

# MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 134  
 DATE: Tuesday 18 February 2020  
 TIME: 11.00 AM – 1.00 PM AWST (2.00 PM – 4.00 PM AEST)  
 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
Shaun Cupitt	Alinta Energy	Melbourne
Justin Betlehem	AusNet Services	Melbourne
Mario Iogha	Origin Energy	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Rick Abbott	Australian Gas Networks	Adelaide
Catherine Rousch	Alinta Energy	Perth
Lipakshi Dhar	Economic Regulation Authority	Perth
Kim Duong	Kleenheat	Perth
Gareth Morrah	AEMO	Teleconference
Michelle Norris	AEMO	Teleconference
Paul Bresloff-Barry	Agora Retail	Teleconference
Anthony Boin	APA Group	Teleconference
Elaine Bilotta	ATCO Gas	Teleconference
Joe Sanches	ATCO Gas	Teleconference
Robert Gubbins	CGI	Teleconference
Lexi Harris	EnergyAustralia	Teleconference
Jo Sullivan	EnergyAustralia	Teleconference
Travis Worsteling	EnergyAustralia	Teleconference
Mark Lee	Momentum Energy	Teleconference
Joe Castellano	Origin Energy	Teleconference
Christophe Bechia	Red and Lumo Energy	Teleconference
Karthi Mahalingham	Synergy	Teleconference

## **1. Welcome and apologies – Danny McGowan (AEMO)**

Danny McGowan (AEMO) welcomed GRCF participants to the meeting.

Sarah Silbert (AGL), Nina Telford (Kleenheat), and Kelly Murray (Multinet Gas Networks) were apologies.

## **2. Agenda confirmation (WA only) – Danny McGowan (AEMO)**

The GRCF confirmed the WA component of the agenda.

## **3. Previous meeting minutes and action items (WA only) – Danny McGowan (AEMO)**

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

Action items have been updated in the table appended.

## **4. IN002/15W (New Job Enquiry Codes (JECs) for WA) – Nandu Datar (AEMO)**

Nandu Datar (AEMO) provided context on ATCO Gas's proposal, which proposes new JECs to accommodate a new disconnection and reinstallation process using "Trailer Air Coupling (TAC) isolation" and "TAC reinstate" methods. Nandu reiterated that the two available alternatives to meet requirements for IN002/15W were for WA gas retail market systems to move to a new version of the aseXML schema that would contain the new JECs, which would be a version greater than r38, or for WA gas retail market participants to use the "Comments" field in the Service Order transaction.

Danny McGowan (AEMO) noted that, when the National Electricity Market started, the underlying principle was for the energy industry to generate an agreed IT transactional standard that would allow participants and the market operator to pass information to one another in a uniform fashion. aseXML (A Standard for Energy eXtensible Markup Language) became that adopted standard. Protocols and procedures were created to manage any changes to that agreed IT standard, and the aseXML Working Group (ASWG) was given governance of it. These elements are the essential IT "DNA building blocks" of the NEM retail market. Over time, that IT standard (aseXML) was adopted by the gas participants and the gas market operators for each jurisdiction (VENCorp for Victoria, REMCo for WA and SA, GRMO for Queensland). As part of the process to establish these new retail markets in early 2000, this IT standard along with the retail market procedures and the technical protocols were approved by their respective regulators. For Victoria that was the Essential Services Commission (ESC), and for Western Australian that was Economic Regulation Authority (ERA). As such, Danny noted that — because of the requirement to adhere to those prescribed IT standards — the only two options were to move to a new schema version (greater than r38) or to use the existing "Comments" field in the Service Order transaction.

Elaine Bilotta (ATCO Gas) noted ATCO Gas's belief that a transition directly from r13 to schema version above r38 would not have substantial benefits for the WA gas retail market other than allowing the requested reforms to job enquiry codes. Mark Riley (AGL) noted that it would cost participants even more money to gradually increment from r13 progressively through to whichever version includes the new JECs by means of several schema changes as opposed to one large schema change. Danny McGowan (AEMO) noted that AEMO publishes all schema versions between r13 and r38, including advice regarding what has changed between that and the immediate previous schema version, between r13 and r38 on its website (*Secretariat note: you may find these schema releases [here](#)*). Danny McGowan (AEMO) noted that AEMO would distribute the schema manifest that had been provided to east coast participants as part of IN003/20 (Gas Life Support), as this would show the changes from r13 to r29 as an indication of the program of work for WA gas retail market systems to move from r13 to r38 (*Secretariat note: you may find this schema manifest [here](#) under Attachment D*).

