

FINAL MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 128
DATE: Tuesday 19 February 2019
TIME: 1.00 PM – 4.00 PM AEDT (10.00 AM – 1.00 PM AWST)
LOCATION: AEMO Offices and Teleconference
CONTACT: GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY	LOCATION
Nandu Datar (Chair)	AEMO	Perth
Sarah Silbert	AGL	Perth
Catherine Rousch	Alinta Energy	Perth
Steven Kane	ERA	Perth
Natalie Robins	ERA	Perth
Kim Duong	Kleenheat	Perth
Nina Telford	Kleenheat	Perth
Danny McGowan	AEMO	Melbourne
Arjun Pathy	AEMO	Melbourne
Carol Poon	AEMO	Melbourne
Mark Riley	AGL	Melbourne
Josephine Gaetani	Alinta Energy	Melbourne
Justin Betlehem	Ausnet Services	Melbourne
Mario Iogha	Origin Energy	Melbourne
Chantal Wright	Momentum Energy	Melbourne
Rick Abbott	APA Group	Adelaide
Kate Goatley	ActewAGL	Teleconference
Kieran Moore	ActewAGL	Teleconference
Elaine Bilotta	ATCO	Teleconference
Joe Sanches	ATCO	Teleconference
Robert Gubbins	CGI	Teleconference
Shawn Tan	Energy Australia	Teleconference
Marc Flynn	Jemena	Teleconference
Emille Kueh	Jemena	Teleconference
Kelly Murray	Multinet Gas	Teleconference
Joe Castellano	Origin Energy	Teleconference
Stephanie Lommi	Red and Lumo Energy	Teleconference
Karhi Mahalingham	Synergy	Teleconference



1. Welcome and Apologies

Nandu Datar (AEMO) notes that WA items will be discussed first, followed by combined WA and east coast items, and finally concluding with east coast-only items.

He notes that the meeting structure is still new and asks that participants pass along any improvements on how meetings could be run with the combined WA–east coast format.

Aakash Sembey (Simply Energy) and Michelle Norris (AEMO) are apologies.

2. Agenda Confirmation (WA)

All participants confirmed the agenda for the WA component of the meeting.

3. Previous Meeting Minutes and Action Items (WA)

Participants accepted the minutes (Ref #1) for the 5 December 2018 Procedure Change Committee (PCC) meeting as accurate (accounting for the small change suggested by the ERA, which has been marked in track changes).

Action items from the previous PCC meeting have been updated in the table appended.

Secretariat note: “(PCC)” has been added to the item number of PCC action items in order to distinguish them from identically numbered GRCF action items. Additionally, “W” has been appended to any action items that pertain to WA only (i.e. they will be in the format “Action item 128.X.XW”).

4. Matters Referred to AEMO under Clause 325

Nandu Datar (AEMO) outlined the contents of the Gas Market Issue (GMI) IN001/18W.

Participants generally agreed that self-reporting of breaches should be mandatory, though there was disagreement with respect to whether reporting of other participants’ breaches should be mandatory (such as a transfer error has already been resolved by raising an ECN to the satisfaction of all involved, including the end customer). AEMO is to analyse the impact of any prospective change in wording to the proposed clause 325(1)(a) (**Action item 128.4.1W**).

Mark Riley (AGL), Catherine Rousch (Alinta Energy), Sarah Silbert (AGL), and Nina Telford (Kleenheat) are to review the GMI and decide whether the reporting under clause 325(1)(a) is to be optional or mandatory. Catherine Rousch (Alinta Energy) is to facilitate this process (**Action item 128.4.2W**).

5. Retrospective EIC

Nina Telford (Kleenheat) submitted a new GMI pertaining to retrospective explicit informed consent (EIC) when the original EIC is unusable for technical reasons (e.g. audio file corruption). Participants expressed differing views on whether the Retailer has fully fulfilled EIC requirements before logging a transfer request if EIC was obtained but is not verifiable after the fact. Natalie Robins (ERA) noted that if the EIC is not verifiable then a breach has still occurred according to the Procedures, regardless of whether the Retailer claims they have received verbal confirmation from the customer. Participants agreed that where an EIC is not verifiable, a breach notice must be raised immediately. Where a retrospective EIC cannot be obtained then the customer transfer should be cancelled.

The GMI will be updated with this proposal (**Action item 128.5.1W**). This GMI can be combined with IN006/18W.

