

Meeting Minutes.

Forum:	Gas Retail Consultative Forum (GRCF)
Meeting #:	161
Date:	22 August 2024
Time:	13:00 Melbourne time
Location:	Teleconference
Contact details:	grcf@aemo.com.au

Attendees:

Name	Company Department
Danny McGowan (Chair)	AEMO
Nandu Datar	AEMO
Louise Webb	AEMO
William Baskerville	AEMO
Luke Stevens	AEMO
Bab Kamath	Momentum Energy
Becky Cant	Synergy
Erin Clydesdale	Shell Energy
Deanna Power	KleenHeat
Elena Mikhaltsevitch	ERA
Emilie Kueh	Jemena
Anthony Boin	APA
Evan Giosis	Globird
John Smith	Nexif
Mario Iogha	Origin Energy
Jordan Rigby	Red and Lumo
Kate Goatley	ActewAGL
Simon Kinnear	Alinta
Kunal Shah	<i>Unknown</i>
Kelly Murray	AGIG
Mark Riley	AGL
Marc Flynn	Jemena
Troy Olcorn	Energy Australia
Patrick Lau	TPC
Paul Bresloff-Barry	Agora Retail
Rick Abbott	AGIG
Sagar Shah	HansenCX
Sasikanth Ambati	Brave Energy
Sean Jennings	Red and Lumo
Stephen Murray	Globird Energy
Prachi Kamat	ActewAGL
Catherine Rousch	Alinta Energy
Suvid Satyawadi	Tally Group

Disclaimer

This document provides an overview of the main points of discussion at an industry forum convened by AEMO on 22nd August 2024 to provide information and invite perspectives and feedback on matters relating to the GRCF.

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Readers, please note that:

- This document is a summary only and is not a complete record of discussion at the forum.
- For presentation purposes, some points have been grouped together by theme and do not necessarily appear in the order they were discussed.
- The views expressed at the forum and reflected here are not necessarily those of AEMO.

1 Confirm Agenda

Danny McGowan (AEMO) noted meeting would be recorded and reminded GRCF of complying with AEMO's Competition Law Meeting Protocol.

Joe Sanchez (ATCO) was noted as an apology.

GRCF confirmed meeting agenda with no additional items added.

2 Previous minutes and action items

The GRCF accepted the meeting minutes for the previous meeting held on 9th July 2024.

Danny McGowan (AEMO) noted Action items have been updated in the table below.

3 Issue / Change Register

In summary and with further details provided in meeting pack, Danny McGowan (AEMO) noted:

- **New items added to the Register:**
 - IN007/24 – Minor RMP and TP only change (to be included in Package 4)
- **Items completed**
 - None
- **Items withdrawn:**
 - None
- **Consultations in Progress:**
 - 2023 #6 WA changes
 - Consultation has now concluded. ERA decision pending.
 - 2023 #4 Renewable Gas Integration (non-VIC and WA)
 - Consultation commenced on the 13th of August. Participant feedback due 10th September.
 - Consultation Link - [here](#)
 - Participants to note:
 - Consultation relates to STTM and Retail Markets in QLD, NSW/ACT and SA
 - Wholesale and Retail has been combined in one package for this consultation
 - GasRewables@aemo.com.au is primary email address for this consultation

- **Emerging Consultations:**
 - 2024 #1 -B2B Change (for release in 2025)
 - o To be discussed under Agenda #5
 - 2024 #2 - RMP changes that are minor non-controversial corrections.
 - o AEMO has commenced preliminary internal reviews of this package.
 - o AEMO confirmed a consultation date has not yet been confirmed.

No other questions raised on the Issue/Change Register.

4 Retail Consultation Calendar

Danny McGowan (AEMO) noted:

- 2024 Package 1 is subject to Electricity MSR consultation (providing for address schema changes) which has been delayed due to AEMC Rule change delay
- Dual fuel participants are advised at this stage there will be x3 parallel Electricity and Gas consultations occurring in December 2024 > February 2025. Participants to plan for this.

No participants questions raised on the Retail Consultation Calendar.