Mark Riley (AGL) noted that there were interlinkages between IN002/15W and other proposed changes to WA gas retail market systems, which may cumulatively justify the cost of the schema change even as any individual initiative would not.

Danny McGowan (AEMO) conducted a poll of whether participants would prefer pursuing a combined schema change or use of the “Comments” field to address requirements for IN002/15W:

Combined schema change	“Comments” field
<ul style="list-style-type: none"> <li>• AGL</li> <li>• Origin Energy</li> <li>• Alinta Energy</li> </ul>	<ul style="list-style-type: none"> <li>• Simply Energy</li> <li>• Synergy</li> <li>• Agora Retail</li> </ul>

Kim Duong (Kleenheat) noted that she could not provide a view on this either way and that Nina Telford (Kleenheat) would provide Kleenheat’s view on this via email (**Action item 134.4.1**).

Danny McGowan (AEMO) noted that AEMO would withdraw IN002/15W from the GRCF program of work if it did not receive GRCF advice that a schema change was desirable by Friday 13 March 2020.

**5. IN003/20W (Customer Contact Details transaction) – Danny McGowan (AEMO)**

Nandu Datar (AEMO) provided context on the proposal and spoke to the attachments.

Nandu Datar (AEMO) noted that AEMO is yet to receive advice from retailers regarding whether the change would be consistent with retailers’ legal obligations with respect to customer privacy. The GRCF noted that several participants’ legal teams had provided advice that there existed a head of power for the retailer’s providing customer information on request from the network operator for a specific job, but they further noted that more investigation was needed. Danny McGowan (AEMO) noted that WA retailers would need to conduct further investigation to find or create an adequate head of power for the provision of that information (**Action item 134.5.1**).

Nandu Datar (AEMO) noted that the CustomerDetailsNotification (CDN) could be introduced in .csv form (but not as an aseXML transaction) as part of r13 (i.e. without a schema change), but to adopt the aseXML transaction for CDN or to adopt the CustomerDetailsRequest (CDR) transaction would both require a schema change. The GRCF discussed whether it would be beneficial to simply adopt the .csv CDN transaction or whether it would be better to move to an aseXML CDN transaction. Mark Riley (AGL), Elaine Bilotta (ATCO Gas), and Joe Sanches (ATCO Gas) are to collectively determine what the adoption of the aseXML CDN would entail and then send the various options (e.g. “do nothing”, “adopt .csv CDN”, “adopt aseXML CDN”) to AEMO (**Action item 134.5.2**).

**6. Other business (WA only) – Danny McGowan (AEMO)**

There was no other business for WA.

**7. Confirm agenda (all and east coast) – Danny McGowan (AEMO)**

The GRCF confirmed the remainder of the agenda.

**8. Issues and Change Register – Danny McGowan (AEMO)**

The GRCF noted the changes to the Issues and Changes Register.

## 9. Bundled IT system release workshop – Arjun Pathy (AEMO)

Arjun Pathy (AEMO) noted the agenda of the upcoming workshop to manage schema releases for gas retail market systems. (*Secretariat note: for further details, please refer to the email sent to the GRCF on 14 February 2020*).

## 10. Other business (all) – Danny McGowan (AEMO)

### IN009/19W (MIRN Discovery WA)

Mark Riley (AGL) spoke to AGL's GMI for IN009/19W (MIRN Discovery WA). This GMI has been separately distributed as part of the meeting pack for the Friday 21 February bundled IT system release program workshop. The GMI proposes to adopt a more recent version of the "MIRN Discovery Response" transaction that has a GASMETERSTATUS field. Mark noted that IN009/19W would ensure the usefulness of the changes in IN002/15W and vice versa. AEMO will undertake a technical review of the proposal as described in the GMI (**Action item 134.10.1**).

