

## Attachment 1 – Initial draft list of high level scenarios

Ref #	Scenario Description	Priority	Theme	Trigger(s)	Action(s)	Accountability
S01	RoLR event occurs during Systems Cutover period (27 Nov – 4 Dec) <i>Lumo/Red: Consideration for T1 vs T2 retailer RoLR event to be added as a separate item</i>	High	Market Settlements	AER declares RoLR event between 27 Nov to 4 Dec	AEMO considers deferring systems cutover till 11 Dec	AEMO / AER
S02	RoLR event occurs during the transition period prior to commencement of Systems Cutover (22 Nov – 26 Nov)	Low	Market Settlements	AER declares RoLR event between 22 Nov to 26 Nov	Follow existing RoLR processes Follow PoC Industry Cutover and Transition Plan	AEMO / AER
S03	Natural disaster or emergency event occurs during the transition and cutover period	Low	Emergency Management	Emergency event declared by Government Emergency declared by LNSP	Refer to relevant LNSP's emergency management protocols	LNSPs
S04	Remote re-energisation and de-energisation process are not agreed with Jurisdictional Regulators ahead of Go Live	Low	Safety	Jurisdictions safety Regulations are not updated before 1 Dec	All parties abide by the current jurisdictional safety standards	Retailers, LNSPs and MC's are responsible for their own safety compliance
S05	There are delays to the completion of customer service orders post implementation. This may include delays to new connections, meter replacements and installations. <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i> <i>AGL: What is the delay? Is it extensive for the volume of customers impacted?</i> <i>Lumo/Red: Risk to supply should be considered highest priority.(re-energisation impacts should be considered as a separate scenario)</i>	Low	Customer	Customer complaints and referrals to the ombudsman	Ensure commercial arrangements are in place and enforced	Retailers / MCs / LNSPs
S06	The B2B e-Hub is unavailable or AEMO's B2B systems fail to come back within the cutover timeframe <i>AGL: The likelihood of this occurring might be low. We will have to manually fix and come up with a plan.</i>	High	IT Systems	AEMO announces cutover failure	<del>Potential delay to systems go-live</del> contingency measures in place	AEMO
S07	One or more retailers systems fail to come back within the cutover timeframe	High	IT Systems	Retailer(s) advise AEMO of cutover failure	Retailer(s) send Market Notice to advise of systems failure <del>Retailer(s) and</del> implements contingency measures	Retailer
S08	One or more distributors systems fail to come back within the cutover timeframe <i>AGL: There is 12 DBs and the risk is high for one not come back.</i>	High	IT Systems	Distributor(s) advise AEMO of cutover failure	Distributor(s) send Market Notice to advise of systems failure <del>Distributor(s) and</del> implement contingency measures	Distributor
S09	MSATS and AEMO's B2M systems fail to come back within the cutover timeframe <i>AGL: There should be business continuity plan in place.</i>	High	IT Systems	AEMO announces MSATS cutover failure	<del>AEMO to implement contingency measures</del> Market Participants implement contingency measures	AEMO
S10	Insufficient number of MCs, MPs, MDPs to meet new connection, meter replacements and meter install service requests across the market <i>Lumo/Red: Who determines what the insufficient number is? And in what timeframe? Is this within the first day, the first week, first month?</i>	Low	Customer	Customer complaints and referrals to the ombudsman	Transitional model - initial MC to perform new connections and meter install services  <i>Endeavour:</i> <i>Retailer to prioritise eg, do new connections first</i>	Retailers / MCs / LNSPs