5 A) Implementation Status Update for the 2024 package 1 B2B changes

- Danny McGowan (AEMO) noted 2024 Package 1 B2B Changes is subject to Electricity MSR consultation (providing for address schema changes) which has been delayed due to AEMC Rule change delay. Therefore, Package 1 consultation remains 'To be advised'
- Sean Jennings (Red/Lumo) requested confirmation if Gas consultation will align to Electricity procedure final determination in early April 2025?
- Danny McGowan (AEMO) advised Gas and Electricity consultations to aim for dual fuel schema changes in one release. The date in which gas participants (including AEMO) implement the schema changes is the "to be advise" component that AEMO is looking into. Further details will be ongoingly provided.

6 B) IN002-22 - Gas Estimation - Substitution Reason Codes

Louise Webb (AEMO) noted:

- GMI has been ongoingly updated and last distributed to GRCF on 6th May 2024
- In GRCF #160 held in July 2024, Rick Abbott (AGN) requested an extra code for communications fault (versus meter fault) and review of code 20.
- Mark Riley (AGL) and Rick Abbott (AGN) have proposed updated GMI

Mark Riley (AGL) ran through the updated GMI noting:

- Drivers for GMI include, but are not limited to, a small increase in gas smart metering, routes being dropped and new world scenarios such as quarantine premises. The use of existing substitution/estimation codes are resulting in incorrect information being sent to the customer.

- The proposed enhancements to Substitution/Estimation codes are aimed at more accurate information and communication across industry, i.e. Field/DB > Retailer > Customer, resulting in better customer service.
- The GMI proposes to take out special read enumerations out of schema into a non-versioned for future updates which would not require a schema change (similar to electricity). Also, updated clear definitions of the use of Sub/Est codes will ensure consistent use across industry.

Kelly Murray (AGIG) noted:

- The Special Read Sub/Est enumerations referenced in the GMI are in fact reasons for no access/non completion of a special read service order and do not result in a substitution or estimation.
- MGN has different business functions behind cyclic and special read functions. MDNs will provide Sub/Est code. Unsuccessful service order responses is a separate task.
- From MGN perspective, the proposed GMI updates to Sub/Est codes made to date were understood to apply to cyclic (scheduled) and special read 'finals' (in VIC). Consolidation of Special Read enumerations could cause confusion as these codes are not substitutions/estimations – they are simply reasons for no access.
- MGN prefer to retain the two separate documented lists (both of which can be updated) rather than concatenate these lists into one list.

Mark Riley (AGL) requested confirmation of the use of Substitution/Estimation codes across distribution businesses:

- MGN noted only an SRF will result in a Final read which maybe estimated/substituted
- Deanna Power (KleenHeat) noted in WA, a final read will not provide an estimate if it fails.
- Emilie Kueh (Jemena) noted Jemena use one set of Substitution/Estimation Reason codes across both scheduled and Special reads. Jemena does estimate all x4 types of special reads (not just SRF) when unsuccessful as well as closing the special read service order.

Danny McGowan (AEMO) noted GMI has been updated which introduces a schema change though will not go into consultation if the inclusion of Special Read response change is going to cause concern, noting that the GRCF hasn't raised any schema change concerns pertaining to the GMI for IN004/22 (Proposed Improvements to Network Tariff B2B Notification) or IN001/24 (Adjustment of Address field lengths) noting the issuing of this GMI imminent. Danny requested GRCF participants to confirm GMI 'lockdown' prior to PPC?

- Danny McGowan (AEMO) noted ATCO has provided indicative support having performed a high-level assessment.
- Mark Riley (AGL) supported GMI
- Rick Abbott (AGN) noted support of GMI subject to a review of background processes, codes and costs.
- Emilie Kueh (Jemena) noted further internal analysis required and does support update to Substitution/Estimation Codes
- Deanna Power (KleenHeat) noted further internal cost/benefit analysis required
- Catherine Rouche (Alinta) noted further internal cost/benefit and timeframe analysis required
- MGN will need time to investigate/requote internally for GMI change.

