

MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 129
DATE: Tuesday 16 April 2019
TIME: 1.00 PM – 4.00 PM AEDT (11.00 AM – 2.00 PM AWST)
LOCATION: AEMO Offices and Teleconference
CONTACT: GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY	LOCATION
Danny McGowan (chair)	AEMO	Melbourne
Nandu Datar	AEMO	Melbourne
Chantal Wright	Momentum Energy	Melbourne
Michelle Norris	AEMO	Brisbane
Arjun Pathy	AEMO	Brisbane
Mark Riley	AGL	Brisbane
Sarah Silbert	AGL	Perth
Paul Bresloff-Barry	Agora Retail	Perth
Catherine Rousch	Alinta Energy	Perth
Steven Kane	ERA	Perth
Allan McDougall	Gas Trading and Agora Retail	Perth
Nina Telford	Kleenheat	Perth
Rick Abbott	APA	Teleconference
Joe Sanchez	ATCO Gas	Teleconference
Robert Gubbins	CGI	Teleconference
Shawn Tan	Energy Australia	Teleconference
Emille Kueh	Jemena	Teleconference
Joe Castellano	Origin	Teleconference
Aakash Sembey	Simply Energy	Teleconference

1. Welcome and Apologies

Danny McGowan (AEMO) welcomed all to the meeting.

Stephanie Lommi (Red and Lumo Energy) was an apology.

2. Agenda Confirmation (WA)

Participants confirmed the agenda for the WA component of the meeting.

3. Previous Meeting Minutes and Action Items (WA)

Participants accepted the WA component of the minutes for meeting 128 (Ref #1).

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

4. Matters Referred to AEMO under Clause 325 (IN001/18W)

Nandu Datar (AEMO) noted that AEMO has provided an updated GMI on IN001/18W (Ref #2). Additionally, Mark Riley (AGL), Sarah Silbert (AGL), Catherine Rousch (Alinta Energy), and Nina Telford (Kleenheat) have provided redrafts of the procedures (Ref #3, Ref #4) to propose some additional changes to those proposed by AEMO, to move the entirety of Clause 325(3) to new Appendix 11 Part 1, and to create Appendix 11 Part 2, which gives consideration to whether a breach is material or non-material. Participants noted that they have not so far pursued legal review within their organisations on the proposed changes in (Ref #3 and Ref #4).

Mark Riley (AGL), Sarah Silbert (AGL), Catherine Rousch (Alinta Energy), and Nina Telford (Kleenheat) noted that they will agree on a final version (working from the version in Ref #3 and Ref #4) and send it back to AEMO by Friday 17 May 2019 ([Action item 129.4.1W](#)). AEMO 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 ([Action item 129.4.2W](#)). If the GRCF approves of the changes in the GMI at the June meeting, then AEMO will progress the change to a formal consultation.

5. Retrospective EIC (IN005/19W)

Nandu Datar (AEMO) noted that the GMI for IN005/19W requested under clause 325(1)(b) clarification on the industry practice of seeking retrospective Explicit Informed Consent (EIC) from customers. Nandu Datar (AEMO) noted that where an interpretation of the procedure is requested then AEMO is required to forward such requests under cl 329(1)(d) to the compliance panel, which could be a long expensive process. Nandu Datar (AEMO) also noted that there is no concept of retrospective EIC according to the RMP (WA). Natalie Robins (ERA) communicated to the GRCF during GRCF Meeting 128 (19 Feb 2019) that if a verifiable EIC was not obtained then it constitutes a breach according to the Rules and the subsequent action that requires a verifiable EIC should not proceed.

Catherine Rousch (Alinta Energy) discussed a situation where an EIC was obtained but the record of the EIC was lost (e.g. EIC was obtained verbally via telephone but the audio record was subsequently corrupted). In this instance, Alinta's internal advice was that EIC had been obtained (thus satisfying EIC requirements under the rules) and that not obtaining EIC and losing a record of EIC are different issues. Nina Telford (Kleenheat) further noted that, if a customer gave EIC and the retailer's record of the EIC was subsequently corrupted, the best outcome for that customer is to still be transferred to their new retailer (since it is not the customer's fault that the record was corrupted).

