

# Meeting Minutes

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|-------------------------|---|
| <b>Forum:</b>           | <b>Gas Retail Consultative Forum (GRCF)</b> |
| <b>Meeting #:</b>       | 157   |
| <b>Date:</b>            | 13 February 2024                            |
| <b>Time:</b>            | 13:00 Melbourne time                        |
| <b>Location:</b>        | Teleconference                              |
| <b>Contact details:</b> | grcf@aemo.com.au                            |

## Attendees:

| <b>Name</b>              | <b>Company Department</b> |
|--------------------------|---------------------------|
| Danny McGowan (Chair)    | AEMO                      |
| Louise Webb              | AEMO                      |
| Luke Stevens             | AEMO                      |
| Meghan Bibby             | AEMO                      |
| Nandu Datar              | AEMO                      |
| Anthony Boin             | APA                       |
| Arun Sri                 | Gentrack                  |
| Bab Kamath               | Momentum                  |
| Becky Caant              | Synergy                   |
| Bree Shaw                | Origin Energy             |
| Catherine Rousch         | Alinta Energy             |
| David Rodwell            | Macquarie                 |
| Emille Kueh              | Jemena                    |
| Erin Clydesdale          | Shell Energy              |
| Gavin Wise               | Alinta Energy             |
| Joe Sanches              | ATCO                      |
| John Smith               | Nexif                     |
| Kate Goatley             | ActewAGL                  |
| Kelly Murray             | Multinet                  |
| Lindsay Williamson-Hanna | CQ Energy                 |
| Marc Flynn               | Jemena                    |
| Mario logha              | Origin Energy             |
| Mark Riley               | AGL                       |
| Matthew Giampiccolo      | Simply Energy             |
| Michael Douth            | AusNet                    |
| Nallina Luckshman        | CGI                       |
| Patrick Lau              | Tel Pacific               |
| Paul Bresloff-Barry      | Agora Retail              |
| Peter Wormald            | Shell Energy              |
| Prachi Kamat             | ActewAGL                  |
| Rick Abbott              | AGIG                      |
| Sagar Shah               | HansenCX                  |
| Sean Jennings            | Red and Lumo Energy       |
| Stephen Murray           | Globird Energy            |
| Suvid Satyawadi          | Tally Group               |
| Troy Olcorn              | Energy Australia          |

## Disclaimer

This document provides an overview of the main points of discussion at an industry forum convened by AEMO on 13 February 2024 to provide information and invite perspectives and feedback on matters relating to the GRCF.

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

- The GRCF noted this meeting would be recorded and were reminded about complying with AEMO's Competition Law Meeting Protocol.
- GRCF confirmed the meeting agenda.

## 2 Previous minutes and action items

- a) The GRCF accepted the meeting minutes for the previous meeting held on 8 December 2023.
- b) Action items have been updated in the table attached below.

## 3 Issue / Change Register

- In summary and with details provided in meeting pack:
  - Since the previous meeting which was held in December 2023:
    - 5 new initiatives added to the Issue/Change Register
    - No items completed or removed from Issue/Change Register
    - 11 initiatives awaiting implementation with all consultations completed and targeting 1st May 2024 (links provided in pack)
  - Package 1 - 2024, Package 2 - 2024, Package 4 - 2023 and Package 6 - 2023 are emerging consultations.
- None of the participants raised questions on the Issue/Change Register.

## 4 Retail Consultation Calendar

- Danny McGowan (AEMO) noted:
  - Since last GRCF meeting, consultation for Package 3a and 3b were completed in December 2023
- None of the participants raised questions on the Retail Consultation Calendar

## 5 GMI IN002 22 Gas Estimation and Substitution Codes

- Danny McGowan (AEMO) introduced the GMI - IN002-22 -Gas Estimation and Substitution Codes and requested Mark Riley (AGL) to provide further details to the GRCF.
- Mark Riley (AGL) noted:
  - As a background, in electricity and during Covid, the industry identified need for new substitution and Estimation codes for scenarios such as 'Quarantine'. In short, a more accurate reason for substitutions/estimations was identified. AGL prepared a draft GMI and

