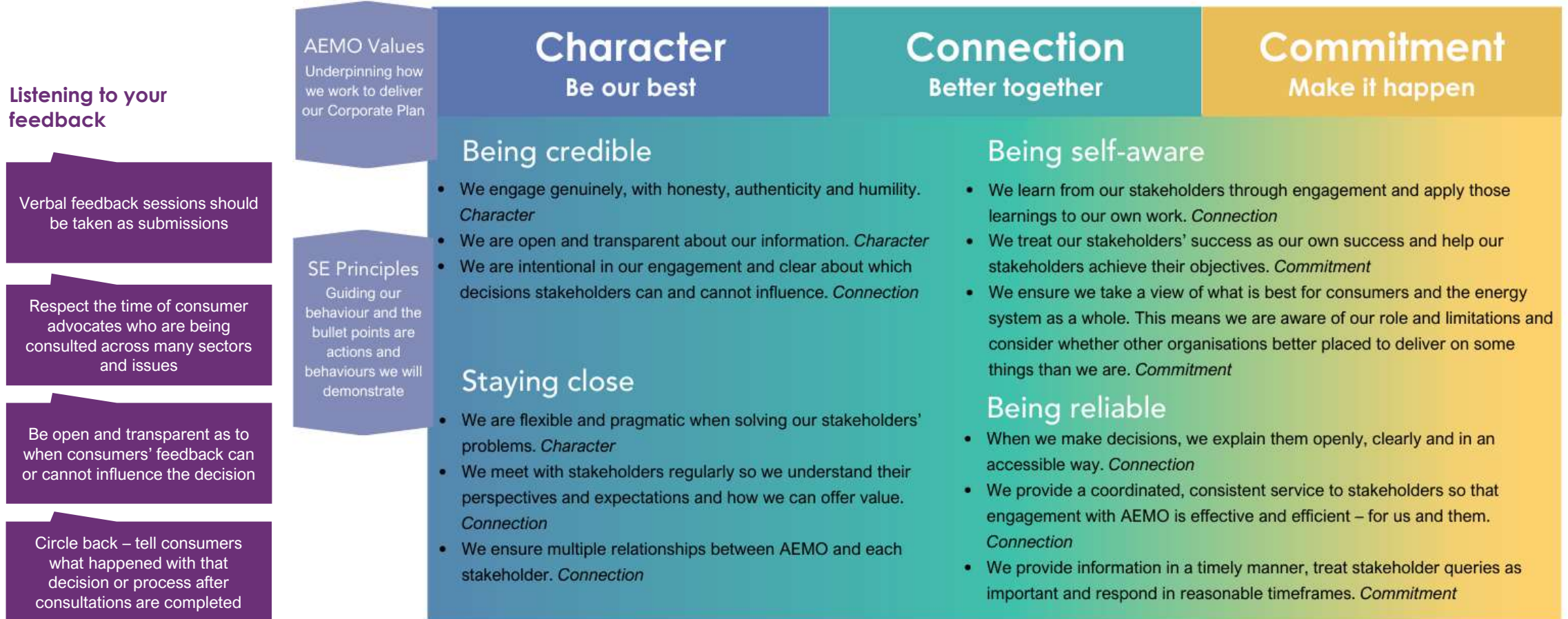
Emily Duck

Manager, Consumer and Community



Our guiding engagement principles and values

AEMO has developed the following Stakeholder Engagement Principles, aligned to our shared values, to clearly outline our commitments to stakeholders and ways of working.



Consumer engagement objectives

| AEMO Priority | Objective | What this looks like in action |
|--|--|--|
| Priority 2 Navigating the energy future | Work with consumer representatives on regulatory or rule change proposals and changes | <ul style="list-style-type: none"> Proactive outreach to advocates for expertise and consumer perspectives Feedback loops to close out how input was considered and actioned |
| Priority 3 Engaging our stakeholders | Improve accessibility of AEMO information and publications | <ul style="list-style-type: none"> 'Easy English' explainers for key publications (e.g. ESOO, ISP) Free energy education courses for advocates to support capacity building |
| | Ensure AEMO stakeholder engagement forums are efficient, effective and inform AEMO's work | <ul style="list-style-type: none"> Discussion topics tailored to areas of shared interest and values Forums that allow two-way information sharing and genuine consultation Seeking to continually improve the content and way in which forums are run |
| | Increase collaboration with stakeholders to achieve better energy outcomes | <ul style="list-style-type: none"> Regular meetings with consumer advocates / groups to understand key concerns Greater presence at industry and consumer forums and events to listen and learn |
| | Seek to better understand consumer priorities, preferences and challenges, particularly in the context of the energy transition | <ul style="list-style-type: none"> Horizon scanning for emerging issues, trends, focus areas, research Victorian-based community listening |
| | Help build greater understanding and awareness of the energy transition with consumers and the community through our communications and publications | <ul style="list-style-type: none"> Sharing key transition messaging through AEMO publications such as ESOO, ISP Dedicated webinars / deep dives to unpack key findings from a consumer centric view |
| | Uplift AEMO's stakeholder engagement capability | <ul style="list-style-type: none"> Working across our organisation to drive awareness and champion the views, experiences and concerns of people and consumers, so this is integrated in our planning, decision-making and ways of working Streamlining engagements wherever possible to reduce ask on advocates |
| Priority 4 Evolving the way we work | Develop AEMO's inaugural Reflect Reconciliation Action Plan | <ul style="list-style-type: none"> Implement all RAP commitments, including engaging with Aboriginal and Torres Strait Islander stakeholders and organisations within our sphere of influence to explore opportunities that provide benefit and best practice and principles for partnerships |

Seeking your thoughts

- How do these approaches and objectives resonate with you?
- What does good engagement look like to you?
- Where else would you like to see AEMO 'lean in' or focus?