## 11. Next GRCF meetings – Danny McGowan (AEMO)

Danny McGowan (AEMO) noted that the gas schema change workshop would be held on 21 February 2020 and that the next GRCF would be held on 17 March 2020.

WA participants left the meeting.

## 12. Previous meeting minutes and action items (east coast) – Danny McGowan (AEMO)

Shaun Cupitt asked that his name be corrected in the previous meeting minutes.

Action items are updated in the table attached.

## 13. Update on IN003/20 (Gas Life Support) – Arjun Pathy (AEMO)

Arjun Pathy (AEMO) reminded participants that, in pre-consultation for IN003/20, AEMO had expressed a desire to see industry's unanimity in supporting the adoption of the LifeSupportNotification (LSN) and LifeSupportRequest (LSR) transactions and that all those who responded to the PPC had agreed at that time with the adoption of those two transactions. AEMO received submissions to the PPC consultation from:

- AGL
- AGN
- AusNet Services
- GloBird Energy
- Jemena
- Momentum Energy
- Multinet Gas
- Origin Energy
- Powershop
- Red and Lumo Energy
- Simply Energy

Two of those submissions disagreed with the PPC's analysis of the technical requirements for the change:

- Origin Energy, which no longer believes that the change is necessary given the development of the Gas Life Support Industry Guide and various process improvements since that time.
- Simply Energy, which believes the LSR is not necessary.

All submissions expressed that participants were comfortable with a Q4 2021 implementation date if the change were to proceed.

All submissions stated that the change would pass a cost-benefit analysis for their organisation except:

- Origin Energy, who believed that the change as a whole would no longer pass a cost-benefit analysis.
- Simply Energy, who thought that the introduction of the LSR would not pass a cost-benefit analysis.

Participants identified a large number of benefits to the adoption of the LSN and LSR transactions, including:

- Certainty in life support information that is sent to and received from a distributor.
- Inherent traceability in each LSN provided to a distributor.
- Speed of transaction process as compared with manual processes (especially in light of the one-business-day information provision requirement in Victoria).
- Ensuring that retailers and distributors are able to meet their regulatory obligations.
- Limit on risk of wrongful disconnection of gas life support customers.
- Avoidance of the errors involved in manual data entry of gas life support information.
- Privacy issues from using email processes as opposed to aseXML.
- Capacity to handle larger transaction volumes, given the increasing numbers in SA, QLD, and VIC.
- Efficiency gains in terms of fully automated process vs. processes that require some manual intervention.
- Harmonisation between gas and electricity life support processes.

Mario Iogha (Origin Energy) noted that, following their initially supportive survey response, Origin conducted more extensive internal analysis and noted that the cost-benefit ratio was insufficient with respect to their business. Mario noted that this may be improved if other initiatives, such as the incorporation of CDN, were included. All other GRCF participants stated that the initiative had a positive cost-benefit for their organisation.

Mark Riley (AGL) noted AGL's feedback that AGL didn't want the consultation to "hardcode" schema version r38 into the procedures if schema version r39 or greater had been published by Q4 2021. Danny McGowan (AEMO) noted that AEMO had costed the proposal for r38 and that it would be happy to separately cost a move to r39 or greater once the IN003/20 consultation finished. Mark Riley (AGL) and the GRCF expressed that this would be satisfactory, provided that the IN003/20 was not "hardcoding" schema version r38 if no other schema changes were progressed.

Aakash Sembey (Simply Energy) spoke to Simply Energy's feedback that the LSR not be included, noting that the LSR has continued use case issues in electricity. Aakash noted that, if all other participants were in favour of introducing LSR, the implementation of LSR did not itself pose issues so much as how it would be used. AEMO noted that the proposed changes for IN003/20 would simply require participants to build for LSR and would not specify a use case. Aakash Sembey (Simply Energy) and the GRCF agreed that the specific use cases could be determined between the end of the IN003/20 consultation and Q4 2021 and therefore that the inclusion of LSR in the IN003/20 consultation created no issues.

