POC Executive Forum No.7A Meeting Notes

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| MEETING: | POC Executive Forum |
| DATE: | Monday 28 August 2017Monday 28 August 2017 |
| TIME: | 9:00 AM - 10:00 am (AEST) |
| LOCATION: | AEMO Offices MelbourneTeleconference |

Attendees:

|  |  |
| --- | --- |
| Leigh Miller | 1st Energy |
| Ayesha Razzaq | ActewAGL Retail |
| Stephen Devlin | ActewAGL  |
| Glenn Pallesen | ActewAGL Distribution |
| Sarah Alderson | ActewAGL Distribution |
| Kate Goatley | ActewAGL Retail |
| Nural Omer | Active Stream Pty Limited |
| Ron Williams | Active Stream Pty Limited |
| Chris Giaouris | Acumen Metering |
| Richard Owens | AEMC |
| Fiona Walker | AER |
| Sarah Proudfoot | AER |
| Gino Fragapane | AGL Energy Limited |
| David McNeil | Alinta Energy Retail Sales Pty Ltd |
| Rebecca Kardos | Aurora Energy |
| Hayden Moore | Aurora Energy Pty Ltd |
| Richard Gross | Ausgrid |
| Sam Sofi | Ausgrid |
| Trevor Armstrong | Ausgrid |
| Adrian Hill | AusNet Services |
| Tim Rourke | CitiPower, Powercor & United Energy |
| Janelle Togh | Click Energy |
| Ammar Al Jaboori | Covau Pty Limited |
| Steven Goodarzi | Covau Pty Limited |
| Daniel Nugent | Energy Australia |
| John Bradley | ENA |
| Dino Ou | Endeavour Energy (Dial In) |
| David Ackland | Energy Australia Pty Ltd |
| Tim Evans | Energy Australia Pty Ltd |
| Rosemary Sinclair | Energy Consumers Australia |
| David Smales | Energy Q |
| Carly Irving | Energy Q (Dial In) |
| Tony Pfeiffer | Enova Energy (Dial In) |
| Bernard Sheppard | ERM Power Limited |
| Vincent Dagostino | Intellihub |
| Polyana Crispim | Landis GYR |
| Stuart Rainaford | Momentum |
| Paul Geason | Momentum Energy |
| Naomi Fest | Next Business Energy |
| Anthony Nguyen | Oakton |
| Falak Sheth | Oakton |
| Jon Briskin | Origin |
| Jan Prichard | Origin Energy Limited |
| Camille Hymer | Pacific Hydro Pty Ltd |
| John Huggart | Pooled Energy |
| Brenden Bloore | Powercor Australia Ltd |
| Chris Murphy | Powershop |
| Ed McManus | Powershop |
| Stefanie Macri | Red & Lumo Energy |
| Lucy Aston | Red & Lumo Energy |
| Dana Rankin | SA Power Networks |
| Sean Kelly | SA Power Networks |
| Matt Peters | Select Data and Measurement Solutions |
| James Barton | Simply Energy |
| Stephen Thomson | Spotless |
| Lance Balcombe | TasNetworks |
| Mike Paine | Tasnetworks |
| Verity Watson | United Energy Distribution Pty Ltd |
| Andrew Mair | Vocus |
| Michael Milmeister | Vocus Group |
| Tom Patsakos | WINconnect |
| Peter Geers | AEMO (Chair) |
| Audrey Zibelman | AEMO |
| Violette Mouchaileh | AEMO |
| Antara Mascarenhas | AEMO |
| Ben Healy | AEMO |
| Jennifer Fikret | AEMO (Secretariat) |

**Red indicates an action.**

1. **WELCOME AND INTRODUCTION**

Attendees were welcomed by P. Geers.

Recap of last Executive Forum

A. Zibelman explained the purpose of today’s forum is for the industry to make a decision, on the approach to Power of Choice reform commencement. There were three possible pathways that have emerged from discussions at the previous Executive Forum – pathway 1 was to continue to commence on 1 December (4 December with the weekend cutover); pathway 2 was a staged approach, and pathway 3 was a delay to market commencement in early 2018. It was noted that AEMO could support any one of these pathways.

1. **STAGED APPROACH TO GO LIVE – V. Mouchaileh**

Refer Meeting Pack Slide 4 – De-risking market commencement.

SA Power Networks queried if the transitional model, which currently considers new connections as the customer service which poses the immediate customer risk, could also be extended to accommodate customer meter additions and alterations. AEMO will work with industry to determine how this would be achieved within the Transition Approach.

J. Bradley (ENA) stated that they had received broad support across their membership for the de-risking transitional model approach. The ENA noted that they had one member organisation, Endeavour that does not support the transitional model.

1. **SCENARIO & CONTINGENCY PLANNING – B. Healy**

Refer Meeting Pack slides 6 and 7.

Scenarios were provided as an attachment in the meeting pack.

Transition & Cutover Plan – refer Meeting Pack slides 9 to 11.