Mark Riley (AGL) noted GMI will be updated/clarified (**Action 161.6.1**)

AEMO to distribute updated GMI with an email inviting support or otherwise to include GMI in formal consultation (**Action 161.6.2**)

GRCF to provide AEMO GMI feedback by the 3rd September (**Action 161.6.3**)

AEMO to present updated GMI and participant feedback at next GRCF (**Action 161.6.4**)

General schema questions and answers

Catherine Rouche (Alinta) requested clarification of schema change and if the network tariff change only east coast?

- Danny McGowan (AEMO) noted the specific Network Tariff change itself doesn't apply to WA however 2024 Package 1 items (IN002-22) and IN001/24 targeted for schema change including the specific IT and business process contained within transactions apply to all jurisdictions.
- Mark Riley (AGL) noted reason for schema change includes adopting schema alignment to Australian Standard (AS) address fields which are critical and required to align to electricity market
- Danny McGowan (AEMO) noted the address GMI has not yet been distributed to the GRCF and expected to be agenda item at next GRCF

Deanna Power (KleenHeat) noted East coast has had more issues than WA e.g. in relation to pandemic. Nor has WA experienced communication issues between DBs. What is the cost to implement the schema versus the benefits?

- Danny McGowan (AEMO) explained GMI details implementation costs where AEMO costs will be similar to implementation last schema change in 2021 related to Life Support. Participants to consider their implementation costs in 2021.

Catherine Rouche (Alinta) requested clarification of schema implementation timeframes.

- Danny McGowan (AEMO) noted that implementation date options analysis is ongoing. At this stage, earliest date is mid-2025. Typically, releases are in May and November each year with a 6-month lead time. AEMO aiming to provide an updated on proposed schema implementation timeframes in Q4 2024.

Mario logha (Origin) requested clarification that the schema change will go through ASWG endorsement prior to consultation?

- Danny McGowan (AEMO) confirmed ASWG will be consulted

Catherine Rouche (Alinta) requested confirmation if WA needed to go with East Coast and implement schema change?

- Mark Riley (AGL) noted a number of GMIs are in scope for the schema change. Of importance is the schema update of address fields. The bundling of Tariff and Sub/Est code GMIs into the schema change are an attempt at getting the most value of the schema change.
- Danny McGowan (AEMO) noted it is desirable to have all jurisdictions on the same schema version noting jurisdictions do have flexibility (as in the past) to operate on different schema

versions. Participants to remember that one day, all schema changes will need to be adopted by participants.

Catherine Rouche (Alinta) requested confirmation of the scope of the schema change:

- Danny McGowan (AEMO) noted B2B Package 1 is the scope of schema change. i.e. x3 GMIs' relating to Tariff Change (NSW), Sub/Est enumeration uplift and address GMI
- AEMO to send copy of Electricity ICF to the GRCF (**Action 161.6.5**)

7 Victorian Heating Value Substitutions

Danny McGowan (AEMO) the next agenda item is a Victorian matter only and unimpacted GRCF participants were welcome to drop off the call.

Louise Webb (AEMO) walked through slide pack noting detailed GRCF responses had been distributed to GRCF in GRCF #161 Meeting Pack.

Danny McGowan (AEMO) noted:

- On 5th August, AEMO advised it would perform a heating value substitution for x139 CTMs for gas days 15th and 16th June.
- On the 7th of August, AEMO advised the substitution had been performed resulting in updated values for gas days 15th and 16th June being published MIBB report INT139a that day.
- 2 weeks has lapsed since AEMO published the updated values. It has been relatively quiet from a AEMO perspective post 7 Aug. That said presumably the downstream processes have that the very least contemplated the update data and the processes has continued in a BAU fashion without issue.

Stephen Murray (Globird) queried what is the difference between substitution version a routine revision. i.e. Why did the substitution for 15th and 16th June need to be called out?

- Danny McGowan (AEMO) response noted:
 - There was no intention to make this substitution special as substitutions were also occurring in a state declared heating value. On this occasion it was a bit about this an abnormal event plus it was early days in terms of the publication of 139a report.
 - Advice on substitution is provided daily on AEMO website (in INT139a) with participants able to detect heating value changes by comparing the current and previous days report.