Justin Betlehem (AusNet Services) noted that participants' internal cost-benefit analysis should not compare the cost of introducing LSN and LSR to costs under status quo, as distributors do not broadly believe that the status quo will be sufficient to meet regulatory obligations. As such, if the adoption of LSN and LSR does not proceed, distributors may need to adopt costly workarounds, such as portals, to ensure that they are able to meet their regulatory obligations. Rick Abbott (Australian Gas Networks) noted that the industry guide did not compel the provision of information via .csv, meaning that the status quo would not deliver

a solution that ensured networks' ability to meet regulatory obligations if participants elected not to follow the industry-agreed guide.

Danny McGowan (AEMO) noted that Origin Energy's current position (that the proposal lacked sufficient benefits to merit adoption) would be problematic for AEMO in relation to recommending the advancement of this proposal. Further clarity from Origin Energy on the materiality of the difference between the cost and benefits would on that basis be warranted. Mario Iogha (Origin Energy) agreed to conduct more extensive internal analysis and to meet with AEMO to share the results of this analysis before the end of the week (**Action item 134.13.1**). AEMO agreed to e-mail a list of participant benefits received from the PPC consultation to Origin Energy (**Action item 134.13.2**).

#### **14. Other business (east coast)**

Mark Lee (Momentum Energy) asked the GRCF about the status of the Gas Life Support Industry Guide. Mark Riley (AGL) noted that draft version v10.0 is the most recent version and agreed to send a final clean copy of the Gas Life Support Industry Guide as v1.0 to be distributed to the GRCF (**Action item 134.14.1**).

Danny McGowan (AEMO) closed the meeting.

### Action items raised at meeting #134

Item	Topic	Action required	Responsible	By
134.4.1	Kleenheat's view on the available options for IN002/15W	Nina Telford (Kleenheat) to provide Kleenheat's preference between progressing with a combined schema change or with use of the "Comments" field to address requirements for IN002/15W (New JECs).	N. Telford (Kleenheat)	March meeting
134.5.1	CDN / CDR head of power for use	Retailers to find or create a head of power that would authorise the use of the CustomerDetailsNotification (CDN) and CustomerDetailsRequest (CDR) transactions in WA.	P. Bresloff-Barry (Agora), J. Castellano (Origin), K. Mahalingham (Synergy), M. Riley and S. Silbert (AGL), C. Rousch (Alinta), N. Telford (Kleenheat)	March meeting
134.5.2	Options for IN003/20W (Customer Contact Details transaction)	Mark Riley (AGL), Elaine Bilotta (ATCO Gas), and Joe Sanches (ATCO Gas) to collectively determine what the adoption of the aseXML CDN would entail in terms of schema / system changes and then send the various options (e.g. "do nothing", "adopt .csv CDN", "adopt aseXML CDN") to AEMO	M. Riley (AGL), E. Bilotta (ATCO Gas), J. Sanches (ATCO Gas)	March meeting
134.10.1	IN009/19W technical review	AEMO to conduct technical review of IN009/19W GMI.	AEMO	March meeting
134.13.1	IN003/20 (Gas Life Support) meeting with Origin / AEMO	Mario Iogha (Origin Energy) to conduct more extensive internal analysis regarding the materiality of costs for IN003/20 (Gas Life Support) and to meet with AEMO to share the results of this analysis.	M. Iogha (Origin Energy)	Completed
134.13.2	AEMO to email benefits of IN003/20 to Origin	AEMO to email list of benefits raised by participants in submissions to IN003/20 (Gas Life Support) PPC to Origin Energy.	AEMO	Completed
134.14.1	Gas Life Support Industry Guide	Mark Riley (AGL) to send final clean Gas Life Support Industry Guide to AEMO for distribution to GRCF.	M. Riley	Completed