Priority 2 – Navigating the energy future



Draft 2024 ISP submission feedback themes

Samantha Lloyd

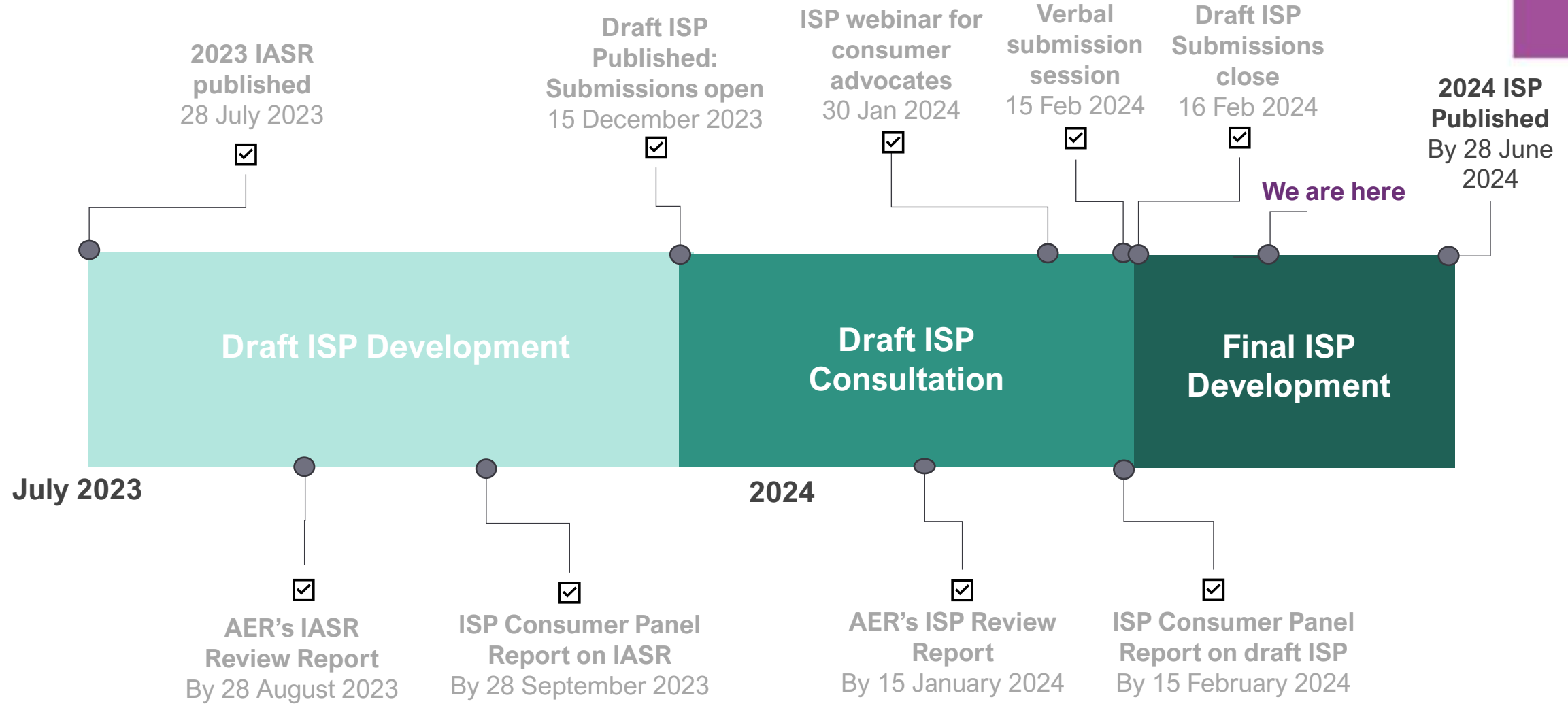
Engagement Lead, System Design

Mark Henley

ISP Consumer Panel member (TBC)



