

# MINUTES

MEETING: Information Exchange Committee Meeting  
DATE: Tuesday 6 October 2015  
TIME: 12:00 PM  
LOCATION: AEMO Office Sydney

## MEMBERS:

Mr Peter Carruthers	Chair - Independent	Director	Jarosite Consulting
Mr Arun Wadhwa	Retail	Manager Network Performance	Origin Energy
Mrs Jenny Baltatzidis	Retail	Network Strategy and Regulation Manager	AGL
Mrs Jenna Polson	Retail	Manager Regulatory Affairs	ERM Power Limited
Mr Kevin Kehl	DNSP	EGM Strategy, Regulation & Governance	Energex Limited
Mr Peter Ellis	DNSP	Network Market Service Manager	AusNet Services
Mr Brendon McEntee	DNSP	Industry Liaison Advisor	Endeavour Energy

## ADDITIONAL ATTENDEES:

Mrs Alicia Volvricht		Manager Regulatory Change	AEMO
Mr Paul LeFavi		Specialist Retail Markets	AEMO
Mr Roy Kaplan		Markets Group	AEMO
Mrs Teresa Rinaldi	Secretary	Stakeholder Liaison Officer	AEMO

## APOLOGY:

Mr Shaun Dennison	Independent	Director	Farrier Swier
Ms Stefanie Macri	Retail	Regulatory Manager	Lumo Energy
Mr Graeme Ferguson	DNSP	Market Liaison Manager	Essential Energy

The IEC Chair opened the meeting at 12:00 PM.

## **1. Welcome members, confirmation of attendance and agenda**

The Chair welcomed attendees to the meeting.

The Chair confirmed that a quorum of IEC members was present.

The Chair confirmed members reviewed and approved the application of alternates including;

- Jenna Polson
- Brendon McEntee
- Mark Riley

The Chair requested any potential conflicts of interest be declared. No members were declared for the meeting.

The agenda was confirmed by the Chair and the following items were added to Other Business:

- Meeting pack timings

## **2. Matters arising**

### **Open Matters Discussed:**

**72.3.1** (Milestone Report) – Closed. AEMO to update the milestone report with IEC suggestions and up to date information.

**72.4.1** (Verify Meter Data) – Open. BMRG are currently reviewing paper and to provide feedback by 30 October 2015.

**72.5.1** (IEC Letter RE: B2B PoC Project) – Open. Draft proposal letter provided to the IEC 18 September 2015.

**72.7.1** (Meeting Agendas) – Open. AEMO to circulate a sample agenda prior to next meeting for agreement.

**72.7.2** (Retail Market Collaborative working group report) – Closed. This item will be a standard IEC agenda item.

**73.3.1** (Response from AEMO) – Closed. Draft proposal letter provided to the IEC 18 September 2015.

**73.3.2** (Working Group Configuration Update) – Closed. Roy Kaplan provided an update at the October meeting.

**73.4.2** (Retail Market Program Milestone Report) – Closed. Members agreed to leave this item on the Milestone report.

**73.4.3** (IEC Papers) Closed. IEC papers were distributed to RMCF members on 12 October 2015.

### **New Matters Arising:**

**74.3.1** (Retail Market Program Milestone Report) – AEMO to distribute the Industry Data Issues update previously distributed to the IEC and BMRG to the RMCF, MSWG, and MRG members.

**74.4.1** (Power of Choice, AEMO's response to IEC letter) – AEMO to respond to the IEC by Thursday 15 October 2015 following the SMP final advice.

**74.4.2** (Power of Choice, *AEMO's response to IEC letter*) – IEC to arrange a session around the new arrangements once a final copy of the proposal is received. Discussion to include how the working groups for POC will feed back into the IEC for B2B impacts.

**74.4.3** (Power of Choice, *Working Groups reconfiguration*) – A separate session to be arranged to work out level of detail about how these forums and working groups make final decisions.

**74.4.4** (Power of Choice, *Working Groups reconfiguration*) – Following AEMO's response to the IEC letter on how the IEC and PoC Project Coordination will work, AEMO to amend the draft proposal letter to the IEC to reflect new structure.

**74.4.5** (Power of Choice, *Working Groups reconfiguration*) – IEC members to review working group paper proposals (23 October) in regards to interaction between working groups and the IEC

**74.4.6** (Power of Choice, *Recent Workshop Outcomes*) - AEMO to provide the IEC with a status update on the out comings of the next MC workshop scheduled to occur on the 22 October 2015.