- circulated to several DBs and Retailers for feedback resulting in creation of Final GMI for consideration at the GRCF.
- Mark clarified the changes specified in the GMI would apply across all Jurisdictions including WA noting that not all codes would apply in all jurisdictions. The GMI would aim to have all codes specified in one place and made available for use in all jurisdictions.
  - Danny McGowan (AEMO) noted:
    - Acknowledging there maybe nuances of wording, codes and descriptions, a GRCF 'Sniff Test' to indicatively determine whether benefits are likely to outweigh cost is required to progress the GMI.
    - Several participants (both Distributors and Retailers) indicated their support and there were no dissenting views. Several participants indicated further internal analysis would be required as the GMI progresses.
  - Danny McGowan (AEMO) noted there is general support and therefor AEMO will continue to process this initiative jointly with the GRCF.
  - Next steps:
    - AEMO to distribute GRCF questionnaire requesting feedback on Appendix 1 in the GMI. (AEMO to insert new column for GRCF comment in Appendix 1) by the 16th February 2024 **(Action 157.5.1)**
    - GRCF members to provide response to AEMO ([grcf@aemo.com.au](mailto:grcf@aemo.com.au)) by 1st March 2024 **(Action 157.5.2)**
    - AEMO to collate GRCF responses and Include in GRCF March 2024 meeting pack **(Action 157.5.3)**
  - AEMO to allow for GMI discussion at the end of GRCF meeting scheduled for 12th March (provided all GRCF responses are received by 1st March 2024)

## 6 GMI ### Include Contract MDQ in T1010 trans from FRB to RoLR

- Mark Riley (AGL) noted:
  - During Package 5 – RoLR consultation, addition of the Maximum Daily Quantity (MDQ) field was requested. As the consultation progressed, there was lack of clarity on which MDQ field was required. AEMO noted that the consultation was in the final stages and that a new GMI be raised for this request for future consideration.
  - In the recent Weston Energy RoLR event, RoLRs struggled to obtain sufficient MDQ information which delayed assigning appropriate contracts for impacted customers. i.e., The amount of gas the failed retailer had contracted to provide the customer.
  - The GMI proposes to insert the Contract MDQ field into the transaction T1010.
- Danny McGowan (AEMO) noted:
  - Proposed technical protocol changes are in the GMI Ref#5.
- None of the participant's raised any questions.
- GRCF Retailer participant feedback (other than WA) was requested to progress the GMI. Origin Energy and Red/Lumo supported progressing the GMI and there were no dissenting views.
- Noting that there were no dissenting views, Danny McGowan (AEMO) advised that AEMO will add Contract MDQ initiative to the Issue/Change Register and include in Package 1 – 2024 B2B Change which has a targeted release date of 2025. **(Action 157.6.1)**

## 7 Other Business

### 1. Update to East Coast Field Investigation Report

- Danny McGowan (AEMO) noted:
  - Link to current East Coast Field Investigation Report included in the meeting pack.
  - Updated Field Investigation Report with minor amendments included as Ref #6.
  - As the proposed changes are only a tidy up to the form, no formal consultation is required.
- Sean Jennings (Red/Lumo) noted:
  - Two corrections are required and are non-controversial:
  - Replace 'Vencorp' with 'AEMO'
  - Replace term 'Premise' with 'Premises' (identified in Ref #6, Tab 'Proposed Amendments')
- Danny McGowan (AEMO) requested feedback from the participants.
  - AGL supported the proposal.
  - Anthony Boin (AGN) requested more time to review the proposed changes and reach out to Sean if there are any concerns before 1 March 2024.
- AEMO to publish the updated Field Investigation Report on AEMO website after 1 March 2024 and notify GRCF (**Action 157.7.1**)

### 2. Victorian HVZ Transition Plan

- Danny McGowan (AEMO) noted:
  - Meeting Pack provides link to Transition Plan
  - 'Mandated' parties (DBs and AEMO) GRCF reps were reminded that they need to ensure their operational teams are aware of various process steps and timeline within the plan as they commence April 2024

### 3. Discuss options for Retailers who want to calculate consumed energy quantities for downstream retailer processes (Victoria only).

