

MEETING NOTES – ERCF

MEETING: Electricity Retail Consultative Forum
DATE: Thursday, 28 April 2016
TIME: 9:30AM – 12:30PM AEST
LOCATION: AEMO Offices and Teleconference
MEETING #: 2
CONTACT ercf@aemo.com.au

ATTENDEES:

Name	Company	Location
Meghan Bibby (Chair)	AEMO	Norwest
Jordan Daly	AEMO	Sydney
Michelle Norris	AEMO	Brisbane
Noura Elhawary	AEMO	Melbourne
Jackie Krizmanic	AEMO	Melbourne
Arjun Pathy	AEMO	Melbourne
David Chambers	ActewAGL	Teleconference
Kate Goatley	ActewAGL	Teleconference
Emily Watson	ActewAGL	Teleconference
Sue Richardson	Agility CIS	Teleconference
Wendy McLeod	Alinta	Teleconference
Paul Willacy	Aurora Energy	Teleconference
Stephen Thompson	AusNet Services	Teleconference
Andrew Mair	Elysian Energy	Teleconference
Vicki Hennessy	Endeavour Energy	Teleconference
Peter Wall	Energy Queensland	Teleconference
Daniel Hoolihan	Ergon Energy Retail	Teleconference
Jane Hutson	Ergon Energy Retail	Teleconference
Jeff Roberts	EvoEnergy	Teleconference
Alison Davis	EvoEnergy	Teleconference
Chantal Wright	Momentum Energy	Teleconference
Joe Castellano	Origin Energy	Teleconference
Stephanie Lommi	Red and Lumo Energy	Teleconference
David Woods	SA Power Networks	Teleconference
Adrian Honey	TasNetworks	Teleconference
Laura Peirano	United Energy	Teleconference
Danny Milsom	Utility Software Services	Teleconference
Tom Cole	Metering Dynamics	Brisbane
Mark Riley	AGL	Melbourne
Travis Worsteling	EnergyAustralia	Melbourne
Robert Lo Giudice	IntelliHUB	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Malcolm Hempel	Tango Energy	Melbourne
Paul Greenwood	Vector AMS	Melbourne

PRELIMINARY MATTERS

1. WELCOME AND APOLOGIES – Meghan Bibby, AEMO (Slides 1–2)

Meghan Bibby (AEMO) welcomed all participants to the meeting.

Apologies received from Gavin Dufty of St Vincent De Paul Society.

2. ACTION ITEMS FROM PREVIOUS MEETING – Meghan Bibby, AEMO (Slides 3–4)

Meghan Bibby (AEMO) noted that all action items have been completed/closed.

Action 1.3.1: COMPLETED. Joint agenda for the May 2019 ERCF–ERMCF meeting included in meeting pack.

Action 1.4.1: COMPLETED. AEMO IT will have a standard release schedule of May and November where a change bis not associated with the effective date of a rule change.

Action 1.11.1: COMPLETED. Extending the ROCL to include Embedded Network Participants ICF included for review at this meeting.

Action 1.5.1: COMPLETED. AEMO reviewed the wording of the requirements and determined that IEC standards can be included as the National Standards Commission do not exclude IEC Standards for CTs and VTs.

Action 1.7.1: CLOSED. Action underway in B2B Working Group to review scenarios around incorrect NMI/metering combinations (transposed metering). Further action to be taken if review from B2BWG identifies issues in the Electricity Retail Market Procedures.

MATTERS FOR NOTING

3. UPDATED TIMELINE FOR CO-CONSULTATION – Meghan Bibby and Blaine Miner, AEMO (Slides 5–6)

Meghan Bibby (AEMO) noted that the co-consultation for the Metering ICF and 5 Minute Settlement (5MS) / Global Settlement (GS) Metering 2 packages was released on Monday. Submission dates on the issues papers and indicative timeframes for the remainder of the consultation are provided. The differing timelines for the respective draft and final reports is due to the magnitude of the 5MS/GS changes.

Stage	Metering ICF	5MS / GS Metering 2
Issues Paper released	20 May 2019	20 May 2019
Issues Paper submissions close	24 June 2019	24 June 2019
Draft Report released	22 July 2019	5 August 2019
Draft Report submissions close	5 August 2019	19 August 2019
Final Report released	16 September 2019	30 September 2019

Secretariat note: the Metering ICF package consultation page can be found [here](#). The 5MS/GS Metering 2 package can be found [here](#).