Stephen Murray (Globird) commented there is a compliance obligation if the error/change in value is in favour of the customer, to detect and rebill customer.

Rick Abbott (AGN) requested clarification of materiality of change that would result in a customer rebill.

- Mark Riley (AGL) response noted rebilling can occur up to 12 months (therefore extending INT139a report should potentially extend back further than 180 days)
 - Change in bill \$10 or under: Credit Customer
 - Change in bill \$10 or Over: Refund Customer

Rick Abbott (AGN) commented AGN has not processed these changes. AGN has performed some initial sampling of the heating values substitutions (on 15th and 16th June) to determine \$ impacts. The largest impact detected was on a \$2k network bill resulting in a \$1.37 change.

Kelly Murray (AGIG) commented:

- MGN have not built functionality to pick up heating value changes.
- MGN have also analysed the heating value substitutions noting in the \$ impacts were minor (cent impact) with the largest deviation 0.15 of a degree for a day.
- The impacts to date appear to be immaterial but the market needs to confirm what to do/confirm process as in the future the \$ impacts maybe significant with impacts to Retailers and Customers.

Stephen Murray (Globird) commented:

- Retailers and Distribution businesses may need to:
 - Continue analysing the data provided in AEMO report (e.g. comparing current and previous days INT 139a report) and
 - work out position and action in relations to substituted values noting it may not be a perfect solution.

Mark Riley (AGL) commented:

- AGL requested quality flags against Heating Values.
- Other industry GRCF feedback also included request to identify where HV was not actual i.e. a number that AEMO will not change.

Luke Stevens (AEMO) response noted:

- Only 'actual' data that is feeding into AEMO systems is from the Gas Quality Monitoring systems for x16 sites across DTS – all other values are calculated and not 'actual'.
- Effectively, the AEMO HVAM model taking x16 sites to determine 1. Gas composition across the network and 2. Heating value
- AEMO obligation is to determine heating values, under Rule 303(12), consistent with Metering Uncertainty Calibration Procedures. i.e. AEMO heating values must be as accurate as possible against Metering Uncertainty limits.
- AEMO take the latest data (gas quality and gas flows) available every day for last 90 days and recalculate the heating values.
- AEMO cannot provide CTM flows (as required by Rules). Public MIBB report INT047, is published by AEMO providing heating values for every hour of the gas day for the last 7 days. Does industry need to know hourly data for 90 days or 180 days? Or just a delta report?

[Secretariat note: Rule 312 specifies metering data is limited to specific participants]

Mario Ilogha (Origin) noted when the INT139a was out for consultation, participants did not understand broader impacts. If participants understood substitutions could occur back then, the design of INT139a may be different.

- Danny McGowan (AEMO) response noted:
 - Participants may raise a GMI should they identify improvements whereby the benefit of the improvement will outweigh the cost to implement.
 - Participants may want to review how other jurisdictions that have zonal heating values handle substitutions should a GMI be raised.

Danny McGowan (AEMO) commented the INT139a report contains more zones that would have been assigned in INT188. For the purposes of basic meters, a zone that does have a substituted HV whereby it relates to a zone that is not listed in the INT188, can be ignored.

In summary:

- Participants to use INT139a (current and previous day) to identify changes of daily ZHVs.
- Participants to recognise AEMO will not notify GRCF of future HV subs.
- If the analysis work that some participants are undertaking reveals potential improvements whereby the overall industry benefits will outweigh the overall industry cost to implement a participant can submit a GMI to AEMO.

8 Other Business

No other business raised.

9 Next Meeting

Danny McGowan (AEMO) noted next GRCF session targeted for the 10th of September 2024.

AEMO will aim to provide walkthrough of address GMI.