Several participants noted that AEMO currently provides no feedback on report of compliance breaches and that (at a minimum) AEMO should acknowledge receipt of the report. Danny McGowan (AEMO) is to follow up with AEMO's Retail Market Operations team to ensure that AEMO sends feedback (or a confirmation of receipt of breach notice if no feedback is required) on compliance breaches ([Action 128.5.1](#)).

6. WA Prioritisation Session

Danny McGowan (AEMO) discussed the Proposed WA Gas Retail Work Program highlighting key points contained in section 1 through section 5. The GRCF noted the key points and raised no concerns in relations to the prioritisation criteria that AEMO has applied to prepare the list of initiatives described in section 6.

The GRCF discussed whether participants could add new initiatives to the GRCF 2019 program of works. Danny McGowan (AEMO) advise that new initiatives can be added to the program of work. Mandated regulatory type changes would be added with minimal evaluation, however other initiatives will need a more detailed evaluation to ensure they deliver a positive net benefit to industry as a whole.

The GRCF accepted the following WA items as consultation candidates to progress in 2019:

- IN000/00W - Review remaining clause 8 of the provisions within the REMCo/AEMO transition deed related to continuing obligations on AEMO and determine whether they are still required. *Secretariat note: this has been assigned IN001/19W.*
- IN006/18W - Remove the requirement to delete information around explicit informed consent (EIC) from clauses 55A (3), 72 (4) and 166A (3) of the WA Retail Market Procedures
- IN000/00W - Reduce regulatory administration in WA by removing some references to explicit informed consent. *Secretariat note: this has been assigned IN002/19W.*
- IN001/18W - Clause 325, Notice of alleged procedure breach Minor WA RMP change. Matters referred to AEMO under clause 325
- IN000/00W - Holistic "tidy up" of the WA RMPs These are non-contentious minor changes that are typo corrections or add further clarity to the RMPs. They are documentation changes only. *Secretariat note: this has been assigned IN003/19W.*
- IN007/18W - Replace the term Procedure Change Committee with Gas Retail Consultative Forum (GRCF) in the WA RMP.

AEMO will add currently unnumbered initiatives to the Issues and Change Register ([Action item 128.6.1W](#)).

Joe Sanches (ATCO) confirmed that ATCO will be submitting a revised GMI on IN002/15W (New Disconnect Method) this year. Participants generally agreed that IN002/15W should be added to the work program for 2019.

Secretariat note: A new initiative (IN004/19W) has emerged since 19 February. It involves amendments to the Western Australian Gas Retail Market Agreement (WAGRMA) to remove ERA from the approval process for a new registration. This new issue has been added to the Issues and Change Register.

Chantal Wright (Momentum Energy) asked how initiatives are prioritised within the year once the GRCF has selected a shortlist. Danny McGowan (AEMO) responded that the consultations

are slotted into appropriate windows, bearing in mind resourcing constraints from electricity or wholesale gas consultations that are also occurring.

AEMO is to map out a high-level calendar of GRCF consultations upcoming this year ([Action 128.6.2](#)).

Danny McGowan (AEMO) asked WA participants to look through the Issues and Change Register and note to AEMO (grcf@aemo.com.au) any items that can be withdrawn ([Action item 128.6.3W](#)).

7. Any other business (WA)

Nina Telford (Kleenheat) requested that AEMO include Australian Western Standard Time (AWST) on the draft agenda and meeting invitation ([Action item 128.7.1](#)).

8. Agenda Confirmation (combined)

Danny McGowan (AEMO) and Arjun Pathy (AEMO) noted that a quick update on IN004/18 is to be added to the east coast agenda.

9. Issues and Change Register

Nandu Datar (AEMO) noted that the following WA items have been added to the Issues and Change Register since the last PCC meeting:

- IN007/18W (replace PCC with GRCF in RMP WA)

Nandu Datar (AEMO) noted that the following east coast items have been added to the Issues and Change Register since the last GRCF meeting:

- IN001/19 (hi/lo meter read tolerances)
- IN002/19 (GDH retail guidelines)

Kelly Murray (Multinet Gas) and Stephanie Lommi (Red and Lumo Energy) asked why their item on MIRN ranges has not yet been included in the Issues and Change Register. Danny McGowan noted that he will review it ([Action item 128.9.1](#)).