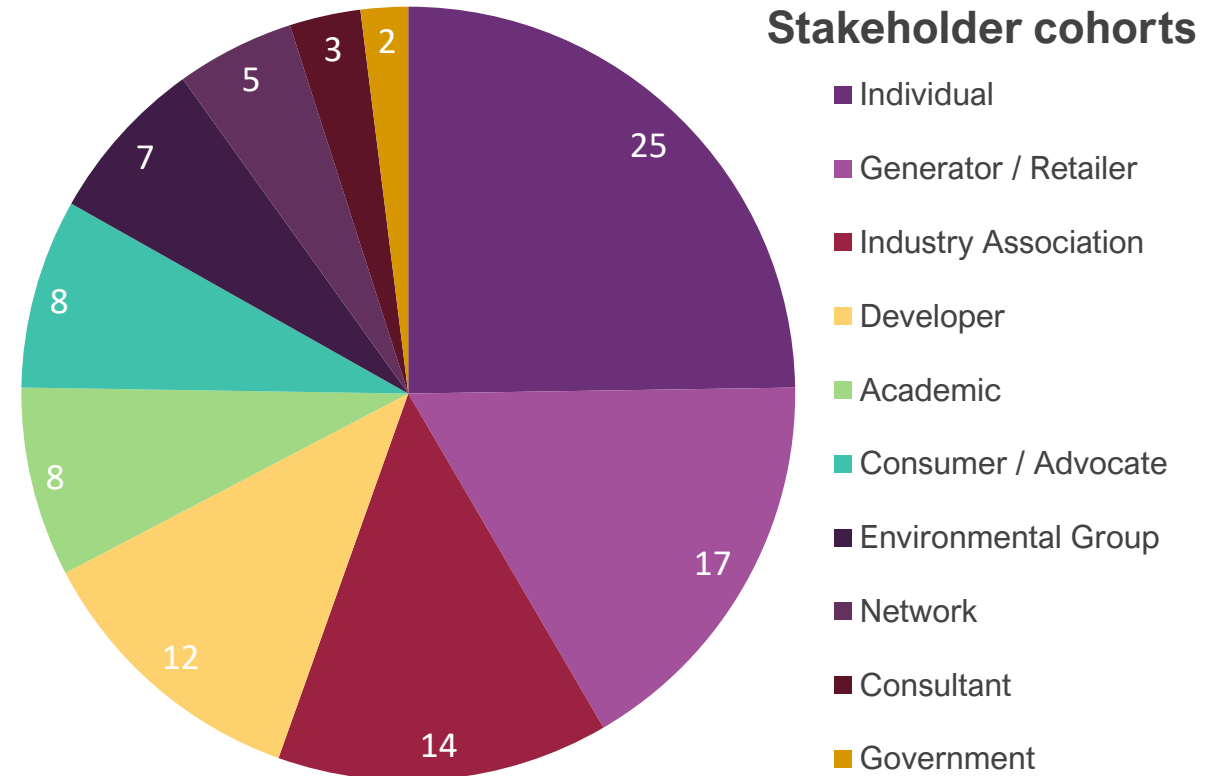
Draft 2024 ISP consultation timeline



Draft 2024 ISP consultation update

| Webinars | Publication webinar (15 Dec 2023) | Submission reflection webinar (April) |
|-------------|--------------------------------------|---|
| Attendees | 480 | - |
| Registrants | 591 | 97 |

| Draft 2024 ISP submissions | |
|--------------------------------------|------------|
| Formal written submissions | 97 |
| Confidential submissions | 2 |
| ISP Consumer Panel report | 1 |
| Consumer advocates verbal session | 1 (6 ppl) |
| Publishable submissions | 101 |
| Non publishable comments | 3 |
| Total submitting stakeholders | 109 |



2024 ISP- key dates

| Date | Time (AEDT) | Item | Notes |
|---------------------|---------------------|---|--|
| 2 April 2024 | 11.30 am - 12.30 pm | Draft ISP 2024 submissions reflection webinar | Register here <i>Date subject to change</i> |
| 28 June 2024 | 9.00 am | 2024 ISP Publication | Final report |

For more information

- [Join the ISP mailing list](#) to never miss an update.
- The 2024 ISP stakeholder engagement strategy and past engagements including webinar recordings can be found on the [2024 ISP Stakeholder Engagement](#) webpage.
- Questions? Please contact the AEMO ISP team: ISP@aemo.com.au

Priority 1 – Operating today's energy systems and markets

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



Luke Robinson

Group Manager, Modelling & Engineering



How we operate the system

- Centralised control system (AEMO)
- Single set of enforceable rules (NER)
- Three concepts govern how the power system is operated
 - Satisfactory
 - Secure
 - Reliable



Environmental challenges to power system operation

Conditions posing risks to the power system may include:

Severe weather conditions



Lightning and/or storms



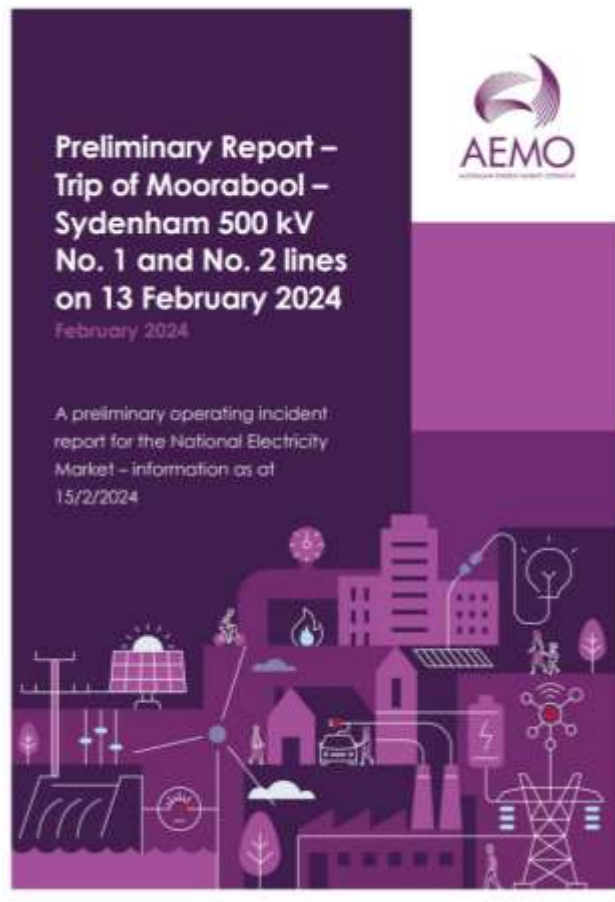
Bush fires



Floods



Reviewable operating incidents



- AEMO is required to review operating incidents under 4.8.15(c) of the National Electricity Rules.
- AEMO published a preliminary report on 16 February 2024.
- This presentation provides a summary based on information presently available, focusing on the period 13:08-15:14 hrs on 13 February 2024.