Blaine Miner (AEMO) provided an outline of upcoming 5MS and GS changes. With respect to MSATS, Metering, and Metrology Procedures, the 5MS/GS team divided the consultation into

three packages. Package 1 focussed on the procedures that were most heavily affected by 5MS, with consultation finishing in March 2019. At the time that the Package 1 consultations commenced, the AEMC had not released a GS final rule. Package 2 focuses on the 12 core metering procedures, such as CATS, WIGS, Service Level Procedure MDP, Metrology Procedure Part A and B, MDM, etc. Package 3 will only cover guidelines and will as such not be a Rules consultation. AEMO will publish its proposed changes for Package 3 for comment and will then finalise the documents in mid-2019.

The co-consultation with the Metering ICF Package approach aligns the consultation periods for both metering procedures consultations, allowing stakeholders to consider these matters as a whole in a more efficient and effective manner, with the ICFs having effective (implementation) dates prior to 5MS/GS. 5MS/GS are being introduced over the medium term. AEMO considered it best to present all of the changes simultaneously to enable participants to more easily understand the changes. Some procedures will also incorporate transitional measures to accommodate the changes.

AEMO is building the system changes for 5MS/GS ahead of required timelines, so that the capability to input data required for 5MS/GS may be in place up to six months ahead of effective dates. AEMO is obliged to publish data on unaccounted for energy (UFE) from 1 July 2021, so the systems will be ready for GS at a minimum as of that date.

The 5MS/GS team is trying to consider all possible scenarios that the CATS Procedures will be required to address; for instance, energy storage systems, transmission-connected NMLs, cross-border supplies, etc. The 5MS/GS team will be sharing its scenarios analysis as soon as possible for participants to engage with.

The 5MS/GS team is also considering how to adapt the Local Retailer (LR) role in MSATS given it will not be relevant for non-embedded network NMLs. For instance, LRs will no longer receive meter data for customers for which they are not FRMP. With respect to Service Level Procedures, profiling and the registers to be sent to AEMO are being reviewed. While RM reports will be changing to five minutes, industry has requested that a 30-minute report be retained. The 5MS/GS team is considering this request.

Blaine Miner (AEMO) invited comment from participants by making a formal submission according to the instructions on the consultation page or by emailing 5MS@aemo.com.au.

Blaine further noted that, while the Procedures workstream of the 5MS/GS reforms is nearing its conclusion, the Readiness workstream is now beginning. Readiness Working Group nominations are currently open, with the first meeting due in late June or early July.

4. CATS STANDING DATA REVIEW – Meghan Bibby, AEMO (Slides 7–8)

Meghan Bibby (AEMO) noted that AEMO originally agreed to review standing data as part of the changing market frameworks under Power of Choice. AEMO conducted a workshop in November from which three key themes emerged: data quality and breadth, technology limitations of the current platform, and participant roles within MSATS. AEMO remains in the process of determining requirements to address participant feedback through the pre-consultation process and will be issuing a further pre-consultation discussion paper in June. That paper will focus primarily on the metering register purpose of standing data.

David Woods (SA Power Networks) asked about AEMO's targeted release dates for changes emerging from the review. Meghan Bibby (AEMO) noted that it is too early in the review to determine release dates.

5. TERMS OF REFERENCE (TOR) FOR COMBINED ERCF AND ERMCF – Meghan Bibby, AEMO (Slides 9–10)

Meghan Bibby (AEMO) noted that the new ToRs for the combined ERCF and ERMCF were sent out with the meeting pack for this meeting. Meghan requested feedback by 13 June 2019, to be sent to ercf@aemo.com.au. AEMO will aim to publish the finalised ToRs before the August meeting.

Malcolm Hempel (Tango Energy) noted that the List of National Electricity Market Procedures Required by Chapter 7 is referenced in the ToRs but does not appear to be a current document. Jackie Krizmanic (AEMO) noted that this document has been replaced by the [Retail Electricity Market Glossary and Framework](#). Malcolm requested that AEMO send out a link to the new framework and that AEMO amend the ToRs to reference the Retail Electricity Market Glossary and Framework instead of the List of National Electricity Market Procedures Required by Chapter 7 (**Action item 2.5.1**) (**Action item 2.5.2**).

