

## MEETING NOTES – ERCF

MEETING: Electricity Retail Consultative Forum  
 DATE: Thursday, 22 August 2019  
 TIME: 9:30AM – 12:30PM AEST  
 LOCATION: AEMO Offices and Teleconference  
 MEETING #: 3  
 CONTACT [ercf@aemo.com.au](mailto:ercf@aemo.com.au)

### ATTENDEES:

Name	Company	Location
Noura Elhawary (Chair)	AEMO	Melbourne
Lee Brown	AEMO	Melbourne
Arjun Pathy	AEMO	Melbourne
Mark Riley	AGL	Melbourne
Travis Worsteling	EnergyAustralia	Melbourne
Jeff Roberts	Evoenergy	Melbourne
Robert Lo Giudice	Intellihub	Melbourne
Stephen White	Red and Lumo Energy	Melbourne
Malcolm Hempel	Tango Energy	Melbourne
Jordan Daly	AEMO	Sydney
Michelle Norris	AEMO	Teleconference
Kate Goatley	ActewAGL	Teleconference
Sue Richardson	Agility CIS	Teleconference
Stephanie Lommi	Alinta Energy	Teleconference
Paul Willacy	Aurora Energy	Teleconference
Wayne Turner	Ausgrid	Teleconference
Andrew Mair	Elysian Energy	Teleconference
Dino Ou	Endeavour Energy	Teleconference
Jane Hutson	Energy Queensland	Teleconference
Peter Wall	Energy Queensland	Teleconference
Ingrid Farah	Ergon Energy Retail	Teleconference
Daniel Hoolihan	Ergon Energy Retail	Teleconference
Graeme Ferguson	Essential Energy	Teleconference
Tom Cole	Metering Dynamics	Teleconference
Kamal Kisto	Origin Energy	Teleconference
Linda Brackenbury	PlusES	Teleconference
Greg Szot	Powercor	Teleconference
David Woods	SA Power Networks	Teleconference
Adrian Honey	TasNetworks	Teleconference

### PRELIMINARY MATTERS

#### 1. WELCOME AND APOLOGIES – Noura Elhawary, AEMO (Slides 1–2)

Noura Elhawary (AEMO) welcomed all participants to the meeting.

Noura noted that Meghan Bibby (AEMO) was an apology and that Noura would be chairing the meeting on Meghan's behalf. Joe Castellano (Origin Energy) was also an apology.

## **2. ACTION ITEMS FROM PREVIOUS MEETING** – Noura Elhawary, AEMO (Slides 3–5)

Noura Elhawary (AEMO) noted that all actions from previous meetings have been closed or completed as described at the end of the document.

## **MATTERS FOR NOTING**

### **3. ERCF CHANGE PROCESS** – Jordan Daly, AEMO

Jordan Daly (AEMO) noted that, given AEMO's merging of the ERCF and ERMCF, AEMO will be updating the ERCF Change Process. The ERCF will be notified when the updated Change Process is published on AEMO's website ([Action 3.3.1](#)).

### **4. CATS STANDING DATA REVIEW** – Michelle Norris, AEMO (Slides 6–7)

Michelle Norris (AEMO) provided context regarding the CATS Standing Data review. She noted that there are a number of rule changes with a likely effective date of 1 July 2021, including reforms for embedded networks, Wholesale Demand Response, Five-Minute Settlement, a recently submitted rule change on Energy Storage Systems, and the Consumer Data Right. Given this volume of reform, any changes to CATS Standing Data may be staged and incorporated into other rule-imposed MSATS reforms where appropriate as opposed to the project being run separately.

As the timeframes for these rule changes becomes clearer toward the end of 2019, AEMO will hold discussions with the retail electricity working groups to decide on the appropriate priority and timing for standing data reforms.

Mark Riley (AGL) noted that AEMO has expedited changes to MSATS on the basis of Customer Switching reforms, but was concerned that AEMO has prioritised other changes requested by industry. Michelle Norris (AEMO) responded that AEMO has avoided schema changes on the request of smaller participants. Mark asked that AEMO provide an update regarding whether Customer Switching would require an MSATS schema change ([Action 3.4.1](#)).

Dino Ou (Endeavour Energy) asked why AEMO could not continue work on standing data in the background and prevent the need to recommence the entire process once AEMO resumes work on it.

Michelle Norris (AEMO) noted that AEMO has retained the standing data "wishlist" from industry and has prepared a lot of the groundwork for any consultation thereon; AEMO has been waiting to see when the work is able to be incorporated with other changes so that it does not further strain AEMO and industry resources.

