

# MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 130  
DATE: Tuesday 16 July 2019  
TIME: 1.00 PM – 4.00 PM AEST (11.00 AM – 2.00 PM AWST)  
LOCATION: AEMO Offices and Teleconference  
CONTACT: [GRCF@aemo.com.au](mailto:GRCF@aemo.com.au)

## ATTENDEES:

NAME	COMPANY	LOCATION
Danny McGowan (chair)	AEMO	Melbourne
Nandu Datar	AEMO	Melbourne
Arjun Pathy	AEMO	Melbourne
Mark Riley	AGL	Melbourne
Justin Betlehem	AusNet Services	Melbourne
Shawn Tan	EnergyAustralia	Melbourne
Phil Cole	Jemena	Melbourne
Tim Sheridan	Jemena	Melbourne
Randall Brown	Momentum Energy	Melbourne
Kelly Murray	Multinet Gas	Melbourne
Joe Castellano	Origin Energy	Melbourne
Mario Iogha	Origin Energy	Melbourne
Stefanie Macri	Red and Lumo Energy	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Rick Abbott	APA Group	Adelaide
Michelle Norris	AEMO	Teleconference
Catherine Rousch	Alinta Energy	Teleconference
Tara Rutherford	ATCO Gas	Teleconference
Elaine Bilotta	ATCO Gas	Teleconference
Robert Gubbins	CGI	Teleconference
Steven Kane	ERA	Teleconference
Emille Kueh	Jemena	Teleconference
Simon Thackray	Synergy	Teleconference
Nina Telford	Wesfarmers Kleenheat	Teleconference

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## 1. Welcome and Apologies

Danny McGowan (AEMO) welcomed all to the meeting. There were no apologies.

## 2. Agenda Confirmation (WA)

The GRCF confirmed the WA portion of the agenda.

## 3. Previous Meeting Minutes and Action Items (WA)

The GRCF accepted the WA portion of the previous meeting minutes as accurate.

Danny McGowan (AEMO) noted that all outstanding WA action items have been completed.

## 4. Holistic “tidy up” of the RMP (WA) (IN003/19W)

Arjun Pathy (AEMO) noted that the GRCF had prioritised a holistic tidy up of the Western Australian Retail Market Procedures (RMP) as part of the 2019 GRCF work program. Arjun further noted that, since this consultation could potentially cover a large number of items, AEMO has decided to hold an extended pre-consultation for the tidy up in order to ensure that industry has adequate time to consider all changes being proposed. Arjun outlined how AEMO would categorise any changes suggested to the RMP (WA):

- Category 1: Editorial Changes (e.g. fixing italics, ensuring punctuation is correct, and so on)
- Category 2: Minor clarification or process improvement changes that do not have an impact on IT systems (e.g. adding a definition for UAFG, which is currently undefined)
- Category 3: Changes with a material market impact or with an impact on IT systems (e.g. adopting east coast Retailer of Last Resort processes)

WA GRCF participants unanimously accepted this categorisation structure.

Arjun Pathy (AEMO) noted that AEMO has conducted an internal review of Chapter 1, and the resultant Category 1, 2, and 3 changes have been included in the track-changes RMP and the “List of Category 2 and 3 Changes” documents issued with the meeting pack. Arjun noted that participants are invited to send in their own changes via the template found as part of the consultation pack issued with the July meeting pack.

Mark Riley (AGL) asked that AEMO amend the response template to cover Category 1, 2, and 3 changes instead of having two separate response templates for Category 1 and for Category 2 and 3 changes ([Action item 130.4.1](#)). Arjun Pathy (AEMO) noted that participants did not need to fill out benefits or costs if they raise a Category 1 change. Mark further asked that the 2 October 2019 deadline be postponed to the November meeting in order to avoid overlap with east coast electricity consultations ([Action item 130.4.2](#)). Arjun asked the WA GRCF participants whether they would be comfortable including WA agenda items on the November meeting to accommodate this. The WA GRCF participants indicated that they were comfortable with this. Mark further asked that AEMO issue a timeline of the IN003/19W consultation alongside the timeline for the IN006/17 (SA Harmonisation) consultation. Arjun indicated that AEMO would include this when it issued the edited GMI ([Action item 130.4.3](#)).

## 5. New GMI for changes to Clause 32

Nina Telford (Wesfarmers Kleenheat) outlined the GMI provided to the GRCF. The proposed amendments tidy up time limits and include a new provision to put the onus for providing EIC on the retailer who is responsible for erroneous transfer a customer. Mark Riley (AGL) noted

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that this aligns with Australian Energy Regulator processes for error correction on the east coast. Aakash Sembey (Simply Energy) asked whether the proposed clauses are consistent with other jurisdictions' RMP, to which Mark responded that other jurisdictions' error correction processes are covered by the National Energy Retail Rules and as such do not include error correction processes in their RMP. Nandu Datar (AEMO) noted that AEMO will conduct an internal review of the GMI, allocate an issue number to the GMI, and update the attachment with red and blue mark-up (**Action item 130.5.1**). This will be completed at least two weeks from the next GRCF meeting in order to give the proponents adequate time to consider any changes before resubmitting to the GRCF.