- Danny McGowan (AEMO) noted:
  - Victorian only conversation relating to Retailers who want to calculate consumed energy quantities for downstream retailer processes.
  - Under the existing regulatory arrangements as prescribed in Part 19 of National Gas Rules (NGR) and AEMO procedures only AEMO and DBs calculate consumed energy quantities. The existing arrangements were never designed to provide downstream processes to support retailers calculating consumed energy for purposes that are beyond the retail market remit.
- Mark Riley (AGL) noted:
  - AGL typically calculate energy in scenarios such as mid-cycle billing and also forecasting processes.
  - A problem has been introduced when a heating value zone changes whereby the current FRO receives a HVZ change but is not made available when a new MORN is connected or a new customer churns in.
  - Once the industry moves beyond the 1 May 2024 HVZ configuration, this could become an issue making it difficult for those Retailers that have built downstream consumed energy calculation process.

- Some options considered include:
  - Retailers to wait until energy calculation is received from DB with HVZ in it.
  - Raise a MIRN Discovery Request/Response (which would lead to large volumes of NMI Discovery requests in the market)
  - Propose to change triggers on MIRN Discovery responses to also provide information on churn or MIRN creation.
- Mark asked if other Retailers see benefit in exploring these options.
  - Red/Lumo noted an interest when further HVZ amendments occur beyond the 1 May 2024 configuration. Not a huge concern for the issue.
  - Origin noted the need for it, but it is not a big need.
  - AusNet commented this is an edge case and industry should consider that in Victoria, new connections will go down.
- Danny McGowan (AEMO) noted:
  - There does not appear to be overwhelming level of interest from GRCF retailers.
  - As always, there is the ability to raise a GMI down the track.

#### 4. Victorian Gas Substitution RoadMap

- Gavin Wise (Alinta) noted:
  - Some elements of the Roadmap came into effect on the 1/1/24 which applies to premises with planning permits in Victoria noting there are scenarios where a house could be knocked down and put back up with planning permit which would still be eligible for Gas
  - Interest across GRCF membership to gain understanding of:
    - The risk element of connections if they were to proceed when they shouldn't have post 1/1/24
    - If VIC DB's have changed their processes to vet customers
    - If other Retailers have changed their processes (noting initial analysis indicates no Retailer has changed their processes)
    - What happens if a customer 'slips through the cracks' e.g. penalties
    - If not the DB's – who does the vetting? Is it right at planning stage where council would not grant gas connections through planning permit stage?
- Participants noted:
  - Disparity between DB code and the RoadMap where the DB code still states if a customer and a connection are located within 1km of an existing pipeline then the connection must be provided at no cost though if this connection requires a planning permit then this request cannot be met.
  - Logically sits with the DB as DB will know there is an existing pipe.
  - DB planners will not lay pipe where planning permit is required.
  - Retailers liaising with the customer also have opportunity to have the conversation with the customer and DBs don't have that initial conversation with the customer.
  - How do Retailers know if a customer has gas available to them?
  - Vic Building Authority may need to be involved as plumbers lodge compliance certificates with them.
- Danny McGowan (AEMO) noted that AEMO hasn't received any detailed advice from any government agencies in relation any specific function described in the RoadMap. As a general observation the roadmap has few questions/unknowns at this point in time.