Nandu Datar (AEMO) noted that the issues discussed by the participants are business process issues. All participants agreed that this is not a regulatory issue and requires no further changes to the rules and as such agreed to close the GMI.

6. Update on current WA consultations

Nandu Datar (AEMO) noted with respect to IN004/18W (Complete MIRN listing) and IN004/19W (WARGMA) that AEMO has responded to participant feedback on the procedure change request (PCR). AEMO is awaiting on some participants' replies to AEMO's responses. AEMO will only proceed with Impact and Implementation Report (IIR) consultation when all participant feedback has been addressed satisfactorily. AEMO will issue a time extension notice for both consultations to give participants and AEMO sufficient time to address any issues that emerge from the feedback. Nandu Datar (AEMO) requested that any participant who have not yet replied to AEMO's response do so as soon as possible.

When the IIR is issued, participants will ideally send "Accepted" as feedback (seeing as all outstanding issues will have been resolved at the PCR stage), since that will show unanimous acceptance to the ERA and will therefore increase the ease with which the initiatives can be approved.

7. Clause 32 – Amendments to Division 2.2.3 (Error Correction Notices)

Nina Telford (Kleenheat) noted that the wording of Division 2.2.3 in the RMP (WA) implies that a retailer is merely required to provide a notification in 10 business days rather than a resolution of the issue. As such, she requested that the wording be amended to compel resolution within 10 business days.

Mark Riley (AGL) noted that the Australian Energy Market Commission addressed this issue for the National Electricity Market in their "Improving the accuracy of customer transfers" [rule change](#) and that the wording of any proposed changes to Division 2.2.3 could likely draw on the AEMC's rule. Nina Telford (Kleenheat) agreed to draft a GMI on the matter.

8. Transition Deed Clause 8 provisions

Arjun Pathy (AEMO) spoke to the IN001/19W paper (Ref #5). He further noted that AEMO does not propose to change any of the services it currently provides under clauses 8.7 and 8.8 of the Transition Deed; AEMO is merely seeking to enable flexibility in service provision if the GRCF or industry identifies a more preferable format.

The GRCF indicates its unanimous consensus in favour of removing clauses 8.7 and 8.8 and thereby terminating the deed. Arjun Pathy (AEMO) is to contact members of the GRCF individually in order to notify them of their organisation's signatory to the WA Gas Retail Market Scheme ([Action item 129.8.1](#)).

9. Issues and Change Register (WA)

One item has been added to the Issues and Change Register for WA.

Joe Sanchez (ATCO Gas) noted that IN002/15W can be moved to "pending".

Mark Riley (AGL) noted that the consultation and industry meeting calendars (published [here](#) on AEMO's website) are useful to industry.

Catherine Rousch (Alinta Energy) suggested that, in future meetings, AEMO close out as much of the WA agenda as possible and minimise the "combined" section of the meeting.

10. Confirm agenda (east coast)

Participants confirmed the east coast portion of the agenda.

11. Previous meeting minutes and east coast action items

Participants accepted the east coast component of the minutes for meeting 128 (Ref #1).

Action items have been updated in the table appended.

Regarding the life support workshop, the AEMO Boardroom in the Melbourne office has been booked from 10am–12pm on 30 May. Mark Riley (AGL) is to send out an agenda two weeks before the workshop ([Action item 129.11.1](#)). Danny McGowan (AEMO) will be present at the workshop.

12. Issues and Change Register (east coast)

Five items have been added to the Issues and Change Register for the east coast.

13. Customer own reads

Mark Riley (AGL) spoke to the GMI on customer own reads (Ref #7).

Secretariat note: this has been assigned issue number IN008/19 in the Issues and Change Register.