6. ICF REGISTER – Meghan Bibby, AEMO (Slides 11–15)

Meghan Bibby (AEMO) noted the following updates on ICFs:

ICF Number	Update
ICF_002–006	Procedure and system changes commenced effective Monday 20 May 2019.
ICF_007 ICF_008 ICF_011	These have all been released for consultation as part of the Metering ICF Issues Paper, which was released on Monday.
ICF_010	This will not be proceeding in its current form, and Endeavour Energy (the proponent) has been advised that they must submit an alternative approach for this ICF to be reconsidered.
ICF_009	This will be considered as part of the upcoming Metering Register paper.
ICF_M001	This is on hold while AEMO reviews the head of power for the change.
ICF_M002–005 ICF_M007–0008	These have all been released for consultation as part of the Metering ICF Issues Paper, which was released on Monday.
ICF_M006	This is in conflict with impending 5MS/GS rules, and as such the proponent was advised to raise the issue in 5MS/GS consultation channels.
ICF_012	This is to be discussed as the following agenda item.

7. ICF_012: EXTENDING THE ROCL TO INCLUDE EMBEDDED NETWORK PARTICIPANTS – Mark Riley, AGL (Slides 16–18)

Mark Riley (AGL) noted that he has identified two core issues with respect to the Retail Operations Contact List (ROCL):

1. Embedded Network Operators (ENOs) are not included in the ROCL, meaning they are currently uncontactable when issues emerge.

2. Obligations for retailers, distributors, and B2B parties to maintain their details in the ROCL were removed from the B2B Procedures as part of Power of Choice.

Based on these issues, Mark has submitted ICFs to the Information Exchange Committee (IEC) and B2B Working Group to propose the re-inclusion of these obligations in the B2B Procedures.

Jackie Krizmanic (AEMO) asked why ENOs would need to be contactable. Mark Riley (AGL) noted that in exempt seller instances there can be requirements to contact them. Mark further noted that when the proposed embedded network changes are introduced, ENOs will likely need to be accredited with AEMO, at which point the inclusion of their details in the ROCL could be made mandatory as part of the accreditation process.

Malcolm Hempel (Tango Energy) noted that the provision and maintenance of details in the ROCL needed to be mandated, as many participants are currently failing to keep these details up-to-date. Jackie Krizmanic (AEMO) noted that the mandate was taken out of B2B Procedures because there was no head of power to include them there, since it was not directly related to transactions in the B2B e-Hub. Travis Worsteling (Energy Australia) agreed that the contact details from the ROCL were needed for purposes beyond B2B transactions.

Malcolm Hempel (Tango Energy) noted that the B2B Procedures should reflect the reasons why the mandate was taken out in the version control and asked that the IEC be contacted with respect to this matter ([Action item 2.7.1](#)).

Jackie Krizmanic (AEMO) further noted that ENMs' contact details are on AEMO's website ([Secretariat note: these can be found here](#)). Noura Elhawary (AEMO) noted that the C1 report in MSATS would deliver at least the name of the Embedded Network Service Provider (ENSP) for a specific NMI. Mark Riley (AGL) noted that the name of an ENSP would often be insufficient, as the contact details for that company are often not listed publicly.

Aakash Sembey (Simply Energy) noted that it would not be ideal to introduce ROCL obligations where there was no head of power to include them and that the Technical Delivery Specification would be therefore an inappropriate location to reintroduce any ROCL obligations. Jackie Krizmanic (AEMO) suggested that any suggested changes be taken to the IEC to determine if they wished to seek new legal advice.

Meghan Bibby (AEMO) noted that AEMO cannot introduce obligations with no head of power and therefore suggested that participants consider pursuing a rule change. Malcolm Hempel (Tango Energy) suggested including a soft obligation in a guideline document so that a head of power would not be required. AEMO is to consider the best options for advancing this issue, given the unanimity among ERCF participants that an obligation would be helpful, and will report back at the August meeting ([Action item 2.7.2](#)). Robert Lo Giudice (IntelliHUB) asked that the document be renamed as the "Participant Operational Contact List" in any new obligations to be written.