Storm event

- On 13 February 2024 at approximately 12:00 hrs (AEST), a **severe storm cell developed** near Ballarat (located approximately 1 ½ hours' drive north-west of Melbourne) moving south-east.
- **Damaging winds** greater than 90 kilometres per hour (km/h) were observed in the wider area
- Near destructive winds were recorded at Avalon Airport, approximately 20 km from Moorabool, with the Bureau of Meteorology (BoM) reporting a **peak wind gust of 122 km/h** at 13:19 hrs.

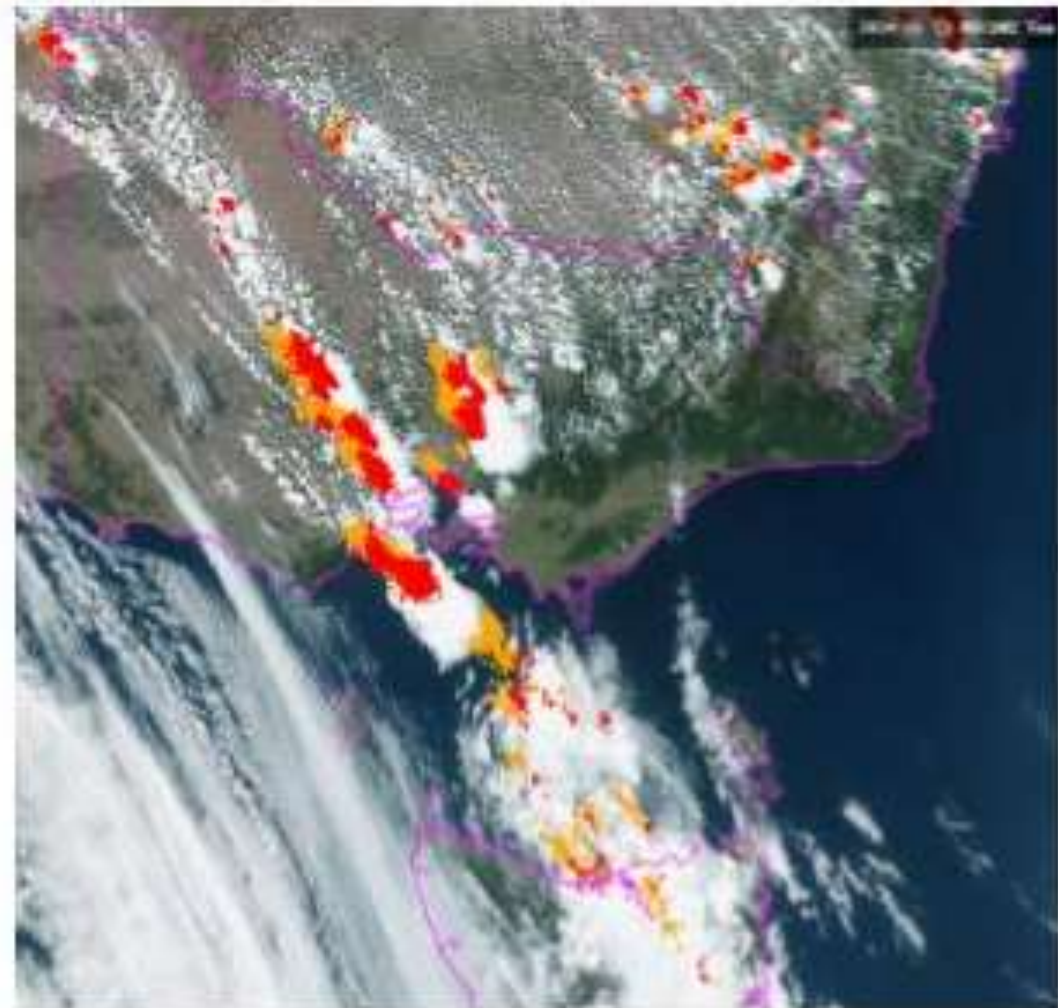
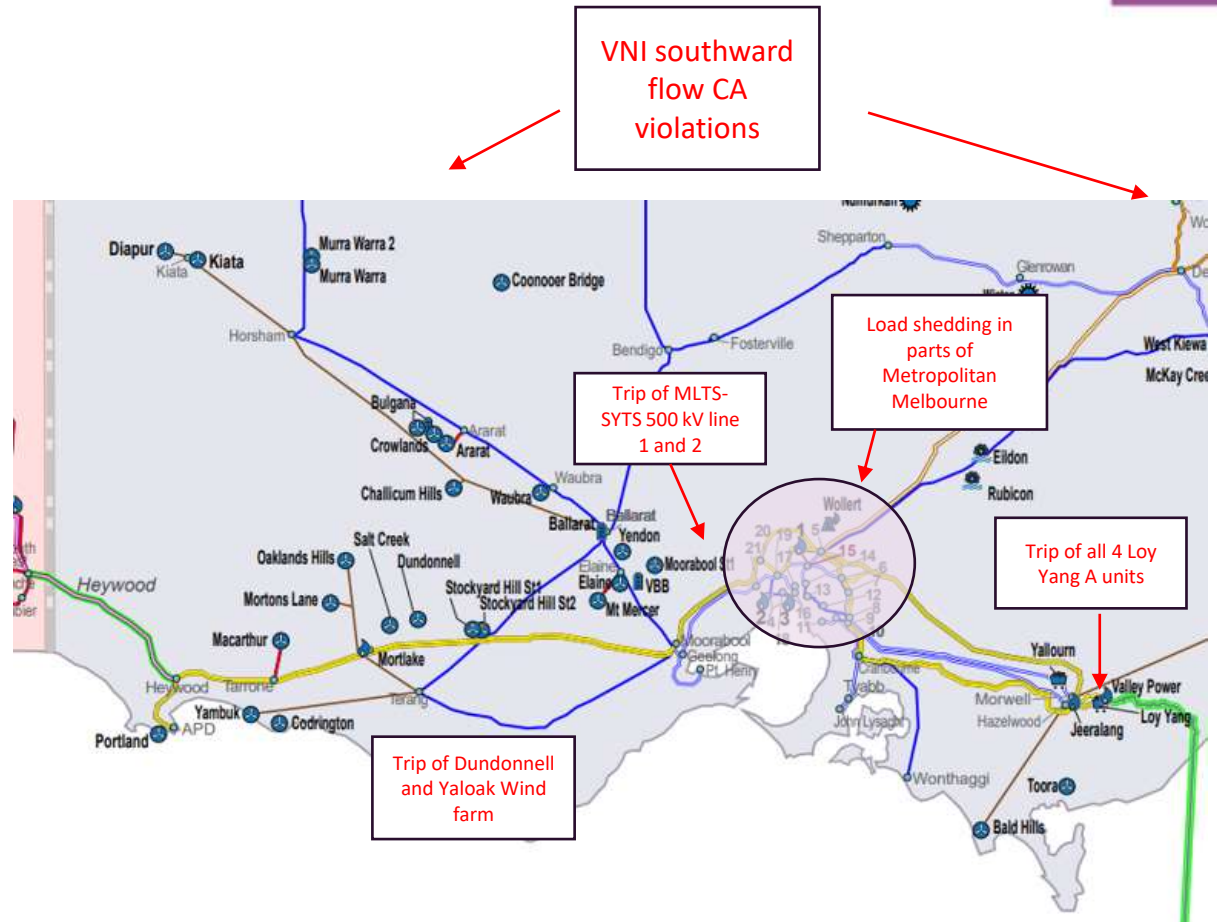


