

# MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 156  
 DATE: Friday 8<sup>th</sup> December 2023  
 TIME: 13:00 – 16:00 AEDT  
 LOCATION: Teleconference  
 CONTACT: [GRCF@aemo.com.au](mailto:GRCF@aemo.com.au)

## ATTENDEES:

NAME	COMPANY	LOCATION
Danny McGowan (Chair)	AEMO	AEMO Melbourne
Louise Webb	AEMO	AEMO Melbourne
Nandu Datar	AEMO	AEMO Melbourne
Luke Stevens	AEMO	Teleconference
Becky Caant	Synergy	Teleconference
Anthony Boin	APA	Teleconference
Emille Kueh	Jemena	Teleconference
Evan Giosis	Globird Energy	Teleconference
Matthew Giampiccolo	Simply Energy	Teleconference
Mario Iogha	Origin Energy	Teleconference
John Smith	Nexif	Teleconference
Jordan Rigby	Red Energy	Teleconference
Kate Goatley	ActewAGL	Teleconference
Lindsay Williamson-Hanna	CQ Energy	Teleconference
Lipakshi Dhar	ERA WA	Teleconference
Marc Flynn	Jemena Gas Networks	Teleconference
Mark Riley	AGL	Teleconference
Troy Olcorn	Energy Australia	Teleconference
Patrick Lau	Tel Pacific	Teleconference
Paul Bresloff-Barry	Agora Retail	Teleconference
Przemek Grobelski	Beach Energy	Teleconference
Robert Gubbins	CGI	Teleconference
Rick Abbott	AGIG	Teleconference
Catherine Rousch	Alinta Energy	Teleconference
Tara Rutherford	ATCO	Teleconference
Sagar Shah	HansenCX	Teleconference
Joe Sanches	ATCO	Teleconference
Sean Jennings	Red and Lumo Energy	Teleconference
Bree Shaw	Origin Energy	Teleconference
Suvid Satyawadi	Tally Group	Teleconference
Gav Wise	Alinta Energy	Teleconference
Peter Wormald	Shell Energy	Teleconference

## **1. Recording of meeting declaration, Welcome, AEMO Competition Law Meeting Protocol, Attendees and Apologies – Danny McGowan (AEMO)**

Danny McGowan (AEMO) advised the following:

- GRCF meetings are recorded by AEMO and may be accessed and used by AEMO for the purpose of taking meeting notes. By attending the meeting, attendees consent to AEMO recording the meeting and using the record for this purpose. No other recording of the meeting is permitted.
- Attendees were reminded about adhering to the Competition and Consumer Act and to comply with AEMO's Competition Law Meeting Protocol. The Protocol is available [here](#).
- There were no apologies received via GRCF e-mail.
- Louise Webb welcomed as a new member of the AEMO's Retail Reform Delivery team.

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

- The GRCF confirmed the meeting agenda.

## **3. Accept previous meeting minutes and action items – Danny McGowan (AEMO)**

- The GRCF accepted the meeting minutes for the previous meeting held on 18th July 2023. Action items have been updated in the table attached below.

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

Danny McGowan (AEMO) commented:

- Issues and Change Register represented status as at 1<sup>st</sup> December 2023.
- Since last GRCF in July 2023, no new items have been withdrawn or completed and no new initiatives have been added.
- Items to note:
  - Hydrogen work (Package 3A/3B): AEMO in the process of publishing the Notice of Decision on 15<sup>th</sup> December 2023. Link [here](#).
  - Mark Riley (AGL) commented AEMO assistance was required to raise GMI relating to Contract MDQ. **AEMO to assist AGL in raising the GMI (Action 156.4.1).**

## **5. 2024 Prioritisation Session**

Danny McGowan (AEMO) spoke to a set of slides that summarises the 2024 Proposed Gas Retail Work Program 2024 paper which was contained in the meeting pack.