Mark Riley (AGL) noted that all participants on the call seemed to be in agreement as to the necessity of an up-to-date ROCL with contact details for all participants, with the only disagreement being on where to place the obligation. Mark further noted that the inclusion of embedded network managers and exempt embedded network service providers would be a valuable step change toward a retail market where embedded networks are more common and better integrated.

Michelle Norris (AEMO) further noted that, if a participant remains uncontactable and all other avenues have been exhausted, AEMO can potentially follow up that participant to ensure they include their details in the ROCL, as AEMO may have contact information.

Secretariat note: Stephanie Lommi (Red Energy/Lumo Energy) was unable to provide the following comments in the meeting due to technical difficulties with the teleconference and therefore provided these comments to the Secretariat after the meeting.

Stephanie Lommi (Red Energy/Lumo Energy) noted that Red and Lumo Energy have identified numerous issues with the update of information being held on the ROCL since the ROCL moved to an online platform. There have been multiple situations in which their updates seem to revert back to an old edit, and there are duplicate fields and blank information that cannot be updated. These issues have been raised with AEMO's IT helpdesk previously. Given these issues, Stephanie recommends caution when placing obligations on a participant that are outside their control.

Stephanie Lommi (Red Energy/Lumo Energy) noted the ROCL is a requirement of registration with AEMO to become a market participant, and as such it may be appropriate for AEMO to create a ROCL guideline that contains obligations to ensure ROCL contacts are kept up to date. Stephanie further noted that the contacts within the ROCL are not solely B2B: they relate to business relations, access arrangements, haulage, and so on. Including ROCL obligations in a guide would allow the key contact categories and the process for escalation of enquires within the ROCL to be consulted on. Multiple other retailers have requested a clear process for this escalation. The guideline should sit with AEMO, as AEMO's terms of registration give the head of power since provision of details in the ROCL is a registration requirement. When a participant does not update their contact details in the ROCL, they create a risk not only for themselves and how they operate in the market but also for other participants and customers.

MSATS ONLY ITEMS

8. MSATS ONLY ITEMS: ICFs – Meghan Bibby, AEMO (Slides 19–20)

Meghan Bibby (AEMO) noted that no new MSATS related ICFs were submitted for review at this meeting.

9. MSATS ONLY ITEMS: CANCELLATION OF CR6800 OVER 220 DAYS WHERE IT IS ASSOCIATED WITH AN END OF LIFE METER REPLACEMENT – Rob Lo Giudice, IntelliHub (Slides 19–20)

Robert Lo Giudice (IntelliHUB) thanked Noura Elhawary (AEMO) for compiling the statistics found in the meeting pack.

Robert Lo Giudice (IntelliHUB) provided context for the issue, noting that end-of-life meter replacements (including failed meter families) have no associated time limits, which means that MCs often undertake the replacements when convenient (e.g. when the MC has a related job in the area), subject to the FRMP's requested timelines. As a result, since an end-of-life meter replacement will involve the generation of a CR6800, this request can remain pending for over 220 days in some instances. Robert noted that MSATS automatically cancels change requests after 220 days' pending status, which is conceptually sound in general as it prevents MSATS from accumulating transactions that occupy storage in the system. However, with respect to CR6800 transactions specifically, this means that the 220-day automatic cancellation causes problems, as (at least for IntelliHUB) it will cancel the work order in the MC's systems which in turn cancels the service order back to the retailer.

Robert therefore proposed either to isolate the CR6800 from automatic cancellation processes or (if that is too difficult from a system perspective) to remove automatic cancellations. Alternately, Robert proposed that AEMO send a report to participants a few days before the cancellation so that MCs can either escalate the meter replacement or cancel and renew the service order from their systems.

Noura Elhawary (AEMO) affirmed that some automatic cancellation process will be required to prevent MSATS from being overwhelmed with indefinitely pending change requests. Further, it would be a system change to exclude CR6800s from the automatic cancellation process (as MSATS currently considers all change requests uniformly in the cancellation process), which makes it less desirable as a solution. As such, AEMO will not be able to uniformly remove automatic cancellations, but it could raise the number of days (for example, to 730 days (two years)) without causing problems in MSATS. Robert Lo Giudice (IntelliHUB) noted that two years would be sufficient for IntelliHUB's needs.

Aakash Sembey (Simply Energy) noted that most retailers' systems are built around the 220-day cycle, which would mean that (while the change is only configuration on AEMO's end to increase that to 730 days) it would be a system change for most if not all retailers.