10. Merge AEMO Compliance Quarterly Reports

Carol Poon (AEMO) discussed the proposal to merge WA and east coast quarterly Compliance Report and asked participants whether they would have any concerns. Carol noted that the sample report (Ref #5) has minimal changes from existing compliance reports, except that the Introduction has been rewritten to reflect the combined WA–east coast nature of the report. Participants agree to merging the reports.

Carol Poon (AEMO) noted that the next report (which will now be a combined report) is to be published in March 2019 on AEMO’s website. Participants requested that AEMO sends out a notification to the GRCF mailing list with the heading “Gas Retail Market Compliance Report” when the report is published ([Action item 128.10.1](#)).

11. Other Business (combined)

No other business.

12. Next GRCF Meetings

Nandu Datar (AEMO) noted that the workshop on IN005/18 and IN006/18 will be held on 1 March 2019 and that the next GRCF meeting will be on 19 March 2019 (this will have east coast items only). The next GRCF meeting with WA items will be held on 16 April 2019.

13. Previous Meeting Minutes and Action Items (east coast)

Participants accepted previous meeting minutes (Ref #6) as an accurate reflection of the 29 January 2019 GRCF meeting.

Action items have been updated in the table appended.

14. IN001/19 – Amend hi/lo tolerances for NSW/ACT

Mark Flynn (Jemena) spoke to Jemena's submitted GMI on hi/lo meter read tolerances in NSW/ACT (Ref #7). He noted that the primary goal is to increase the number of actual reads that Jemena releases to market and further noted that all other safeguards (high bill checks, dollar outsorts, meter data validations) are unchanged.

Marc Flynn (Jemena) estimated that the proposed changes will reduce hi/lo read exceptions by around 2.5 per cent, which should flow through to an improvement in the number of actual reads by between 0.5 and 1 per cent. This represents approximately 40,000 more actual reads per annum. Mark Riley (AGL) asked that Jemena update the GMI to include these estimated improvements (**Action item 128.14.1**); Marc Flynn (Jemena) noted that he will do so, but he forewarns that these numbers should be taken as forecasts only and not as guarantees.

Participants broadly agreed with Jemena that the change should be non-controversial, though several participants noted they need to confirm this with internal stakeholders. AEMO is to send out the IN001/19 GMI again (**Action item 128.14.2**), and Danny McGowan (AEMO) asked that any feedback be addressed jointly to Jemena (Emille.Kueh@jemena.com.au) and AEMO (grcf@aemo.com.au).

15. Other Business (east coast)

Arjun Pathy (AEMO) noted that no substantive feedback was received on IN004/18 (change of weather station for Adelaide, change from actual to forecast sunshine hours), which AEMO has interpreted to mean that participants think AEMO has correctly understood the necessary changes to the RMP SA and the Register of Weather Related Information. AEMO will be publishing a PPC on this issue by late February for an effective date of mid-June.

Emille Kueh (Jemena) noted that Tim Sheridan (Jemena) will attend the workshop on IN005/18 and IN006/18 if she is unable to do so. Arjun Pathy (AEMO) noted that a finalised agenda and papers will be sent to workshop participants by Monday 25 February 2019.

Action items raised at meeting #128

Item	Topic	Action required	Responsible	By
128.4.1W	IN001/18W Review proposed changes	AEMO is to analyse the impact of any prospective change in wording to the proposed clause 325(1)(a)	AEMO	Next Meeting
128.4.2W	IN001/18W Review proposed changes	Catherine Rousch (Alinta Energy) to facilitate review of the proposed changes with Mark Riley (AGL), Sarah Silbert (AGL), and Nina Telford (Kleenheat)	C Rousch (Alinta), M Riley (AGL), S Silbert (AGL), and N Telford (Kleenheat)	Next meeting
125.5.1W	Retrospective EIC	Amend the GMI to include reporting all instances of unusable EIC as a breach of procedures	AEMO	Next meeting
128.5.1	AEMO feedback on compliance breach reporting	AEMO to follow up with its compliance team to ensure that AEMO sends feedback (or a confirmation of receipt of a breach notice if no feedback is required) after receiving participants' compliance breach reports.	AEMO	Next meeting
128.6.1W	Unnumbered initiatives added to the register	AEMO to add currently unnumbered initiatives to the Issues and Change Register.	AEMO	Completed
128.6.2	AEMO consultations calendar	AEMO to schedule the 2019 GRCF consultations into a calendar.	AEMO	Next meeting
128.6.3W	Items withdrawn from register	Participants to look through the Issues and Change Register and note to AEMO (grcf@aemo.com.au) any items that can be withdrawn.	WA GRCF participants	April meeting
128.7.1	AEMO AWST inclusion	AEMO to include Australian Western Standard Time (AWST) on all meeting invites and on the top of all agendas going forward.	AEMO	Next meeting
128.9.1	MIRN range initiative	AEMO to review Kelly Murray (Multinet Gas) and Stephanie Lommi (Red and Lumo Energy)'s joint submission on MIRN ranges.	AEMO	Next meeting
128.10.1	AEMO quarterly report notification	AEMO to send out a notification to the GRCF mailing list with the heading "Gas Retail Market Compliance Report" when the quarterly compliance report is published.	AEMO	Next meeting