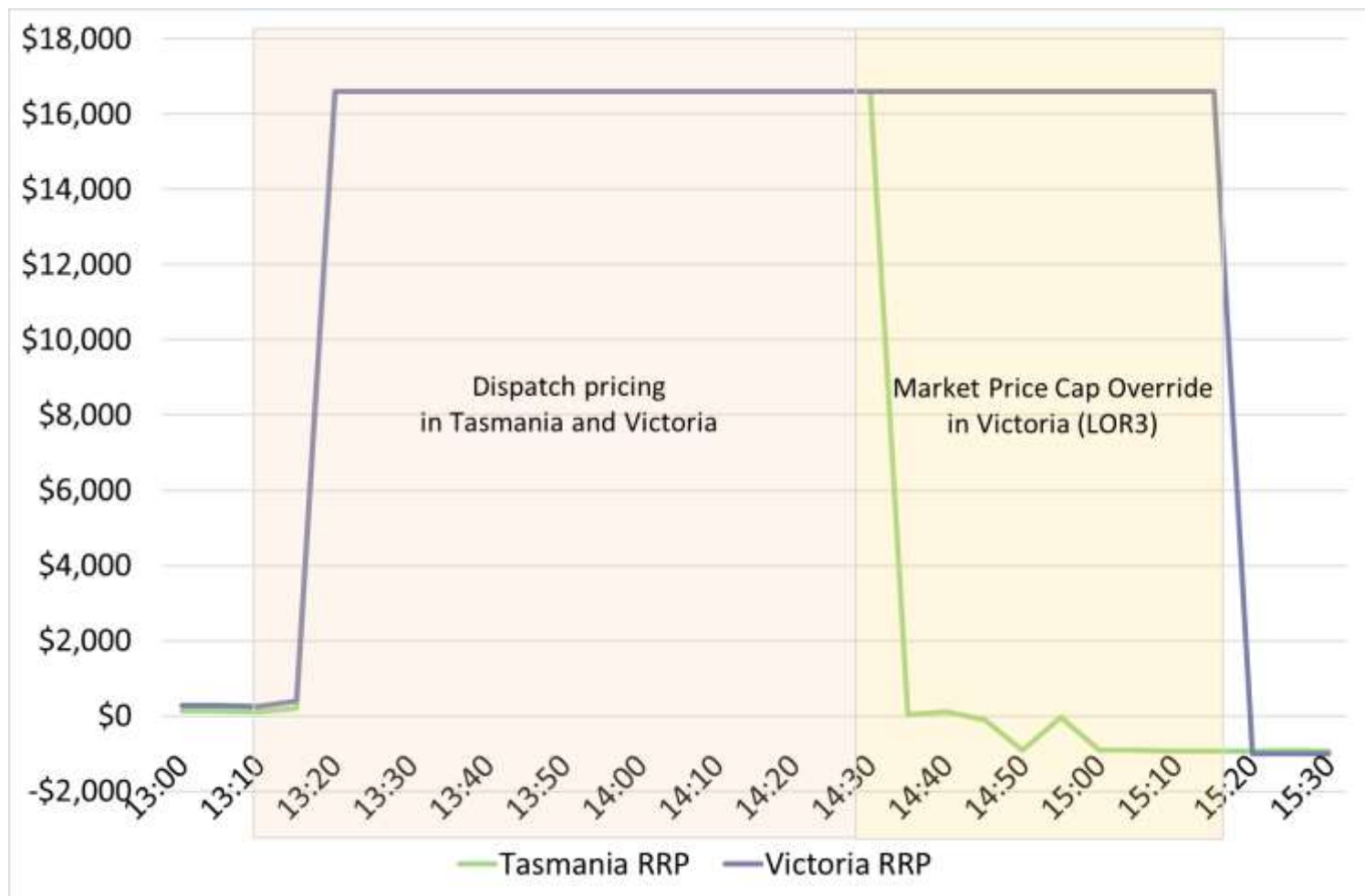
Fig: Broadscale severe thunderstorm activity throughout VIC (13:00 hrs AEST)
Source: Bureau of Meteorology