WA GRCF members expressed consensus that the proposed changes were acceptable and that they wanted the issue to be included in the 2019 work program. AEMO will review the current 2019 program of work to determine if there is sufficient capacity for it to be included.

*Secretariat note: This issue/change has been assigned IN013-19W.*

## **6. IN006/18W – Requirements around EIC**

Nandu Datar (AEMO) noted that AEMO has conducted internal review and made some minor amendments to the GMI; Joe Castellano (Origin Energy) noted that he was comfortable with AEMO's changes. The WA GRCF participants expressed consensus that they were comfortable with the changes proposed in the GMI and that this would be incorporated into the next large WA change package.

### **Other business (WA)**

Mark Riley (AGL) raised an ad-hoc addition to the agenda and asked what the timetable is for IN004/18W (Complete MORN Listing), as there will likely be IT work needing to be done in preparation. Steven Kane (ERA) noted that the ERA governing body will review the procedure on 28 August, after which point the ERA will either give its approval or seek further requirements.

Elaine Bilotta (ATCO Gas) raised concerns regarding ATCO Gas requirement to password protect the complete MORN Listing file and issue passwords to retailers. There was also concerns this requirement was recently added. Nandu Datar (AEMO) responded that the ATCO requirements pertaining to issuing the passwords were always detailed in the consultation documentation including the first version of IN004/18W PCR. This requirement has not been amended in any subsequent consultation documents.

Nandu Datar (AEMO) noted that AEMO had proposed an effective date of mid-September in its ERA submission. Danny McGowan (AEMO) noted that the effective date for the WARGMA changes would be the date of the ERA decision but the effective date of the IN004/18W changes could potentially be more flexible.

Elaine Bilotta (ATCO Gas) noted that the file format would be the same as on the east coast. Mark Riley (AGL) requested that AEMO explore putting a dummy file in the relevant folders with CGI so that participants can test their FTP (**Action item 130.6.1**).

## **7. Confirm agenda (all and east coast)**

Danny McGowan (AEMO) welcomed east coast participants to the meeting. The GRCF confirmed the combined and east-coast portions of the agenda.

## **8. Issues and Change Register**

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Danny McGowan (AEMO) noted that IN008/19 has been added to the Issues and Change Register and five other items have been completed or withdrawn since the April GRCF meeting. The GRCF notes that the Issues and Change Register is reflective of the GRCF's current work program and progress.

## **9. Other business (all)**

Regarding IN001/18W, Nandu Datar (AEMO) noted that AEMO has provided a list issues to the drafted changes to clause 325 by AGL, Alinta, and Wesfarmers Kleenheat. AEMO is waiting on a response to those issues. Mark Riley (AGL) noted that participants are currently awaiting a meeting with AEMO's legal team to discuss the issues raised. Danny McGowan asked that the proponents get together and review this issues raised by AEMO and send their collective feedback on those issues to AEMO by 30 July, after which point AEMO will make a determination about whether a meeting is necessary ([Action item 130.9.1](#)).

Arjun Pathy (AEMO) noted that AEMO has published a preliminary 2020 Industry Meetings Calendar [here](#).

## **10. Next GRCF meetings**

WA GRCF participants express that they would like the 20 August 2019 meeting to include WA agenda items.

## **11. Accept previous meeting minutes and East Coast action items**

Danny McGowan (AEMO) noted one minor correction to the previous meeting's minutes, in that action item 129.13.2 was not included in the action items table. This will be remedied for the final version of the minutes. With that in mind, the GRCF accepted the combined and east-coast portions of the previous meeting's minutes.

Stefanie Macri (Red and Lumo Energy) requested that AEMO provide an update on how AEMO's [Reducing Customers' Switching Times rule change](#) relates to the gas Procedures and to the Customer Own Reads GMI (IN008/19) before the GRCF ([Action item 130.11.1](#)).

AEMO will complete its action item on 129.15.1 (providing an update on the Consumer Data Right) via email.

In relation to MIRN range numbers, Stefanie Macri (Red and Lumo Energy) requested that action item 128.9.1 remain open.

Tim Sheridan (Jemena) requested that action item 127.6.6 (BLTSF changes in NSW/ACT) be made due at the beginning of Q4 2019.

Rick Abbott (APA Group) advised that in relation to action item 119.10.3 (Reconnect service in street in the case of a move in) APA is considering withdrawing this issue.