## **COMMON ITEMS**

### **5. CUSTOMER SWITCHING** – Lee Brown, AEMO (Slides 8–9)

Lee Brown (AEMO) noted that AEMO had conducted a technical workshop on customer switching the previous day and that the high-level design was available [on the AEMC's website](#). Key features of the design include:

- A transfer time of no more than two days, regardless of metering installation type on site.
- Transfers to require a change of retailer role only in MSATS, which aligns with overseas markets and removes the risk that objections delay a transfer.
- Objections for certified debt will remain for transfer in Victoria, in line with clause 5.1(b) of the Essential Services Commission's Electricity Customer Transfer Code.
- Transfers will no longer occur on the Next Scheduled Read Date.
- Transfers will still be able to occur on a special read by use of a CR1500.
- Customers will be able to transfer retrospectively on a recent read (currently proposed to be within 15 business days), and this will not require cooperation between losing and winning retailers.
- A new mechanism in MSATS to facilitate reversal of a transfer when it happens within the cooling-off period.
- Extended provisions for customer self-reads to be used in final bills.

The vast majority of these changes will be to MSATS Procedures, with some minor changes potentially required to Metrology and Service Level Procedures. The AEMC is seeking to conclude their Rules consultation by mid-December; AEMO will commence its Procedural consultation in late-September, with a final determination due in early January.

Lee Brown (AEMO) further noted that the in-depth technical discussion on these issues had occurred at the Technical Workshop (held on 21 August), for which the notes will be distributed shortly.

Paul Greenwood (Vector AMS) asked what changes had been proposed to the Meter Data File Format (MDFF). Dino Ou (Endeavour Energy) noted that he had raised changes to the MDFF—namely, to allow a reason code to determine that a substitution was executed on a transfer.

Paul Greenwood (Vector AMS) asked what the effective date would be. Lee Brown (AEMO) responded that AEMO's systems would be ready by February 2020, so the effective date would ideally be in early 2020. The exact effective date would be determined in conjunction with industry as part of the procedural consultation.

## 6. ICF REGISTER – Noura Elhawary, AEMO (Slides 10–13)

Noura Elhawary (AEMO) noted the following updates on ICFs:

ICF Number	Update
ICF_007–008 ICF_011 ICF_M002–005 ICF_M007–008	These ICFs were included in the “Metering ICF Package” consultation, for which submissions have closed. AEMO's final determination is due to be released on 17 September 2019.

ICF_009	A pre-consultation discussion paper on this item was released in June 2019.
ICF_M001	A change information paper for this item was included as part of the meeting pack.
ICF_013	An issue / change form for this item was included as part of the meeting pack.
ICF_014	An issue / change form for this item was included as part of the meeting pack.
ICF_012	AEMO provided advice that there was no head of power for this item; AEMO is looking into other solutions to address this problem.

### **MSATS-ONLY ITEMS**

#### **7. ICF\_013: CHANGE CANCELLATION TIMEFRAME FOR CR6800** – Robert Lo Giudice, IntelliHUB (Slides 14–17)

Robert Lo Giudice (IntelliHub) spoke to the issue / change form. He outlined five potential solutions:

1. Remove CR6800 from AEMO's automatic cancellation process.
2. Increase the number of days for AEMO to cancel the open CR6800 to 730 days (two years).
3. Increase the number of days for AEMO to cancel all open CRs to 730 days (two years)
4. AEMO send a report to participants five business days before the cancellation so that MCs can either escalate the meter replacement or cancel and re-raise the CR 6800.
5. Scrap the CR cancellation process altogether.

Stephen White (Red and Lumo) asked about volumes of these cancellations. Robert Lo Giudice (IntelliHub) noted that these had been provided in the previous ERCF meeting.

Noura Elhawary (AEMO) noted that Solutions 1 and 2 would have system impacts for AEMO; Solutions 1, 2, 3, and 5 would all require an MSATS Procedure consultation. By contrast, Solution 4 could be implemented in the immediate term as part of participants' performance monitoring system (PMS) reports. The ERCF expressed its support for Solution 4 in the immediate term (**Action item 3.7.1**) and asked AEMO to investigate Solution 2 for the medium term (**Action item 3.7.2**).

#### **8. ICF\_014: Retailer Transfer Change Request Status Notification Rules** – Embedded Networks – Joe Castellano, Origin Energy (Slides 18–20)

Noura Elhawary (AEMO) noted that Joe Castellano (Origin Energy) was an apology and that discussion on this item would therefore be deferred until the November ERCF. Michelle Norris (AEMO) noted that reforms as part of Customer Switching may eliminate the need for this ICF, as the embedded networks MSATS Change Requests (CRs) may be removed entirely. As a

result this item will be discussed offline with Joe Castellano and an update will be provided at the next ERCF meeting ([Action item 3.8.1](#)).