Incident overview (13:08-15:15)

- 13:08 Trip of both MLTS-SYTS 500 kV lines.
1,000 MW load shaken off.
2,690 MW of generation lost.
 - All 4 Loy Yang A units
 - Dundonnell Wind Farm
 - Yaloak South Wind Farm
- 13:22 AEMO issued market notice 114577.
- 14:20 Lack of Reserve 3 declared.
AEMO instructed AusNet to shed 300 MW.
- 14:50 AEMO instructed AusNet Services to commence restoration of load.
- 15:10 AEMO instructed AusNet Services to restore remaining 150 MW of load.
- 15:15 Lack of Reserve 3 cancelled.
Market price cap removed in Victoria.

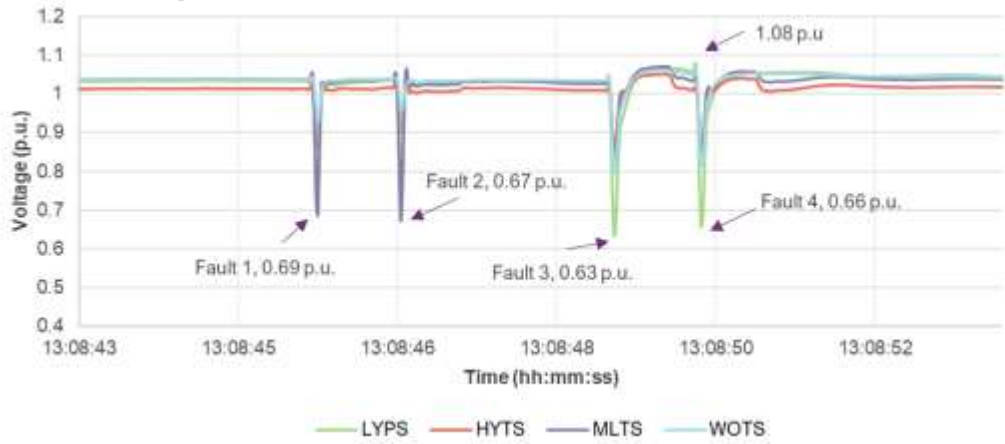


Market impact: Prices

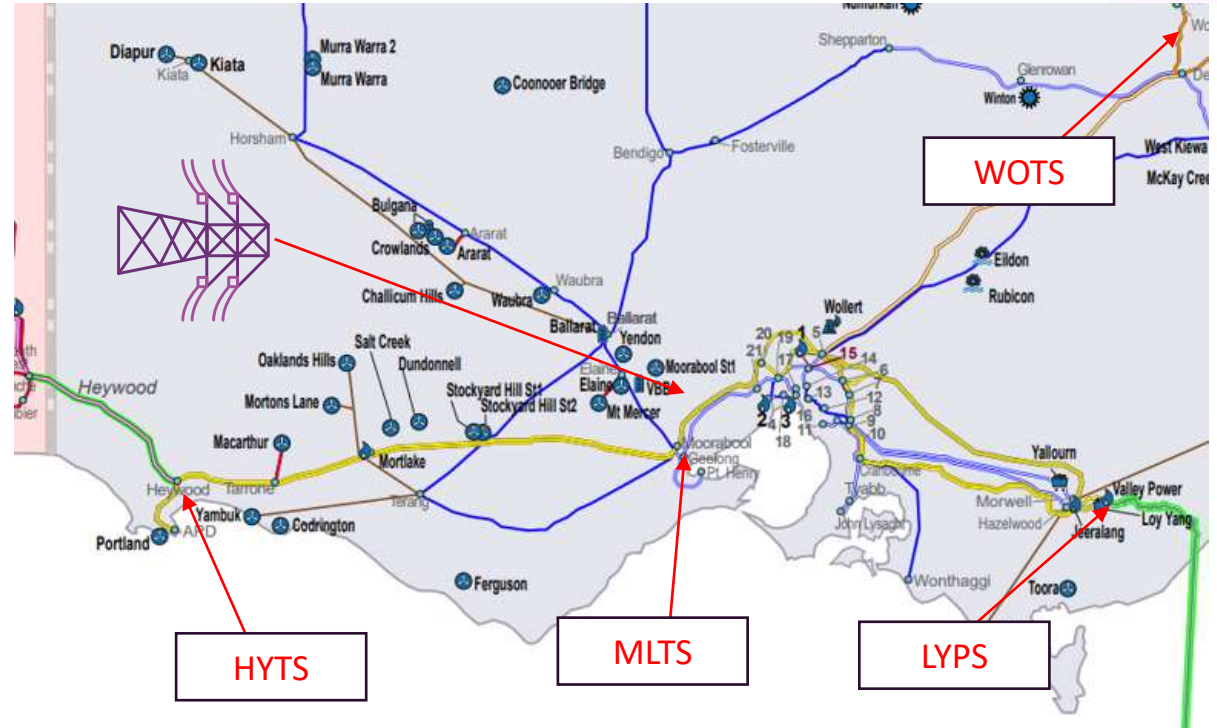
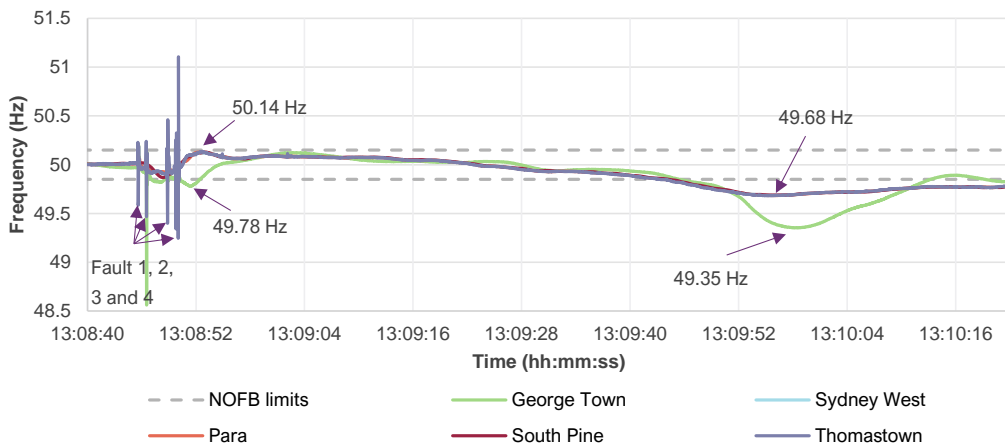