					Retailer explain to customer that they can not provide the service and that the customer should go to another retailer	
S11	<p><u>Reward: Initial MC fails to publish terms and conditions for type 5 and 6 meter types</u></p> <p>Failure to finalise terms and conditions with an initial MC upon the effective date (where retailer has only Type 5 and 6 meter types)</p> <p>Endeavour: DB will have a deemed contract for type 5 &amp; 6 by 1/9/17 – should not be an issue.</p> <p>AGL: Is there anything industry can do?</p> <p>Lumo/Red: Is this the customer seeking a MC? Not permitted for small customers. Is this the customer seeking another retailer?</p>	<u>Low</u>	Compliance	<p><u>Initial MC fails to publish T&amp;Cs by 1/09/17</u></p> <p><u>New Connections or Meter fails post go live</u></p>	<p><u>Retailer to liaise with AER</u></p> <p><u>Initial MC to self-report compliance breach to AER</u></p> <p><u>Retailer must advise Customer to seek alternative service provider (transitional arrangements could allow DB to complete this service).</u></p>	Retailers / <u>LNSPs</u> <u>Initial MCs</u>
S12	<p><u>Retailer fails</u> Failure to finalise commercial agreements with an MC upon the effective date (where retailer has Type 1 – 4 meter types)</p>	<u>Low</u>	Compliance	<p><u>Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4)</u></p> <p><u>Retailer fails to initial RP/MC role updates in MSATS from the go-live date</u></p> <p><u>AEMO informed of potential non-compliance with NER and procedures</u></p> <p><u>AEMO to advise AER of non-compliance with procedures</u></p>	<p><u>Retailer to engage another MC (type 1-4)</u></p> <p><u>Retailer to apply to AER to send a letter of no-action/liaise with AER</u></p> <p><u>AEMO to inform AER of compliance of non-compliance with NER and procedures</u></p>	AER / Retailers
S13	<p><u>FRMP fails</u> Failure to finalise commercial agreements with an MC (<u>type 1-4</u>) upon the effective date (where FRMP is not a retailer, e.g. generators)</p>	<u>Low</u>	Compliance	<p><u>Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4)</u></p> <p><u>Retailer fails to initial RP/MC role updates in MSATS from the go-live date</u></p> <p><u>AEMO informed of potential non-compliance with NER and procedures</u></p> <p><u>AEMO to advise AER of non-compliance with procedures</u></p>	<p>FRMP (scheduled generator or SGA) to liaise with AER</p>	AER / FRMP
S14	<p>Participants experience a significant number of high priority defects during Market Trial that impact market operations</p> <p>Lumo/Red: what is a significant number of high priority defects? Should there be an agreed number of defects? Is this Priority 1 and Priority 2 defects?</p>	<u>High</u>	Pre Transition	<p>Market Trial completion report indicates high number of defects</p> <p>Participant informs AEMO of a high number of defects</p>	<p>Participant to implement plan to rectify defects and the time span in which to resolve.</p>	Participants
S15	<p>AEMO and participants experience a significant number of MSATS high priority defects during Market Trial that impact market operations</p> <p>Lumo/Red: what is a significant number of high priority defects? Should there be an agreed number of defects? Is this Priority 1 and Priority 2 defects?</p>	<u>High</u>	Pre Transition	<p>Market Trial completion report indicates high number of defects</p> <p>Participant informs AEMO of a high number of defects</p>	<p>Potential delay to Go-Live – contingency measures in place</p>	AEMO
S16	<p>AEMO and participants experience a significant number of B2B / e-hub high priority defects during Market Trial that impact market operations</p> <p>Lumo/Red: what is a significant number of high priority defects? Should there be an agreed number of defects? Is this Priority 1 and Priority 2 defects?</p>	<u>High</u>	Pre Transition	<p>Market Trial completion report indicates high number of defects</p> <p>Participant informs AEMO of a high number of defects</p>	<p>Potential delay to Go-Live – contingency measures in place</p>	AEMO

S17	One or more Registered Participants unable to participate in Market Trial due to the Participants delayed system implementation  <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i>	<u>Low</u>	IT Systems	<u>Participant does not register with AEMO to participate in the Market Trial</u>  <u>Participant chooses not to participate in any industry testing program</u>	Participants systems and processes must be compliant with the new regulatory framework by Go Live	All Participants
S18	Insufficient number of ENMs to provide services to ENOs following the effective date  <i>Lumo/Red: who determines what the insufficient number of ENM?</i>	<u>Low</u>	Customer	Customer within an Embedded Network cannot access retail competition	AER notified by Customer or Customer's representative (i.e. Retailer)	AER
S19	Insufficient meter stocks across MCs and/or LNSPs during transition and cutover  <i>AGL: This might occur after 3 months Post Go live.</i>	<u>Low</u>	Customer	Customer request for new connection or meter replacement cannot be fulfilled by current retailer	Retailers to ensure commercial arrangements are in place with MC's who can provide metering services as required	Retailers / MCs
S20	Issues identified with MSATS in period post Go Live	<u>Low</u>	Post implementation	AEMO is notified of issue via AEMO Support Hub related to market system post Go Live	AEMO follow Heightened Support Plan	AEMO
S21	Issues identified with B2B / e-hub high in period post Go Live	<u>Low</u>	Post implementation	IEC / B2B-WG / AEMO is notified of issue related to market system post Go Live	AEMO follow Heightened Support Plan	IEC / B2B-WG / AEMO
S22	Issues identified between participants in period post Go Live  <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i>  <i>Lumo/Red: what kind of issues will be notified to the AER, The NER has a disputes resolution process clearly defined, can the forum and AEMO please list the issues that will be referred to the AER</i>	<u>Low</u>	Post implementation	AER is notified of a dispute relating to the NER	AER notified by AEMO AER notified by Customer or Customer's representative	AER
S23	Insufficient service provider coverage to service remote and regional customers  <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i>  <i>AGL: This will happen but slowly, can be treated as a general risk.</i>  <i>Lumo/Red: This should not be limited to installation or replacement; the re-energisation is significantly impacted on customers that require field visit for connection. If Service providers are limited or contingency implemented may cause an impact or delay to customer connections during this period.</i>	<u>Low</u>	Post implementation	Customer request for new connection cannot be fulfilled by current retailer  Request for a replacement meter cannot be fulfilled	Transitional model - initial MC to perform new connections  Retailer to ensure commercial arrangements are in place with a registered MC.  <i>Endeavour:</i> <i>Believe that the issue would not be coverage but pricing – suggest that retailers have a pricing structure to cover this scenario</i>  <i>Retailer explain to customer that they cannot provide the service and that the customer should go to another retailer</i>	Retailers / MCs
S24	Retailer's preferred MC does not complete registration by Go Live  <i>AGL: Active Stream is already registered. AusGrid not registered. Still is a risk.</i>	<u>Low</u>	Post implementation	Customer request for new connection cannot be fulfilled by current retailer  Request for a replacement meter cannot be fulfilled	Transitional model - initial MC to do new connections  Retailer to ensure commercial arrangements are in place with a registered MC.  <i>Endeavour:</i> <i>Retailer goes with their next preferred MC</i>  <i>Retailer explain to customer that they cannot provide the service and that the customer should go to another retailer</i>	Retailer / MCs