128.14.1	IN001/19 GMI estimated improvement inclusion	Marc Flynn (Jemena) is to include estimated improvements in number of actual reads in the IN001/19 GMI.	M. Flynn (Jemena)	Completed
128.14.2	IN001/19 GMI	AEMO is to send out the GMI for IN001/19.	AEMO	Completed

Action items raised prior to meeting #128

Item	Topic	Action required	Responsible	By
127.6.1	IN005/18 and IN006/18 workshop and placeholders	AEMO to book meeting room in late February in order to facilitate a workshop to discuss both issues.	AEMO	Completed
127.6.2	Papers and covering email for late Feb workshop	Mark Riley (AGL), Mario logha (Origin), and Stephanie Lommi (Red/Lumo) to draft covering email and papers for the IN005/18 and IN006/18 workshop.	M. Riley (AGL), M logha (Origin), S. Lommi (Red/Lumo)	Completed
127.6.3	Life support discussion	AEMO to organise a meeting in late May for industry to discuss life support.	AEMO	Next meeting
127.6.4	High/low meter reading tolerances placeholder	AEMO to add a placeholder in the GRCF work program for an informal consultation regarding high/low meter reading tolerances in NSW/ACT.	AEMO	Completed
127.6.5	High/low meter reading tolerances GMI	Jemena to prepare a GMI on its proposed changes to the high/low meter reading tolerances in NSW/ACT.	T. Sheridan (Jemena)	Completed
127.6.6	BTSF changes in NSW/ACT	Jemena to prepare a GMI on its proposed BTSF E2 classification for medium-density buildings with one MIRN and two meters in NSW/ACT	T. Sheridan (Jemena)	Start of Q2 2019
127.6.7	Register amendment	AEMO to withdraw obsolete items from Issues and Change Register	AEMO	Completed
127.6.8	Cost–benefit assessment methodology	AEMO to follow-up internal to find out where AEMO stands with respect to developing CBA methodology. 19/02/2019: Work in progress.	AEMO	Next Meeting
119.10.3	Reconnect service in street in the case of a move in	A GMI to be drafted containing a proposal to resolve the reconnect service in street in the case of a move in and this item added to the Issues and Change Register. 20/02: #120 Update: Draft complete, ready by next GRCF. 20/03: Being finalised by APA currently. Ready for GRCF. 20/11/2018 Update: Work in progress. 29/01/2019 Update: Work in progress, ready by next GRCF	R. Abbott (APA)	Next meeting

Item	Topic	Action required	Responsible	By
10.9.1W (PCC)	Retrospective EIC issue	N Telford of Kleenheat to send an email describing the issue with retrospective EIC to AEMO. C Rousch of Alinta to send an email giving an example of the issue.	N. Telford (Kleenheat) C. Rousch (Alinta)	Completed
10.9.2W (PCC)	Retrospective EIC issue	AEMO to analyse the issue and provide feedback to PCC	AEMO	Completed
8.4.1W (PCC)	IN002/15W ('Service Order Job Enquiry Code (JEC) for Disconnecting / Reconnecting a Delivery Point)	ATCO to present GMI that outlines, scope, tasks and timeline	J. Sanches (ATCO)	15 March 2019
8.6.2W (PCC)	Unexpected enumeration value work around process	AGL to provide a proposed process. AEMO to circulate the unexpected enumeration value work around process to the PCC for consideration. Response to the proposed process are to be sent to AEMO (grcf@aemo.com.au). (August PCC meeting) Workaround process yet to be finalised (February GRCF meeting) When changes related to IN003/18W are implemented this will cease to be relevant.	AEMO	Next meeting