Danny McGowan (AEMO) noted:

- GRCF meeting pack included the following reference documents:
  - Ref 4a - Proposed Gas Retail Work Program 2024
  - Ref 4b - Attachment A -2023 Consultations Calendar
  - Ref 4c - Attachment B - List of initiatives in the Register
  - Ref 4d – Attachment C – Participant feedback during 2023 that not part of the formal consultation
- Gas Retail Prioritisation sessions have been held since 2017 In October 2023.
- AEMO has previously requested GRCF provide AEMO comments/requests for inclusion in 2024. Participant feedback has now been populated on the register (Attachment B)
- As part of prioritization, AEMO assessment criteria includes consideration to internal AEMO resourcing, non-gas retail programs of work, priority of initiative and meeting the National Gas Objective (NGO). Mario logha (Origin) commented a participant survey maybe useful in supplementing AEMO’s assessment. E.g., Participant appetite for system changes, preferred period of time to implement system changes. Mark Riley (AGL) supported this concept. **AEMO to work with Mario (around middle of 2024) to create a straw person survey for future prioritisations (Action 156.5.1).**

In relation to section 3 and 4 of the paper, Danny McGowan (AEMO) commented:

- 47 items are currently on the register. This is the lowest number of open items since the inception on the annual prioritisation session (2017).
- 26 items have either been implemented or withdrawn. In summary:
  - 2023 Package 1 – Bundled changes of various items across jurisdictions.
  - 2023 Package 2 – Changes to technical protocols (TP) for the Certificate Management Solution.
  - 2023 Package 5 - RoLR which will take effect on the 1<sup>st</sup> May 2024.
- In relation to 2023 Package 3a and 3b which pertain to the Victorian Hydrogen changes, these are being counted as implemented as the Notice of Decision is looming.
- Items from 2023 Program to be carried forward into 2024:
  - 2023 Package 4 – Renewable Gas Integration in NSW/ACT, SA and QLD
  - 2023 Package 6 – WA RMP Changes
- In relation to Package 3a (Zonal Heating Value (ZHV)):
  - Mark Riley (AGL) noted concern in the lack of involvement of Retailers in discussions between AEMO and Distributors particularly relating to ZHV allocations and dynamic zonal allocations. In relation to these processes, Retailers are equally interested and need these processes as well. As a learning, Retailers should be involved in these discussions.

- Mark Riley advised that he felt that there is a further piece of work to be done. There may not be a problem, but this work is about understanding the process.
- Danny McGowan (AEMO) advised that no other participant feedback had flagged any issue in relation to ZHV during the consultation. AEMO feedback also suggested that AGL should raise a GMI that describes AGLs downstream issue.
- Mark Riley (AGL) advise he would be happy to raise a GMI, however we shouldn't have got to point whereby we are working through questions post the consultation.
- Danny McGowan (AEMO) advised that AEMO will raise the early point AGL raised in relation to lack of involvement of Retailers in discussions between AEMO and Distributors. **AEMO to forward the AGL comments about the lack of Retailer involvement to the internal AEMO project team running this project for potential input into a Post Implementation Review (Action 156.5.2).**

In terms of the Prioritisation criteria for 2024 work program, Danny McGowan (AEMO) noted:

- In prioritising work program for 2024, AEMO has been mindful of continued effort and resource commitments across both Gas and Electricity markets.
- As a result, a modest approach has been taken in prioritising work effort in 2024.
- GRCF participants did not raise any questions on the prioritisation criteria above.