Attachment A

Action items raised at this meeting #161

Item #	Topic	Action required	Responsible	By
161.6.1	IN002-22 - Gas Estimation - Substitution Reason Codes – Update GMI	Update GMI to clarify Special Read Sub/Est enumerations referenced in the GMI are in fact reasons for no access/non completion of a special read service order and do not result in a substitution or estimation.	Mark Riley & Louise Webb	ASAP
161.6.2	IN002-22 - Gas Estimation - Substitution Reason Codes – Distribute GMI	Distribute updated GMI to GRCF requesting feedback including support of GMI or otherwise.	AEMO	ASAP
161.6.3	IN002-22 - Gas Estimation - Substitution Reason Codes – Review GMI	GRCF to review updated GMI and respond to AEMO providing feedback including support of GMI or otherwise.	GRCF	3 rd September 2024
161.6.4	IN002-22 - Gas Estimation - Substitution Reason Codes – Present GMI GRCF Feedback	Include discussion of GRCF participant IN002-22 feedback as agenda item in next GRCF	GRCF	10th September 2024
161.6.5	GMI IN001-24 -Address Field Lengths	Distribute Electricity ICF/consultation details to the GRCF providing background to schema change and specifically, address field updates	AEMO	ASAP

Action items raised prior to meeting #161

Item #	Topic	Action required	Responsible	By
160.3.1	AGN updates to GMI IN002/22 (Update Gas Estimation / Substitution Reason Codes)	Send email to AEMO (grcf@aemo.com.au) providing specifics of request for GMI IN002/22 to be updated. E.g. <ul style="list-style-type: none"> An extra code for communications fault (versus meter fault) essentially replicating Electricity code '76' 	Rick Abbott (AGN)	Closed

Item #	Topic	Action required	Responsible	By
		- The number 20 currently in use for Quarantine Premise is already used for another purpose.		
160.3.2	AEMO & AGL to review AGN updates to GMI IN002/22	AEMO to review AGN request to update GMI IN002/22 with Mark Riley (AGL) the GMI proponent. AEMO to update GMI IN002/22 with tracked changes and distribute to GRCF.	AEMO & AGL	Closed
160.3.3	GRCF to review AGN updates to GMI IN002/22	GRCF to review updates made to GMI IN002/22.	GRCF	Closed
160.3.4	GRCF to discuss AGN updates to GMI IN002/22	AEMO to include review of updates made to GMI IN002/22 as agenda item in August GRCF.	AEMO	Closed (Agenda item #5 in GRCF #161)
160.3.5	Implementation of Package 1	AEMO to provide update on implementation date of Package 1	AEMO	Closed (Agenda item #5 in GRCF #161)
160.7.1	Victorian HV substitutions. Extending reporting period beyond 90 days	AEMO to send GRCF email with GRCF slides requesting GRCF feedback on the reporting period extension and feedback (if any) regarding substituted heating values.	AEMO	Closed
160.7.2	Victorian HV substitutions. Extending reporting period beyond 90 days	GRCF to provide feedback on the INT139a extending reporting periods. If participants have any feedback regarding substituted heating value points mentioned in the slides or discussed at the meeting that feedback can also be included	GRCF	Closed (Agenda item #6 in GRCF #161)
160.9.1	Site Address with Prefix in house number field	Jemena to send GRCF an email describing the scenario (including the full address) for GRCF participant analysis. i.e. A1 and also 1A also exists. Could this value be placed in the Building Name field?	Jemena	ASAP
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	Q3 2024

Item #	Topic	Action required	Responsible	By
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	Q3 2024
156.5.7	IN006/20W analysis required by AEMO to enable GMI to be raised	<p>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.</p> <p>March 2024 update: AEMO discussed the issue with AGL And noted that since 2020 there were over 14500 disconnections requested with only 12 disconnections were cancelled by AEMO for lack of meter reading. All cancelled disconnections involved small consumption MIRNs. AEMO to discuss with ATCO to confirm why meter data was not sent. AEMO will provide ongoing updates.</p>	AEMO	Q3 2024
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>	AEMO	<p>Provide further comments on the initiatives that were not part of the GRCF 2023 program of work by next GRCF meeting.</p> <p>Q3 2024</p>