**Action items raised prior to meeting #132**

<b>Item</b>	<b>Topic</b>	<b>Action required</b>	<b>Responsible</b>	<b>By</b>
133.4.1W	IN002/15W – New JEC’s	AEMO to send an email requesting feedback from WA gas retail participants on the GMI	AEMO	Completed
133.4.2W	IN002/15W – New JEC’s	GRCF Participants to provide feedback to AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) on the GMI indicating their organisation’s support for this proposal, thoughts on an implementation timeframe, whether the changes will result in benefits, are there any requirements that need to be added and any technical questions	GRCF Participants	Completed
133.5.1W	IN003/20W – Customer Contact Details	AEMO to send an email requesting feedback from WA gas retail participants on the GMI	AEMO	Completed
133.5.2W	IN003/20W – Customer Contact Details	GRCF Participants to provide feedback to AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) on the GMI indicating their organisation’s support for this proposal, thoughts on an implementation timeframe, whether the changes will result in benefits, are there any requirements that need to be added, are there any technical questions and for Retailers, what did their legal advice reveal on the providing customer information to the Network Operator.	GRCF Participants	Completed
133.10.1	Workshop for additional changes	AEMO to send the draft agenda for the 21 <sup>st</sup> February workshop	AEMO	Completed
133.15.1	IN010/20 – Gas SO Reason Code	AEMO to re issue the updated GMI to the GRCF. Participants to relay their thoughts to the proponent (AGL) on whether the benefits are substantive enough to outweigh any costs and therefore be a candidate for the upcoming workshop on IT system changes for a single release. This feedback is to be sent to <a href="mailto:MRiley@agl.com.au">MRiley@agl.com.au</a> (cc <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> )	GRCF	Completed
133.16.1	IN011/20 - CDR	AEMO to re issue the updated GMI to the GRCF for participants to relay their thoughts to the proponent (AGL) on whether the benefits are substantive enough to outweigh any costs and therefore be a candidate for the upcoming workshop on IT system changes for a single release. This feedback is to be sent to <a href="mailto:MRiley@agl.com.au">MRiley@agl.com.au</a> (cc <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> )	GRCF	Completed



132.5.1	Q1 2020 schema change workshop	<p>AEMO to organise a workshop in Q1 2020 to determine whether there would be sufficient changes to gas retail market systems additional to the incorporation of LSN and LSR to warrant a second consultation.</p> <p>January update: IT workshop will be held on 21 February.</p> <p>February update: Agenda and papers have been distributed to GRCF.</p>	AEMO	Completed
132.5.2	Change prioritisation given potential schema change	<p>GRCF representatives are to review the Retail Market Issue and Change Register to identify any initiatives that must be parked because of the change potential schema change referred to in action item 132.5.1.</p> <p>February update: All items submitted to AEMO have been distributed in advance of the schema change workshop.</p>	East coast participants	Completed
132.8.1	IN005/18 PPC submission	<p>Mario Iogha (Origin Energy) and Mark Riley (AGL) to submit a draft PPC on IN005/18 to AEMO.</p> <p>February update: This will be postponed to the March GRCF.</p>	M. Iogha (Origin Energy) and M. Riley (AGL)	March GRCF meeting
132.11.1	Prioritisation “check-in”	<p>AEMO to conduct a “check-in” on the priority list in February 2020 to ensure its contemporaneity.</p> <p>February update: AEMO will carry this item over till March due to uncertainties from the GRCF February schema change workshop.</p>	AEMO	March GRCF meeting
132.18.1W	Fields that are optional in WA but have been made mandatory in east coast jurisdictions	<p>Elaine Bilotta (ATCO Gas) to provide to AEMO a list of fields and transactions fields that are optional in WA gas retail market but have been made mandatory in later schema versions.</p> <p>February update: ATCO Gas has not completed this item. Elaine to provide this information ASAP.</p>	E. Bilotta (ATCO Gas)	Early December 2019
132.18.2W	AEMO investigations into WA’s moving beyond r13 schema version	<p>AEMO to investigate whether the mandatory status of the fields provided by Elaine Bilotta (ATCO Gas) under action item 132.18.1 would prohibit Western Australia’s adopting a schema version beyond r13.</p> <p>February update: Carried over contingent on 132.18.1W.</p>	AEMO	January GRCF meeting

132.19.1W	IN003/20W resourcing	AEMO to investigate where it would have resources to implement system changes for IN003/20W.  February update: AEMO will address this under the corresponding agenda item and at the Friday GRCF schema change workshop.	AEMO	March GRCF meeting
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