Mark Riley (AGL) noted that he drafted the procedures such that a mid-month customer own read would be usable (since AEMO's proposed customer transfers rule change may affect gas). Rick Abbott (APA) noted that APA's systems are unable to accommodate the provision of more than one read per month. Kelly Murray (Multinet Gas) noted that Multinet Gas is concerned about receiving multiple reads in a month; Mark Riley (AGL) replied that his proposal could only reduce volumes relative to the status quo. Danny McGowan (AEMO) noted that a bilateral arrangement is not auditable by AEMO; Mark Riley (AGL) replied that, since the provision of a customer own read is a bilateral transaction, AEMO cannot audit this even under the status quo. Kelly Murray (Multinet Gas) asked how other distributors receive customer own reads; other distributors replied that they use the Meter Read Input transaction.

Rick Abbott (APA) expressed APA's support for the initiative. The GRCF expresses its support to add the initiative to the prioritisation list. AEMO will email the GMI back out to the GRCF for feedback ([Action item 129.13.1](#)).

Mark Riley (AGL) noted that South Australia is not addressed in the GMI, as the necessary changes to the RMP (SA) can be adopted as part of the SA RMP harmonisation. Emille Kueh (Jemena) asked that Mark add an example to the GMI ([Action item 129.13.2](#)).

14. Next GRCF meeting

The next GRCF meeting will be on Tuesday 21 May 2019 (subject to sufficient material). The next GRCF meeting with WA agenda items will be on Tuesday 18 June 2019.

15. Other business

Emilie Kueh (Jemena) noted that testing has started on IN001/19 and that a mid-May effective date is likely. She further noted that Jemena commits to give AEMO and industry 10 business days' notice before the effective date.

Michelle Norris (AEMO) noted that the Information Exchange Committee and AEMO sent a joint submission to the ACCC's consultation on the consumer data right. This submission can be found on the ACCC's website [here](#). Michelle Norris is to provide updates in the May and June meetings regarding whether the consumer data right will affect gas retail markets in the east coast and WA respectively (**Action item 129.15.1**).

Action items raised at meeting #129

Item	Topic	Action required	Responsible	By
129.4.1W	Final GMI on IN001/18W	Mark Riley (AGL), Sarah Silbert (AGL), Catherine Rousch (Alinta Energy), and Nina Telford (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 (Kleenheat)	17 May 2019
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	3 June 2019
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	ASAP
129.11.1	Life support workshop agenda	Mark Riley (AGL) to send out an agenda for the life support workshop.	M. Riley (AGL)	COB 15 May 2019
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	30 April 2019
129.15.1	Gas retail CDR	AEMO to provide an update regarding whether the consumer data right will affect gas retail markets.	AEMO	May and June GRCF meetings

Action items raised prior to meeting #129

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	Completed
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)	Completed
125.5.1W	Retrospective EIC	Amend the GMI to include reporting all instances of unusable EIC as a breach of procedures	AEMO	Completed
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	Completed
128.6.2	AEMO consultations calendar	AEMO to schedule the 2019 GRCF consultations into a calendar. Update: this calendar can be found here here .	AEMO	Completed
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	Completed
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	Completed
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.	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	Completed

127.6.3	Life support discussion	AEMO to organise a meeting in late May for industry to discuss life support. 16/04/2019: Meeting rooms booked for 30 May.	AEMO	Completed
127.6.6	BLTSF changes in NSW/ACT	Jemena to prepare a GMI on its proposed BLTSF E2 classification for medium-density buildings with one MIRN and two meters in NSW/ACT Update: push back to Q3.	T. Sheridan (Jemena)	Start of Q3 2019
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	Completed
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 16/04/2019 Update: Work in progress	R. Abbott (APA)	Next meeting
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 (April GRCF meeting) This is to be moved to the “pending” sheet on the Issues and Change Register.	J. Sanches (ATCO)	Completed
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	Completed