S25	Participant does not complete B2B e-Hub Accreditation by Go Live	<u>Low</u>	IT Systems	AEMO is informed that a Participant has not completed B2B e-Hub accreditation	Participant to complete e-Hub accreditation application form Participant to use LVI - Participant can use contingency processes AEMO to inform the AER of compliance issues	Participant
S26	Unsafe meter installation occurs post Go Live <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i> <i>AGL: There should be a safety independent review/audit early on.</i>	<u>Low</u>	Safety	Jurisdictional safety regulator informed by affected parties of unsafe meter installation	Jurisdictional safety regulator to investigate	Jurisdictional safety regulator / Retailer / MC
S27	Disconnection of a life support customer in error <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i> <i>AGL: Setup a pilot for life support customer. Test out and perform lots of trials.</i>	<u>Low</u>	Safety	Customer and/or ombudsman complaint	AER to investigate	Retailer
S28	Customer complaint related to new installation (did not want smart meter or communications / can't change retailer) <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i> <i>AGL: There should be government led communication for retailers to refer to. Is there a communication plan in place?</i>	<u>Low</u>	Customer	Customer and/or ombudsman complaint	Retailer to resolve using standard resolution processes	Retailer
S29	Meter replacement at a site with a group metering arrangements (single fuse with multiple downstream meters) <i>Aurora: not a contingency scenario – either a transition planning scenario or BAU process</i>	<u>Low</u>	Customer	Request from a customer or LNSP to replace a meter	Retailer to collaborate with LNSP of planned outage date Retailer to inform their customer(s) of planned outage LNSP to inform all other affected customers of planned outage	Retailer / LNSP
S30	Victorian Order in Council is not formally published prior to Go Live <i>UE does not concur with the view expressed by one participant at the PCF that this item should be deleted from the list. Whilst the likelihood is very low, it is not completely inconceivable. Clearly if it did occur, the current action ("Victoria LNSPs would need to be compliant with the NER") is not credible for a 1 Dec go-live. Vic DBs systems would need to be changed to reflect the impact of no longer being the MC/MP/MDP for new connections and meter replacements, and more importantly, Retailers and their MCs would need to be ready to pick up this activity in Victoria. Therefore an alternative response/action will need to be developed, probably involving a "no-action" letter for the affected participants to ensure that customers are not negatively impacted.</i>	<u>Low</u>	Compliance	Victorian Government fails to publish the OIC prior to go-live date	Victoria LNSPs would need to be compliant with the NER <i><u>Vic DNSPs to apply to AER to send a letter of no-action</u></i>	LNSPs / Retailers / MCs
S31	A party raises a 'fast track' Rule Change Request which amends the effective date	<b>High</b>	Compliance	AEMC publishes rule change	Transition and cutover plan is updated based on new date Market Trial completes as scheduled, light support provided between 3 Nov and new effective date for industry bi-lateral testing No additional testing planned	AEMC / All parties
S32	A party raises an 'fast track' Rule Change Request which is challenged and becomes a normal Rule Change which can't finish before the effective date	<b>High</b>	Compliance	AEMC publishes rule change A single party objects to 'fast track' rule change proposal	Existing transition and cut-over plan remains No change to go-live date AEMO testing plan completes as scheduled	AEMC