## **12. Update on Harmonising SA RMP to other jurisdictions work program (IN006/17)**

Danny McGowan (AEMO) noted that AEMO has distributed a fourth draft of the draft RMP (SA) and is looking for feedback by 9 August 2019 with the aim of commencing the formal regulatory change process by September.

Rick Abbott (APA) asked if this will be the final draft; Danny McGowan (AEMO) responded that that will depend on the volume of feedback received. Mark Riley (AGL) requested that the deadline be extended; Danny agreed to extend the deadline for feedback till the last week in August ([Action item 130.12.1](#)).

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### 13. Change Process for East Coast Gas Retail Markets ver 3.0

Arjun Pathy (AEMO) outlined the paper and noted that the update was dually to respond to changing regulatory contexts (e.g. AEMO now operates WA gas markets, so it needs to be clarified that the Change Process applies only to east coast jurisdictions) and to a request from Stefanie Macri (Red and Lumo Energy) to analyse the cost–benefit analysis (CBA) methodology.

Shawn Tan (EnergyAustralia) asked about the practicalities of deciding whether an item would have a CBA conducted. Danny McGowan (AEMO) noted that, according to the updated Change Process, the GRCF would jointly consider the materiality of the matter, and if sufficiently many participants noted that they considered the matter to be material, a CBA would be conducted in a matter determined by the GRCF. Shawn Tan (EnergyAustralia) therefore requested that two–three paragraphs be added to elucidate the particulars of this process. Danny McGowan (AEMO) noted that AEMO will do so and then send the document to the GRCF for feedback by 30 July ([Action item 130.13.1](#)). Stefanie Macri (Red and Lumo Energy) noted that she would send typographical edits to AEMO ([Action item 130.13.2](#)).

### 14. IN005/18 GMI update

Mario Iogha (Origin Energy) noted that he and Mark Riley (AGL) have prepared the GMI for IN005/18 to a point where it is ready for feedback (alongside APA's process flow on this matter). AEMO is to distribute these to the GRCF ([Action item 130.14.1](#)). Participants should direct any feedback to Mario ([mario.iogha@originenergy.com.au](mailto:mario.iogha@originenergy.com.au)) and Mark ([mriley@agl.com.au](mailto:mriley@agl.com.au)). There may be a second workshop in September after the GRCF if needed. Distribution businesses should provide some estimate of volumes as part of this feedback ([Action item 130.14.2](#)). Arjun Pathy (AEMO) noted that AusNet Services, Jemena, Multinet Gas, and APA Group all have an outstanding action item from the March workshop to liaise with Energy Networks Australia regarding illegal meter removal by builders, plumbers, and tradespeople, for which they will have to provide a verbal update at the August meeting ([Action item 130.14.3](#)).

### 15. Other business

Danny McGowan (AEMO) noted three commitments for AEMO and the GRCF regarding any work done on life support:

- All parties should note a failure in previous discussions by retailers and distributors to reach a uniform approach
- If a proposal should emerge that does not involve using the electricity asexML transactions, the GMI should clearly state why that path has been chosen
- All parties should note that gas life support is not on the 2019 work program, and as such, if parties decide to prioritise the issue in 2019 then the GRCF will need to decide on what current work on the work program is to be delayed.

AEMO and the GRCF agreed to those commitments.

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**Action items raised at meeting #130**

Item	Topic	Action required	Responsible	By
130.4.1W	IN003/19W response template	AEMO to amend the response template to cover Category 1, 2, and 3 changes instead of having two separate response templates for Category 1 and for Category 2 and 3 changes.	AEMO	ASAP
130.4.2W	IN003/19W October response deadline	2 October 2019 submission deadline for IN003/19W to be postponed to before the November GRCF meeting in order to avoid overlap with 5MS / GS consultations.	AEMO	ASAP
130.4.3W	IN003/19W and IN006/17 co-timelines	AEMO to issue a timeline of the IN003/19W consultation alongside the timeline for the IN006/17 (SA Harmonisation) consultation.	AEMO	ASAP
130.5.1W	Clause 32 GMI (IN013/10W)	AEMO to review GMI, allocate an issue number to the GMI, and update the attachment with red and blue markups.	AEMO	6 August 2019
130.6.1W	IN004/18W folders	Mark Riley (AGL) requested that AEMO explore putting a dummy file in the relevant folders with CGI so that participants can test their FTP.	AEMO	ASAP
130.9.1W	IN001/18W feedback response	Mark Riley (AGL), Catherine Rousch (Alinta Energy) and Nina Telford (Wesfarmers Kleenheat) to send through to AEMO their feedback on the issues raised by AEMO's legal team.	M. Riley (AGL), C. Rousch (Alinta Energy), N. Telford (Wesfarmers Kleenheat)	30 July 2019
130.11.1	Customer Switching and Customer Own Reads relationship	AEMO to provide an update on how AEMO's Reducing Customers' Switching Times rule change relates to the Customer Own Reads GMI (IN008/19).	AEMO	August meeting
130.12.1	IN006/17 deadline extension	AEMO to notify GRCF mailing list that feedback deadline for IN006/17 has been extended till 30 August.	AEMO	ASAP
130.13.1	Change Process clarification	AEMO to add two–three paragraphs to the Change Process to elucidate the particulars of deciding to conduct a CBA. AEMO then to send the document to participants for feedback by 30 July.	AEMO	ASAP