- Next steps: GRCF Victorian ~~Retailers~~ [Distributors](#) to validate new connections processes to confirm if any changes have been implemented to stop prohibited connections (as described in the RoadMap) and provide update at the March GRCF (**Action 157.7.2**)

## 8 Next Meeting

- Danny McGowan (AEMO) noted:
  - Next GRCF scheduled for Tuesday 12th March 2024

**Attachment**

**Action items raised at meeting #157**

| Item #  | Topic  | Action required   | Responsible   | By                   |
|---------|--|---|---|----------------------|
| 157.5.1 | Questionnaire creation and Distribution - Appendix 1, GMI - IN002-22 | AEMO to distribute Appendix 1 GMI - IN002-22 GRCF questionnaire for GRCF Feedback (also including Appendix 2 from GMI for ease of GRCF reference)<br><i>&lt;Secretariat note: This has been done. See GRCF e-mail sent 15 February 2024 &gt;.</i> | AEMO  | Completed            |
| 157.5.2 | Questionnaire feedback - Appendix 1, GMI - IN002-22                  | GRCF members to provide response to AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) Appendix 1 GMI - IN002-22 GRCF questionnaire feedback   | GRCF Members  | 1st March 2024       |
| 157.5.3 | Questionnaire discussion - Appendix 1, GMI - IN002-22                | AEMO to collate GRCF responses and Include in GRCF March 2024 meeting pack  | AEMO  | 12th March 2024      |
| 157.6.1 | Contract MDQ in T1010  | AEMO to add Contract MDQ to the Issue/Change Register and include in Package 1 – 2024.<br><i>&lt;Secretariat note: This has been done and has been assigned # IN005/24 on the register&gt;.</i>   | AEMO  | Completed            |
| 157.7.1 | Update to East Coast Field Investigation Report on AEMO website      | AEMO to publish the updated Field Investigation Report on AEMO website after 1 March 2024 and notify GRCF.  | AEMO  | After 1st March 2024 |
| 157.7.2 | Victorian Gas Substitution RoadMap                                   | GRCF Victorian <a href="#">Retailers</a> - <a href="#">Distributors</a> to validate new connections processes to confirm if any changes have been implemented to stop prohibited connections and provide update at the March GRCF.                | GRCF Victorian <a href="#">Retailers</a> <a href="#">Distributors</a> | 12th March 2024      |

**Action items raised prior to this meeting 157<sup>1</sup>**

| Item #  | Topic   | Action required   | Responsible         | By           |
|---------|---|---|---------------------|--------------|
| 156.4.1 | Contract MDQ GMI  | AGL require AEMO assistance in creating a GMI for Contract MDQ  | AEMO                | Completed    |
| 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                | Completed    |
| 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. Update Feb 2024 – Marc advised GMI was in progress.   | 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                | Completed    |
| 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 |

<sup>1</sup> Shaded grey rows signify the action item is closed/completed.



| Item #   | Topic   | Action required   | Responsible                 | By  |
|----------|---|---|-----------------------------|---|
| 156.10.1 | GRCF session invites for 2024   | AEMO to distribute x12 months of GRCF session invitations for 2024.   | AEMO                        | Completed   |
| 152.9.1  | List of gas retail initiatives that are not part of the GRCF 2023 program of work | <del>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. 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.</del>   | AEMO                        | Provide further comments on the initiatives that were not part of the GRCF 2023 program of work by next GRCF meeting. |
| 152.9.1  | List of gas retail initiatives that are not part of the GRCF 2023 program of work | 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.<br><br>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.   | AEMO                        | Provide further comments on the initiatives that were not part of the GRCF 2023 program of work by next GRCF meeting. |
| 137.7.1  | GMI on customer self-reads  | Nina Telford (Wesfarmers Kleenheat) to develop a GMI on Kleenheat's desired changes regarding customer self reads.<br>November 2020 update: Wesfarmers Kleenheat continues work on this item and will continue to keep AEMO and the GRCF informed of progress.<br>March-June 2021 update: No update.<br>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.<br>March 2022 update: Deanna Power dpower@kleenheat.com.au nominated as an additional Kleenheat GRCF representative.<br>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 | Wesfarmers Kleenheat & ATCO | On hold until next raised by ATCO   |

| Item # | Topic | Action required   | Responsible | By |
|--------|-------|---|-------------|----|
|        |       | <p>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> |             |    |