Michelle Norris (AEMO) concluded by noting that most participants seem to agree with the intent of Rob's requests and therefore suggests that the issue is to proceed to consultation.

Meghan Bibby (AEMO) is to work with Robert Lo Giudice (IntelliHUB) to develop the ICF and Change Information Paper for this change for ERCF review ([Action item 2.9.1](#)).

Secretariat note: As with Agenda Item 7, Stephanie Lommi (Red Energy/Lumo Energy) was unable to provide the following comments in the meeting due to technical difficulties with the teleconference and therefore provided these comments to the Secretariat after the meeting. This issue will be further discussed at the next meeting ([Action 2.9.2](#)) or taken offline.

Stephanie Lommi (Red Energy/Lumo Energy) asked why AEMO was proposing to amend market procedures for a short-term problem, seeing as family failure and meter exchanges (the causes of a CR6800) will (from Red and Lumo Energy's perspective) eventually decrease. Stephanie also raised the following points:

- How is this in the best interest for consumers and market long-term?
- Red and Lumo Energy do not support the changing of the current timeframes — the current 220-day cancellation ensures that aged requests are closed and therefore stops the build of pipeline transactions on an NMI.
- Any transaction that is that 'aged' in the market should require customer re-engagement and a participant to review (there is always a reason for such a long delay that probably requires participants to look at the change request rather than allow it to continue to be unfinalised/unactioned in the market).
- This issue sounds like it would be best addressed by a business process change for retailer and MCs — retailers should not actively want to see a service order in flight for almost a year, nor should they want to have a transfer in flight for this amount of time.
- The overall benefits being sought through removing or extending the time on market CRs do not appear to be long term, and the costs of amending subsequent processes that may need to be developed in place of the 220-day cancellation seem to outweigh the benefits.

METROLOGY & SERVICE LEVEL PROCEDURE ITEMS

10. METROLOGY & SERVICE LEVEL PROCEDURE ITEMS: ICFs – Meghan Bibby, AEMO (Slides 21–22)

Meghan Bibby (AEMO) noted that no new Metrology or Service Level Procedure related ICFs were submitted for review at this meeting.

OTHER BUSINESS

11. GENERAL QUESTIONS & NEXT MEETING – Meghan Bibby, AEMO (Slides 23–24)

No other business was raised.

Meghan Bibby (AEMO) reminded participants that the next meeting is scheduled for Thursday 22 August 2019. Any ICFs should be submitted to AEMO at ercf@aemo.com.au by Friday 2 August 2019. If participants have any questions regarding the ERCF or matters discussed at the meeting, they may contact AEMO at ercf@aemo.com.au or by phoning Meghan Bibby (02 8884 5666), Michelle Norris (07 3347 3028), or Noura Elhawary (03 9609 8984).

ACTION ITEMS RAISED AT MEETING

Item	Topic	Action required	Responsible	By
2.5.1	AEMO to send out link to Retail Electricity Market Glossary and Framework	AEMO to send out a link to the Retail Electricity Market Glossary and Framework to the ERCF, noting that this document has replaced the List of National Electricity Market Procedures Required by Chapter 7.	AEMO	Accompanying minutes
2.5.2	ToRs to reference Retail Electricity Market Glossary and Framework	AEMO to amend the ToRs to reference the Retail Electricity Market Glossary and Framework instead of the List of National Electricity Market Procedures Required by Chapter 7.	AEMO	August meeting
2.7.1	IEC to be contacted on Technical Specification Pack version control	IEC to be contacted to notify them of ERCF feedback that the Technical Specification Pack should contain in its version control the reasons why the ROCL obligations were removed.	AEMO	August IEC meeting
2.7.2	ROCL obligations	AEMO is to consider the best options for imposing obligations of detail provision in the ROCL.	AEMO	August meeting
2.9.1	CR6800 ICF	Meghan Bibby (AEMO) is to work with Robert Lo Giudice (IntelliHUB) to develop the ICF and Change Information Paper for this change	Meghan Bibby (AEMO) and Robert Lo Giudice (IntelliHUB)	August meeting
2.9.2	CR6800 in August meeting	AEMO to include agenda item to further discuss CR6800 in August meeting to allow further discussion.	AEMO	August meeting.