## **METROLOGY AND SERVICE-LEVEL PROCEDURES ITEMS**

### **9. CIP\_M001: PROCESS TO DETECT ILLEGAL RECONNECTIONS – Dino Ou, Endeavour Energy (Slides 21–23)**

Dino Ou (Endeavour Energy) noted that this change was designed to ensure that processes are in place to detect illegal reconnections even when a site is marked as disconnected. Robert Lo Giudice (Intellihub) noted that the change would impose an obligation on the Metering Coordinator even when the Metering Coordinator does not own the meter and has no commercial relationship with the Metering Provider (as when the Metering Provider is the Distributor). Dino has agreed to amend the change such that it imposes the obligation on the Metering Data Provider ([Action item 3.9.1](#)). Stephanie Lommi (Alinta Energy) noted that the Service Level Procedures already require the Metering Data Provider to make the datastream active once it is sending data; Stephanie is to forward the relevant clause numbers to Dino ([Action item 3.9.2](#)).

## **OTHER BUSINESS**

### **10. GENERAL QUESTIONS & NEXT MEETING – Noura Elhawary, AEMO (Slides 24–25)**

Noura Elhawary (AEMO) noted that the November ERCF meeting would include prioritisation of changes for 2020. As such, participants are to submit all relevant issue / change forms (which can be found [here](#)) by 1 November 2019 ([Action item 3.10.1](#)).

**ACTION ITEMS RAISED PRIOR TO MEETING**

Item	Topic	Status	Update
<b>Action 1.7.1</b>	Identification of incorrect NMI scenarios and solutions	CLOSED	This issue is being reviewed by the B2B Working Group.
<b>Action 2.5.1</b>	Retail Electricity Market Glossary and Framework	COMPLETED	This link was distributed in the May meeting minutes
<b>Action 2.5.2</b>	2.5.2 ToRs to reference Retail Electricity Market Glossary and Framework	COMPLETED	The updated <a href="#">Terms of Reference</a> were published on 30 July 2019.
<b>Action 2.7.1</b>	IEC to be contacted on Technical Specification Protocol	COMPLETED	The IEC reviewed this item at its August 2019 meeting and its response was distributed to the ERCF on 13 August 2019. Mark Riley (AGL) noted that he did not think the IEC had discussed why the Retail Operational Contact List (ROCL) obligations were removed (as they had been required to according to the action item). Arjun Pathy (AEMO) responded that the IEC was informed that the ROCL obligations were removed from B2B Procedures as a result of legal advice which indicated that B2B Procedures should only contain requirements relating to B2B communications. Michelle Norris (AEMO) noted that AEMO is considering submitting Rule / Law changes to create a head of power for provision of the ROCL.
<b>Action 2.7.2</b>	ROCL obligations	COMPLETED	AEMO's response regarding this action was sent out on 13 August 2019.
<b>Action 2.9.1</b>	CR6800 ICF	COMPLETED	This ICF is included in the meeting pack
<b>Action 2.9.2</b>	CR6800 in August meeting	COMPLETED	This ICF is included in the meeting pack

## ACTION ITEMS RAISED AT MEETING



Item	Topic	Action required	Responsible	By
3.3.1	ERCF Change Process	AEMO to notify ERCF of updated change process once it is published	AEMO	Next ERCF meeting
3.4.1	Customer Switching schema change	AEMO provide an update regarding whether Customer Switching would require an MSATS schema change.	AEMO	Next ERCF meeting
3.7.1	CR6800 cancellation monitoring report	AEMO to investigate implementing a CR6800 cancellation monitoring report.	AEMO	ASAP
3.7.2	CR6800 cancellation timeline extension	AEMO to look into when it could consult on extending CR6800 default cancellation timelines to 730 days.	AEMO	Next ERCF meeting
3.8.1	Retailer Transfer Change Request Status Notification Rules	AEMO to discuss item with Joe Castellano and provide update at next meeting	AEMO/Joe Castellano (Origin)	Next ERCF meeting
3.9.1	CIP_M001 updates	Dino Ou (Endeavour Energy) to amend the CIP_M001 change such that it imposes the obligation on the Metering Data Provider instead of the Metering Coordinator and resubmit as an ICF for the November prioritisation.	Dino Ou (Endeavour Energy)	Next ERCF meeting
3.9.2	MDP datastream obligation clauses	Stephanie Lommi (Alinta Energy) to provide to Dino Ou (Endeavour Energy) the clause numbers regarding Metering Data Providers' obligation to make datastreams active once they are sending data.	Stephanie Lommi (Alinta Energy)	ASAP

Item	Topic	Action required	Responsible	By
3.10.1	2020 prioritisation ICFs	Participants are to submit an issue / change form for any change they want considered as part of the 2020 prioritisation session.	All	1 November 2019