In terms of AEMO proposed initiatives to progress 2024, Danny McGowan (AEMO) noted:

- In 2024, AEMO proposes to implement 17 initiatives continuing with the bundling of initiatives into packages and the introduction of 6 monthly periods to deliver the program of work being:
    - January 2024 – June 2024 (Q1 & Q2)
      - Initiatives from 2023
        - 2023 Package 4 – Renewal Gas Integration in NSW/ACT, SA & QLD (IN006/23)
        - 2023 Package 6 – WA RMP changes that includes:
          - IN002/21W - Anticipated Annual Consumption
          - IN002/22W - Potential gap with clause 377B (2).
          - IN009/20W - Possible typographical error in appendix 4
          - IN002/23W - Minor documentation to TP
      - Two packages that require pre-consultation analysis:
        - 2024 Package 1 (Business to Business (B2B)) changes to be released in 2025) initiatives include:
          - Update Gas Est/Sub reason codes (IN002/22)
          - Adjust Address field lengths (potential release in 2025)
- [Secretariat note: As the GRCF endorsed this initiative as part of the 2024 program of work, this has been assigned IN001/24 in the register]*

- Resolve inconsistencies on meter status in Meter Data Notifications'

*[Secretariat note: As the GRCF endorsed this initiative as part of the 2024 program of work, this has been assigned IN002/24 in the register]*

- 2024 Package 2 (Retail Market Procedure (RMP)) changes that are minor non-controversial corrections) initiatives include:
  - IN011/13 - RMP only changes for Non DTS interval metering to remove a potential regulatory gap.
  - IN019/13 – Resolve potential metering obligations in light of past concerns in relation to conduct provision.
  - IN006/20 - Definition of a Customer could be improved for all east coast jurisdiction to include exempt customers for other purposes under the procedures in the event an exempt seller is registered either as a Retailer or an SCU.
  - IN015/22 - Harmonise the definition of Heating Value within east coast RMP.
  - Participant Build Pack 2 (i) Glossary (ii) Usage Guide - Possible duplications, hence can we look at ways to minimise.

*[Secretariat note: As the GRCF endorsed this initiative as part of the 2024 program of work, this has been assigned IN003/24 in the register]*

- IN001/21W - Redrafting – WA RMP clause 32 - Error Correction Notice

Danny McGowan (AEMO) also noted that AEMO will commence work on developing an East Coast Gas Guide like the guide that exists in WA if sufficient resource capacity is available. This guide will include content that participants have raised as GMI. These include:

- IN014-22, Add a MIRN classification table to an industry guideline;
- IN007-15, Add a hierarchy of market participation. RMPs use a variety of terms – Participant, User, Retailer, FRO. Proposal is to clarify of what each term covers.
- July 2024 – December 2024 (Q3 & Q4).
  - Conditional on the findings of the pre-regulatory consultation work pertaining to the two reviews in the first half of 2024 are favourable, formal consultation on the following packages will occur:
    - 2024 Package 1 & 2 consultations
    - 2024 Package 4 is likely to extend into the second half of 2024.

- AEMO requested feedback from GRCF participants to the baseline of proposed 2024 package of work:
  - Mark Flynn (Jemena) requested for an indicative timing of B2B changes in 2025. Mark Riley (AGL) noted Electricity was targeting May/June 2025.
  - Mark Flynn (Jemena) noted Jemena is looking at changes to its distribution tariffs in the next period from July 2025. Engagement with retailers has occurred and it is noted there is potential value in Retailers being aware, particularly at a customer signup stage, where a customer's meter is associated to a volume boundary meter/MIRN on the volume boundary tariff. Further, more than one tariff choice will be available to Retailers.  
*[Secretariat note: This is item IN004/22 on the register]*
  - Jemena has not yet raised a GMI though is assessing a flag or some method of communication to Retailers. Mark Riley noted that current CATS field does not identify demand or volume. Potentially this field could be updated with different characters, or a new field maybe required.
  - Mark Riley noted that given potential timing of B2B changes in July 2025, this change may be considered for inclusion into the B2B changes.
  - Danny McGowan (AEMO) Noted that this GMI has the potential to be included in 2024 Package 1. AEMO will aim to start pre consultation work on 2024 Package 1 in early Jan/Feb and therefore a GMI would need to be raised in early 2024 for it to be considered. Mark Riley (AGL) offered to assist Jemena. **Mark Flynn to raise a GMI related to volume boundary tariff (Action 156.5.3).**
  - Mario logha (Origin) requested clarification if AEMO had commenced work on Package 6 WA item and specifically IN002/21W relating to the anticipated annual consumption for WA basic meters and review of Estimation/Substitution methodologies. Danny confirmed that they had commenced the work and may need to involve ATCO. Nandu Datar (AEMO) noted that earlier in 2023 a presentation on the analysis was provided during a GRCF meeting. **AEMO to provide update on Package 6 progress at the next GRCF session (Action 156.5.4).**
  - Mark Riley (AGL) noted the following:
    - Recommend adding IN010/21 Unit of Measure (MJ) to 2024 Package 2 and combine delivery with 2024 Package 2 – IN015/22 related to harmonising of Heating Values definitions. **AEMO to review and confirm and advise at next GRCF after legal team review whether IN010/21 (Unit of Measure (MJ)) and IN015/22 (Harmonising of Heating Values definitions) should be added to the 2024 Package 2 initiatives (Action 156.5.5)**
    - In reference to IN001/21W Error correction notice, Mark noted WA Retailers had completed a substantial amount of work couple of years ago. If this initiative is being revived the Mark will pick up the analysis again in Q1/Q2 for delivery in Q3. Danny noted that AEMO legal team's review is required before progressing. AEMO recommended not to start analysis until confirmation from AEMO legal team. **AEMO to review inclusion of this initiative with legal team (Action 156.5.6).**