Additional scenarios

Ref #	Scenario Description	Priority	Theme	Trigger(s)	Action(s)	Accountability
From UE	Negative media reporting- High profile and highly critical media reports build up after implementation		Customer	A series of negative customer outcomes feed into a general negative media climate toward the energy industry	Spokesperson or persons be identified as key media contacts – depending on the nature of issues being raised.	
From EA	An MC / MDP ceases operation resulting in lack of meter data availability to the market post go live.					
From Lumo/Red	Impact/risk assessment of all risks to supply: re-en; new connections; adds/alts; transfer issues during cut-over; abolishment's		Customer			
From Lumo/Red	Clear direction for all Faults & Emergencies across the NEM pre/during and post cutover.		Customer			
From Lumo/Red	System reliability at Go Live - suggest consideration for ramp down; ramp up approach. EG. MDN's to be cleared; followed by high priority transactions etc. Given volume of transactions that will be sent post Go Live, an agreed approach would mitigate risk to market systems.		Customer			
From Momentum	One or more Metering Coordinators' system fail to come back within the cutover timeframe		IT Systems	MC(s) to advise AEMO of cutover failure	MC sends Market Notice to advise of systems failure and implement contingency measures	MC
From Momentum	MC fails to finalise commercial agreements with MP and MDP to deliver services as expected to ensure business continuity		Compliance	MC to advise AEMO of inability to fulfil its obligations in the market	???	MC
From Momentum	System black in one or more jurisdictions prior, during and post cutover period		Emergency Management	Emergency event declared by Government	???	

Endeavour:

- We believe that it would be beneficial to identify scenarios that are more likely to occur and have major customer or market impacts so that we can prioritise the meeting to focus on these scenarios.

UE:

- The list looks very comprehensive, and UE has only one additional item to suggest.
- Some scenarios are clearly of lower impact than others, and might actually be considered more like readiness or stabilisation activities rather than contingency “events”. Whilst UE is not seeking to have any of these lesser items removed, we’d like to encourage the working group to prioritise the list and ensure that most of the focus is on those scenarios with the highest impact. This is in line with the discussion at PCF today.
- In regards to S30 (Victorian Order in Council is not formally published prior to Go Live), UE does not concur with the view expressed by one participant at the PCF that this item should be deleted from the list. Whilst the likelihood is very low, it is not completely inconceivable. Clearly if it did occur, the current action (“Victoria LNSPs would need to be compliant with the NER”) is not credible for a 1 Dec go-live. Vic DBs systems would need to be changed to reflect the impact of no longer being the MC/MP/MDP for new connections and meter replacements, and more importantly, Retailers and their MCs would need to be ready to pick up this activity in Victoria. Therefore an alternative response/action will need to be developed, probably involving a “no-action” letter for the affected participants to ensure that customers are not negatively impacted.

Aurora:

- No additional scenarios to add, these map nicely to the contingency Scenarios that we have identified
- Some Scenarios are not what we would regard as requiring a Contingency Plan as they are either Transition Planning scenarios or BAU Processes

EnergyAustralia:

- Suggest one further scenario be considered: An MC / MDP ceases operation resulting in lack of meter data availability to the market post go live.

AGL:

- Have identified the key scenarios which are relatively significant for us to focus on. Please find attached document with feedback/highlights in pink on the significant scenarios.
- In addition, we came up with a list of key Industry contingency scenarios/responses which we feel might be worthwhile considered as part of the contingency planning.

Key Industry Contingency Scenarios	Rating	Response
Large volume of customers impacting issues/defects at end of cycle 3 market trials	High	<ul style="list-style-type: none"> <li>• Extra cycle of testing</li> <li>• Utilise week in between cycles</li> </ul>
Post Go-Live core processes not working, e.g. new connections	High	
New MC's cannot support demand for new connections/faults/replacement from 1 December	High	<ul style="list-style-type: none"> <li>• DBs agree to install dumb meters for extended period. E.g. 30/6/18</li> </ul>
MC not accredited in time	Med	<ul style="list-style-type: none"> <li>• AER extend ringfencing deadline</li> </ul>
B2B solution not working for extended period	Med	<ul style="list-style-type: none"> <li>• Revert to business continuity processes</li> <li>• Stop raising new request/refer to other retailers</li> <li>• Use MSATS</li> </ul>
Flood during stabilisation period (this one is also covered in the list)	Med	<ul style="list-style-type: none"> <li>• Bridging</li> <li>• Stop aged asset/faults take priority</li> <li>• Establish control command control - AEMO/AEMC</li> <li>• Develop a Communication Plan</li> <li>• Develop an Emergency Response Plan</li> </ul>
Media upheaval Post Go Live/Reputation impacts	High	<ul style="list-style-type: none"> <li>• Form DB WG</li> <li>• Form Retail WG</li> </ul>