130.13.2	Change Process typographical edits	Stefanie Macri to send typographical edits on the Change Process to AEMO.	S. Macri (Red and Lumo Energy)	ASAP
130.14.1	IN005/18 GMI	AEMO to distribute GMI for IN005/18 along with APA Group's process flow.	AEMO	ASAP
130.14.2	DBs to provide feedback on estimated consumption for meter removals	Distribution businesses to provide volumes on illegal meter removals by builders, plumbers, and other tradespeople.	J. Betlehem (Ausnet Services), T. Sheridan (Jemena), K. Murray (Multinet Gas), R. Abbott (APA Group)	ASAP
130.14.3	Peak body action on illegal meter removal	DBs to contact ENA to bring illegal meter removal by builders, plumbers and other tradespeople to the ENA's attention. DBs also to contact relevant jurisdictional and peak bodies (e.g. ESV) to bring about a plan of action on the matter.	J. Betlehem (Ausnet Services), T. Sheridan (Jemena), K. Murray (Multinet Gas), R. Abbott (APA Group)	August meeting

**Action items raised prior to meeting #130**

<b>Item</b>	<b>Topic</b>	<b>Action required</b>	<b>Responsible</b>	<b>By</b>
129.4.1W	Final GMI on IN001/18W	Mark Riley (AGL), Sarah Silbert (AGL), Catherine Rousch (Alinta Energy), and Nina Telford (Wesfarmers Kleenheat) to agree on a final GMI for IN001/18W (Minor changes to RMP (WA) clause 325) and send to AEMO.	M. Riley (AGL), S. Silbert (AGL), C. Rousch (Alinta Energy), N. Telford (Wesfarmers Kleenheat)	Completed
129.4.2W	AEMO review of IN001/18W final GMI	AEMO to put the final GMI for IN001/18W (Minor changes to RMP (WA) clause 325) through internal reviews and send out to GRCF for will then put the proposed changes through internal reviews by at least two weeks before the June GRCF meeting to ensure that the change satisfies the Energy Coordination Act.	AEMO	Completed
129.8.1W	WA Transition Deed signatories	AEMO to contact members of the GRCF individually in order to notify them of their organisation's signatory to the WA Gas Retail Market Scheme.	AEMO	Completed
129.11.1	Life support workshop agenda	Mark Riley (AGL) to send out an agenda for the life support workshop.	M. Riley (AGL)	Completed
129.13.2	IN008/19 example	Mark Riley (AGL) to add an example to the IN008/19 (Customer Own-Reads) GMI.	M. Riley (AGL)	ASAP
129.13.1	IN008/19 (Customer own reads) GMI	AEMO to distribute the GMI for IN008/19 (Customer own reads) to the GRCF for feedback	AEMO	August meeting
129.15.1	Gas retail CDR	AEMO to provide an update regarding whether the Consumer Data Right will affect gas retail markets.	AEMO	August 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.  16/04/2019: Danny McGowan (AEMO) will update Kelly and Stephanie imminently.  17/07/2019: Stefanie Macri to reply to AEMO's email imminently.	AEMO	Next meeting



127.6.6	BLTSF changes in NSW/ACT	<p>Jemena to prepare a GMI on its proposed BLTSF E2 classification for medium-density buildings with one MIRN and two meters in NSW/ACT</p> <p>Update: push back to Q3.</p> <p>17/07/2019 update: push back to Q4.</p>	T. Sheridan (Jemena)	Start of Q4 2019
119.10.3	Reconnect service in street in the case of a move in	<p>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.</p> <p><i>Secretariat note: AEMO received an e-mail from APA requesting this issue and action be withdrawn.</i></p> <p>20/02: #120 Update: Draft complete, ready by next GRCF.</p> <p>20/03: Being finalised by APA currently. Ready for GRCF.</p> <p>20/11/2018 Update: Work in progress.</p> <p>29/01/2019 Update: Work in progress, ready by next GRCF</p> <p>16/04/2019 Update: Work in progress</p>	R. Abbott (APA)	Withdrawn