Discussion was raised on Industry Testing finding errors. This is usual for the first phase of testing in a project and the aim is to discover errors now to decide on ‘work arounds’ before “go-live”. It was noted there are daily stand up industry meetings over the life of the industry test period, to assess how the testing is tracking and any significant issues that emerge.

1. **COMMUNICATIONS STRATEGY – A. Mascarenhas**

Refer Meeting Pack Slide 12.

Joint meeting to take place on 30 August between AEMO, AEMC, AER, the Commonwealth and representatives from the ENA, ECA, AEC, small retailers and metering businesses.

Points raised were:

* Customers only need to be advised of changes if they have a faulty meter.
* Electrical contractors, meter box technicians, solar installation organisations will require notification and possibly additional training.
* Other organisations including small generators, solar installers need to be notified of changes and it was suggested they be invited to the Communications joint meeting. P. Geers proposed the Executive Forum provide names of organisations that need to be contacted.

R. Owens (AEMC) noted that joint communications had been put on hold recently due uncertainty around the possibility of industry raising Rule changes.

1. **SUMMARY & NEXT STEPS - P. Geers**

A. Zibelman explained the three options that were available today.

Option 1 - “Go Live” on 1 (4) December 2017

Option 2 - “Go Live” on 1 (4) December 2017 and adopt the Transition Approach.
Option 3 - A rule change be submitted to delay the “Go Live” date.

A vote of organisations was taken with the following results:

**KEY:**

(1= organisations preferred options, 2 = organisations secondary option)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organisation** | **1** | **2** | **3** | **Comments** |
| ERM & Powermetric | 1 | 2 |  |  |
| Energy Consumers Australia |  | 1 |  |  |
| Origin Energy |  | 1 |  | With inclusion of Adds + Alts |
| Activestream | 1 | 2 |  |  |
| TasNetworks |  | 1 |  |  |
| Auroa |  | 1 |  |  |
| Ausnet | 1 | 2 |  |  |
| Jemena | 1 | 2 |  |  |
| Next Business Energy |  | 1 |  |  |
| Simply Energy | 1 | 2 |  |  |
| First Energy | 2 | 1 |  |  |
| EnergyQ | 1 | 2 |  |  |
| Click |  | 1 |  |  |
| Red & Lumo Energy | 1 |   | 2 |  |
| SA Power Networks | 1 | 2 |  |  |
| Tango Energy | 1 | 2 |  |  |
| Ausgrid | 1 | 2 |  |  |
| Citipower, Powercor & United Energy | 1 | 2 |  |  |
| Essential Energy |  | 1 |  |  |
| M2 Energy | 2 |  | 1 |  |
| Pooled Energy | 1 | 2 |  |  |
| Select Solutions | 1 | 1 |  |  |
| ActewAGL Distribution | 1 | 2 |  |  |
| ActewAGL Retail | 1 | 2 |  | As long as not 2 x systems |
| AGL |  | 1 |  | With inclusion of Adds + Alts |
| Momentum | 1 | 2 |  |  |
| Alinta | 1 | 2 |  |  |
| Powershop |  |  | 1 |  |
| Energy Australia |  | 1 |  |  |
| Vector | 1 | 2 |  |  |
| Spotless | 1 | 2 |  |  |
| CitiPower | 1 | 2 |  |  |
| Powercor | 1 | 2 |  |  |
| United Energy | 1 | 2 |  |  |
| Endeavour Energy | 1 |  |  |  |
| Enova Community | 1 | 2 |  |  |
| **TOTAL (votes)** | 26 | **32** | 3 |  |

Option 2: The effective date of the Rules on Monday 4th December with a transitional model was the preference of the majority of organisations.

E. McManus (Powershop) noted today is the final day for a rule change to be submitted.

R. Owens (AEMC) noted if a rule change was submitted and was treated as urgent, a decision on the rule change was likely to be made on 13 or 20 November, leaving industry only about two weeks to make any necessary changes, which would create additional risk. He noted that any decision to delay would delay the entire Power of Choice program and would impact customers adversely. He encouraged the group to have the long-term interest of customers in mind. He noted whatever the date of “go live”, AEMO’s proposed Transition Approach is not a market readiness issue – rather, it is addressing a transitional issue that would be present whenever go-live is to take place.

A show of hands in favour of transition was requested of the room. The majority were in favour of a transition approach.

**Action:** Retailers who provide ‘New Connections’ to customers are to notify distributors of their intention to use a transition approach by Friday, 1 September 2017.

Note: AEMO can provide a coordination role to the collation and distribution of this information if necessary.

A. Zibelman requested organisations notify AEMO if they will not be ready on time and AEMO will be prepared to offer assistance if required.

D Ackland (Energy Australia) requested AEMO encourage participants to test and find the failures early in the process.

Audrey thanked forum attendees.

**NEXT MEETING**

The next Executive Forum is to be held on Monday, 15 September 2017.