- In reference to IN006/20W (Clause 115 clarity) which is on pending list of initiatives), this item relates to a 2-year-old issue where networks lodging disconnection notices and AEMO cancelling those disconnection notices is impacting allocations. There may be a problem with the AEMO process. AGL cannot raise a GMI until AEMO perform some investigation to determine why and when this situation is occurring ideally to be performed in Q1/Q2 in order to create a GMI for Q3/Q4 or 2025. **AEMO to arrange session with AGL to discuss in January to confirm the scope of work (Action 156.5.7).**
- Sean Jennings (Red/Lumo) commented 2024 Package 2 IN000/00 referring to Glossary updates/removal of duplication may provide for other glossary updates such as items detected in the SA RMP uplift where definitions such as BAR (Balancing, Allocation and Reconciliation) and GRMS (Gas Retail Market System) were placed in Build Pack 3 system architecture however are better placed in Build Pack 2. This was an item listed in the Attachment C of the paper (Participant feedback during 2023 that not part of the formal consultation). **AEMO to include the issue relating to other glossary updates for consideration in 2024 work program (Action 156.5.8).**

*[Secretariat note: This has been assigned IN004/24 in the register and assigned to the 2024 Package 2 program of work]*

In relation to the recommendations, Danny McGowan (AEMO) commented:

- AEMO requests GRCF endorsement to the baseline of proposed 2024 package of work as described in section 5 of the paper.
- The only addition to AEMO's original proposed 2024 package of work, is the item raised by Red/Lumo that relates to the glossary and definition review (IN004/24).

Noting that there were no opposing views put forward, the GRCF endorsed AEMO's proposed items (as per Section 5 of the paper) noting the one addition mentioned above as consultation candidates to progress in 2024.

Danny McGowan (AEMO) advised that now the baseline 2024 work program has been endorsed, AEMO will now place this program of work under change control. The GRCF will be notified should the program of work change.

*[Secretariat note: The following items are being reviewed whereby AEMO may put forward a recommendation to the GRCF in Q1 2024 that these items be added to the 2024 program of work.*

- *IN004/22 – Volume Boundary Meters. Proponent is JGN*
- *IN010/21 - Unit of Measure (MJ). Proponent is AGL*
- *IN015/22 - Harmonising of Heating Values definitions. Proponent is AEMO*
- *IN001/21W - Error correction notice. Proponent is AGL.*
- *IN006/20W - Clause 115 clarity. Proponent is AGL*

In relation to Attachment C of the paper (Participant feedback during 2023 that not part of the formal consultation), Mark Riley (AGL) did not agree that the items in this attachment should be closed. AEMO will not close off items. Mark advised that he send through his comments.