Power system response

Voltage

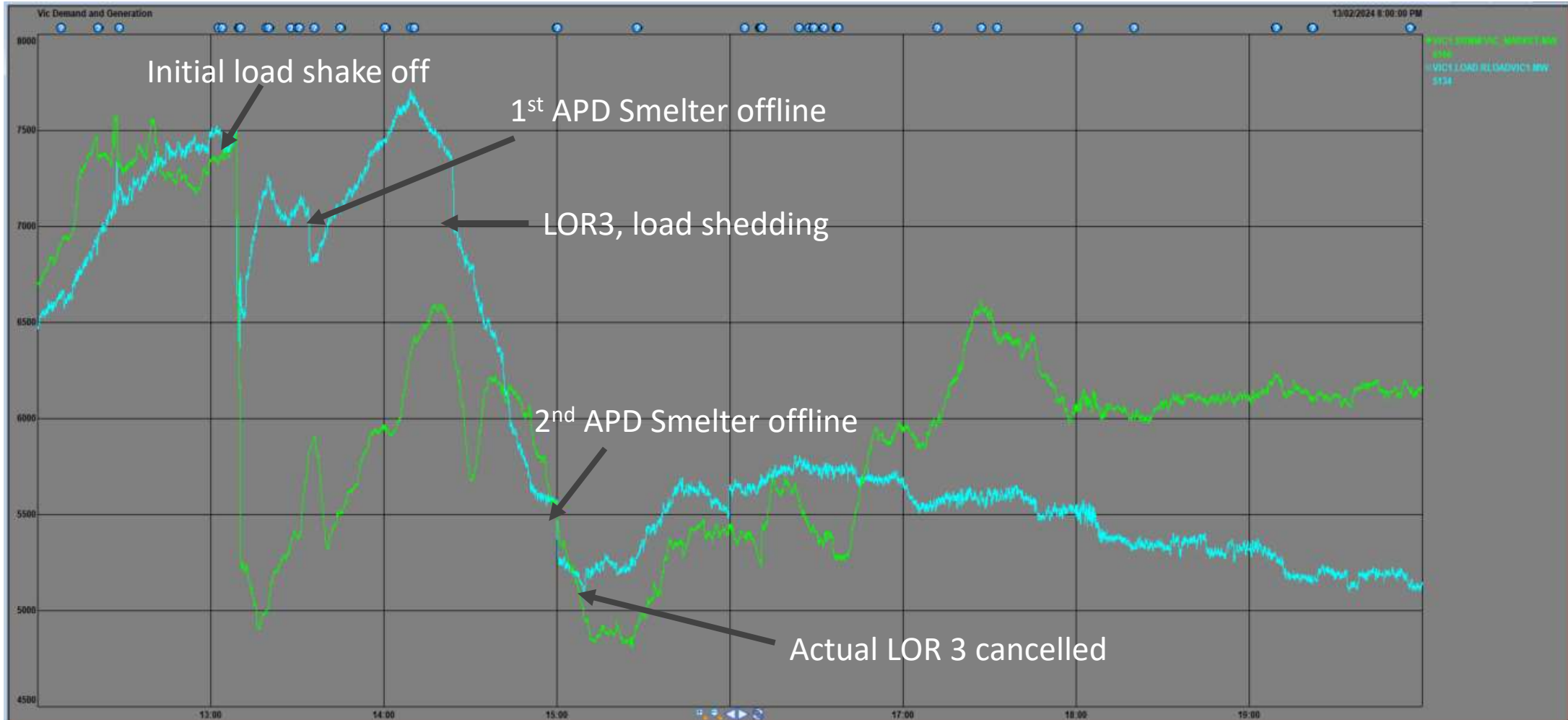


Frequency



Power system response

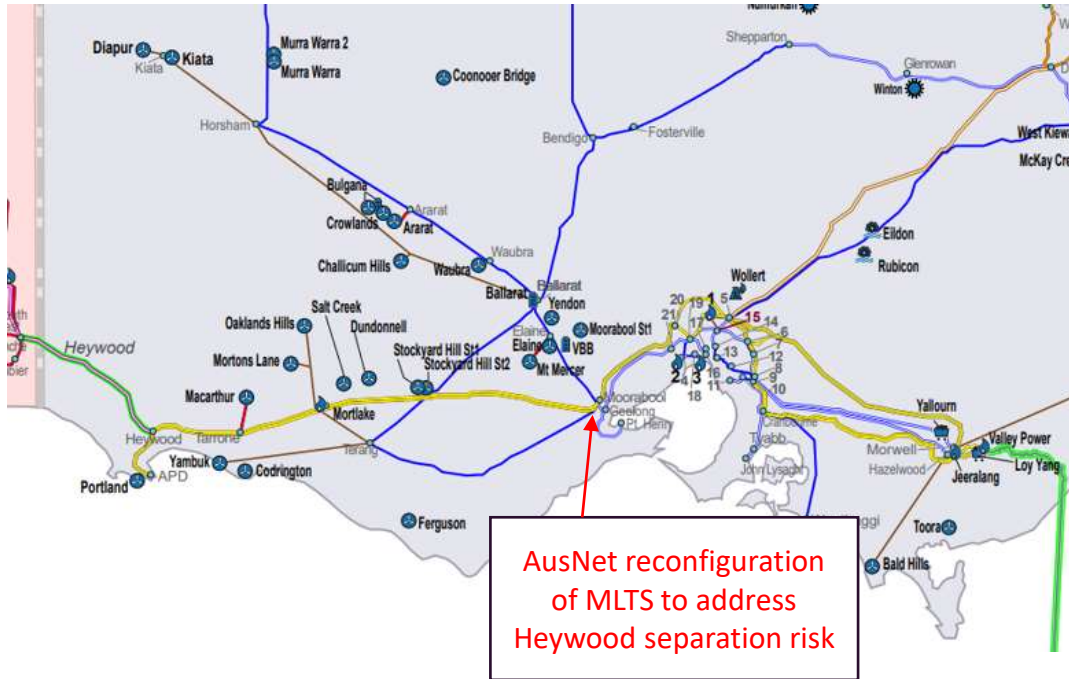
Load and generation: 12:00 to 20:00 13 February



Load (blue)

Generation (green)

Post-event operation



AusNet's line restoration

- At 19:29 hrs on 25 February the Moorabool Sydenham No. 1 500 kV line returned to service on temporary towers.
- The Moorabool Sydenham No. 2 500 kV line is expected to return to service on 8 March 2024.

Other events



- Separate to the transmission system event, storm activity across Victoria caused significant damage to the distribution networks on Tuesday 13 February 2024, impacting more than 500,000 residential and business customers.
- Also at 15:43 hrs on 13 February 2024, a further incident occurred involving trip of the Hazelwood Terminal Station (HWTS) – Jeeralang Terminal Station (JLTS) 220 kV No. 2 line and the offloading of the HWTS 500/220 kV No. 1, No. 2, No. 3 and No. 4 transformers. This incident will be subject to a separate review.

Next steps

AEMO has commenced work on the final incident report - requests for information have been sent.

The final report is expected to cover:

- Exact timing and sequence of events
- Cause of the tower failure
- Review of power system security
- Review of generator performance
- Evaluation of market impacts
- Distributed photovoltaic (DPV) generation impact
- Recommendations to improve power system resilience and address issues identified in review

Priority 4 – Evolving the way we work



AEMO Energy Education

Cameron Setchell, Education and Knowledge Specialist



About AEMO's Energy Education program

- AEMO's Energy Education program seeks to aid in energy literacy and knowledge of the various systems and markets that AEMO operates.
- Varying delivery modes and levels of complexity
 - eLearning / On-demand
 - Instructor-led (in-person, virtual, or hybrid)
- Currently, 16 courses are available on the [AEMO Learning Academy website](#) in a range of areas including:
 - National Electricity Market (NEM)
 - Wholesale Electricity Market (WEM)
 - East-coast gas markets (STTM and DWGM)
- >1,300 attendees at instructor-led courses, and ~3,500 enrolments for on-demand courses (in 2022/23)



Courses available for consumers

National Electricity Market (NEM) Basics

- Online webinar
- 1 hour
- On demand

Cost of \$30 waived for all consumer advocates

National Electricity Market (NEM) Foundations

- Online eLearning
- 4 hours
- On demand

Available online as a free course

Gas Markets Overview

- Online eLearning
- 5 hours
- On demand

Available online as a free course

National Electricity Market (NEM) Overview

- In-person and online
- Instructor led training
- 8 hours
- By request

Cost of \$480 can be waived for consumer advocates by request

- Visit the [AEMO Learning Academy](#) to sign up to the free courses
- Contact: EnergyEducation@aemo.com.au to sign up for **NEM Basics** for free
- Your feedback is sought on how to improve courses – what should be covered in these courses?

Improving this Forum, and next meeting



Actioning feedback on this forum

Provide pre-reading materials a week beforehand and meeting summaries afterwards

Provide a verbal summary of the pre-read materials at the meeting

Circle back – tell consumers what happened with that decision or process after consultations are completed

- What more can AEMO do to make these sessions more valuable for you?
- What issues are most important or pressing for the people you represent that we could explore here?
- Are there any guest speakers you would like to hear from? Or is there something you would like to present on?

Potential agenda items

2024 meetings

- Proposed Consumer Forums in March, April, June, September, November

Proposed agenda items for April

- Gas Statement of Opportunities (GSOO) - Inform
- Draft FY25 Budget and Fees - Consult

Survey for proposed agenda items and feedback

<https://forms.office.com/r/fKZ06zepb4>

Thank you