## 6. Meetings for 2024

Danny McGowan (AEMO) commented:

- AEMO proposed to hold GRCF meetings on the 2nd Tuesday of each month starting with 13th February.
- AEMO will continue with practice 2 weeks notification to confirm if the scheduled GRCF meeting is required.
- **AEMO will distribute 12 months of GRCF session invitations (Action 156.6.1)**

## 7. Other Business

Danny McGowan (AEMO) noted:

- Update on Victorian HVZ Transition Plan
  - Package 3a provides for a Transition Plan. As per the IIR, AEMO were targeting to publish Transition Plan on the 15th December 2023. AEMO are continuing with internal feedback and as an FYI AEMO will hold off publishing the Transition plan until early January 2024.
  - Mark Riley (AGL) noted that whilst the Transition Plan may need work this timing of transition is critical to understand. AEMO noted transition Plan timings have not changed and the required updates are purely administrative.
- Other gas retail market work that AEMO is exploring.
  - As an FYI and a background task, AEMO is exploring a broad review of East Coast Gas Retail artefacts with a focus on artefact structure. Historically, the artefacts were documented by four separate gas market operators and therefore are limited to singular jurisdictions. Unlike AEMO today which operates both gas and electricity.
  - Mario logha (AGL) requested clarification of the objective and if the objective was to simplify the existing structure. AEMO noted the objective was to review structure and look into benefits if the structure was different including review of older artefacts.
  - Sean Jeannings (Red/Lumo) noted he liked the existing artefact structure.
  - Mark Riley (AGL) noted some of the artefacts were greater than 21-years-old.
  - Once the scoping excises is completed, AEMO will share these findings.

Danny McGowan (AEMO) closed the meeting, wished everyone a Merry Christmas and thanked participants for their valuable input in 2023 and looked forward to more of the same in 2024.



**Action items raised at meeting #156**

Item	Topic	Action required	Responsible	By
156.4.1	Contract MDQ GMI	AGL require AEMO assistance in creating a GMI for Contract MDQ	AEMO	Early 2024
156.5.1	Participant Survey to supplement AEMO prioritisations	AEMO and Mario logha (Origin) to draft a strawman survey for future prioritisations	AEMO	July 2024
156.5.2	Package 3A/3B & Lack of Retailer involvement in DB and AEMO conversations	AEMO to communicate AGL comments about the lack of Retailer involvement to the internal AEMO project team running this project for potential input into a Post Implementation Review.	AEMO	TBD
156.5.3	Potential change for tariff changes related to Volume Boundary Meters/Tariffs	Mark Flynn to raise a GMI to progress for potential inclusion in B2B changes scheduled for 2025. This is item IN004/22 on the register.	Mark Flynn (Jemena)	Q1 2024
156.5.4	Package 6 & AEMO Progress	AEMO to provide update on Package 6 progress at the next GRCF session.	AEMO	Next GRCF meeting
156.5.5	Inclusion of IN010/21 MJ into Package 2 and bundle with delivery of IN015/22	AEMO to review recommendation to add IN010/21 (Unit of Measure (MJ)) and IN015/22 (Harmonising of Heating Values definitions) should be added to the 2024 Package 2 initiatives to 2024 Package 2.	AEMO	Q1 2024
156.5.6	Inclusion of IN001/21W Error correction notice into 2024 Programme of work	AEMO to review recommendation to include IN001/21W Error correction notice into 2024 Programme of work with AEMO legal.	AEMO	Early 2024

156.5.7	IN006/20W analysis required by AEMO to enable GMI to be raised	AEMO to arrange session with AGL to discuss in January to confirm the scope of work in reference to IN006/20W (Clause 115 clarity) (on pending list of initiatives) which relates to a 2-year-old issue where networks lodge disconnection notices and AEMO cancels those disconnection notices which subsequently impacts allocations. There may be a problem with the AEMO process. AGL cannot raise a GMI until AEMO perform some investigation to determine why and when this situation is occurring ideally to be performed in Q1/Q2 in order to create a GMI for Q3/Q4 or 2025.	AEMO	January 2024
156.5.8	Glossary Updates in 2024 Programme of work	AEMO to include the issue relating to other glossary updates for consideration in 2024 work program. E.g. Items detected in the SA RMP uplift where definitions such as BAR (Balancing, Allocation and Reconciliation) and GRMS (Gas Retail Market System) were placed in Build Pack 3 system architecture however are better placed in Build Pack 2.  <i>[Secretariat note: This has been done. Assigned IN004/24 in the register and assigned to the 2024 Package 2 program of work]</i>	AEMO	Completed
156.10.1	GRCF session invites for 2024	AEMO to distribute x12 months of GRCF session invitations for 2024.	AEMO	ASAP

#### Action items raised prior to meeting #156

Item	Topic	Action required	Responsible	By/Status
155.6.1	Package 5 RoLR	Provide text for manually transferring decommissioned MIRNs without meters.	Mark Riley (AGL)	Closed
155.6.2	Package 5 RoLR	Organise workshop to further discuss the issue of decommissioned MIRNs without meters and provide feedback to AEMO	Mark Riley (AGL)	Closed. Workshop organised and NOD published.

152.9.1	List of gas retail initiatives that are not part of the GRCF 2023 program of work	<p>Review the feedback provided by the GRCF and identify those initiatives that have reasonable outline of the requirement and a reasonable level of confidence that if implemented, the potential benefits will outweigh the cost; but this can only be established by further defining the requirement.</p> <p>April 2023 update: The Status Update document circulated at the April 2023 GRCF functions as a tracker for the above. This action item remains open. AEMO will continue to review the proposals that it is responsible for and will provide an update on these matters as relevant.</p>	<p><del>Mark Riley (AGL)</del>  <a href="#">AEMO</a></p>	<p>Provide further comments on the initiatives that were not part of the GRCF 2023 program of work by next GRCF meeting.</p>
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137.7.1	GMI on customer self-reads	<p>Nina Telford (Wesfarmers Kleenheat) to develop a GMI on Kleenheat's desired changes regarding customer self reads.</p> <p>November 2020 update: Wesfarmers Kleenheat continues work on this item and will continue to keep AEMO and the GRCF informed of progress.</p> <p>March-June 2021 update: No update.</p> <p>August 2021 update: Mark Riley (AGL advised that he would contact Kleenheat, about actioning this action item when the NSW/ACT self-read consultation (IN001/21) concludes.</p> <p>March 2022 update: Deanna Power <a href="mailto:dpower@kleenheat.com.au">dpower@kleenheat.com.au</a> nominated as an additional Kleenheat GRCF representative.</p> <p>June 2022 update: On hold noting that Joe Sanches (ATCO) agreed to progress this issue via an ATCO GMI which will be drafted by the relevant parties.</p> <p>August 2022 update: Joe Sanches advised that a GMI will be shared with WA retailers, next week, then a GMI will be submitted to AEMO.</p> <p>October 2022 update: Joe Sanches advised this will have to be put on hold due to internal changes. There is interest in circulating this before the next meeting.</p> <p>November 2022 update: No updated provided by Joe Sanches. Mark Riley (AGL) noted that this has shifted to be a network-led process. Likely to be dormant for a year or so but will need to be acted on at some point.</p> <p>February 2023 update: Mark Riley (AGL) noted that ATCO are looking into developing an app for CoRs. This will require a review of the existing Procedures. Fabian D'Mello (ATCO) noted that Joe Sanches will reach out to Mark to discuss this.</p> <p>March 2023 &amp; April 2023 update: No update. Waiting on ATCO.</p> <p>December 2023 - Joe Sanches ATCO noted a GMI will be raised by early 2024</p>	Wesfarmers Kleenheat & ATCO	On hold until next raised by ATCO.
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