**74.4.7** (Power of Choice, *Recent Workshop Outcomes*) – *If action 74.4.1 is not actioned by Thursday 15 October then the IEC to reconvene and consider alternative options.*

**74.4.8** (Power of Choice, *Recent Workshop Outcomes*) – AEMO to send the July version of the plan which was distributed to the RMCF.

**74.4.9** (Power of Choice, *Recent Workshop Outcomes*) – AEMO to circulate PoC issues log and B2B items in particular which are being raised and identified during the MC workshops held to-date and received from participants directly for IEC noting and consideration at forthcoming meetings.

**74.5.1** (IEC Strategy Day) Peter Carruthers to speak to Richard Owens and IEC to run a separate session week commencing 19 October 2015.

**74.5.2** (IEC Strategy Day) – Peter Carruthers to speak with Peter Geers in regards to an agenda for the 10 November 2015.

**74.5.3** (IEC Strategy Day) – Set up strategy day week commencing 7 December 2015.

**74.5.4** (IEC Strategy Day) – Send out notification regarding the IEC strategy day.

**74.6.1** (BMRG Update) – Paul LeFavi to provide an update with the response in relation to MSWG recommendations for enhancing VMD and on Implementation of a new enumeration file for gas and electricity to the IEC members at the next meeting.

### **3. Retail Market Program Milestone Report**

The milestone report was noted.

Roy Kaplan (AEMO) noted that the Retail Market Operating Framework which was presented to Industry via the RMCF on the 25<sup>th</sup> September and is currently out for comment. The next level of detailed documents to support the framework will be sent to the RMCF on the 23<sup>rd</sup> October 2015 for comment.

Alicia Volvrict (AEMO) confirmed that the Industry Data Issues update had not been distributed to the wider working groups.

Members agreed that all items and future program work will be considered at the IEC December workshop and a new form of the milestone report will be produced.

**Actions:**

AEMO to distribute the Industry Data Issues update previously distributed to the IEC and BMRG to the RMCF, MSWG, and MRG members. (Action 74.3.1)

**4. Power of Choice***AEMO's response to IEC letter*

On 31 July 2015 the IEC wrote to AEMO formally requesting resourcing, budget and project management services to support delivery of the IEC's obligations under Power of Choice. AEMO responded with a draft proposal, released on 25 September 2015 in the IEC October meeting materials.

The chair asked members to provide their feedback in relation to AEMO's draft response to the IEC letter.

Members were pleased to note that AEMO's draft proposal agreed to support the IEC's request for resourcing, budget and project management in the delivery of IEC requirements for Power of Choice. However, members noted some issues:

- The governance and accountabilities are not as clear as members are seeking, particularly whether the accountability for B2B Procedures is AEMO's or the IEC's under the draft proposal.
- The draft proposal implies that the IEC hand over its responsibilities to AEMO under the proposed structure. As IEC members are constrained in the fulfilment of IEC duties and obligations under the Rules, this would require a governance framework where AEMO signs off that the IEC's obligations have been fulfilled.
- Completion of retail market procedures for Power of Choice is a partnership between AEMO and the IEC, and the proposal should ideally reflect that.
- The proposal that the IEC have involvement in the overall AEMO governance structure was supported, but members questioned whether a sub-set of IEC members was the appropriate mechanism or whether other approaches may be better to manage co-ordination between AEMO and the IEC.
- Any proposed structure must be consistent with the working group structure proposed by AEMO under the Retail Markets Operating Framework. Further work is required to achieve this.

Members agreed that next steps are to provide this feedback to AEMO. The Committee requested AEMO to respond to this feedback by Thursday 15 October 2015 following the SMP final advice which is due to come out Thursday 8 October 2015.

The chair has suggested that once the letter is finalised, the IEC should discuss Working Group details including the Working Group structure and management of the structure and the appropriate representation of the AEMO governance structure.

**Actions:**

AEMO to respond to the IEC by Thursday 15 October 2015 following the SMP final advice. (Action 74.4.1)

IEC to arrange a session around the new arrangements once a final copy of the proposal is received. Discussion to include how the working groups for POC will feed back into the IEC for B2B impacts. (Action 74.4.2)

### AEMC final advice on SMP

The chair noted that AEMO is in discussions with the AEMC in advance of the final advice on the SMP being released on Thursday 8 October, and asked AEMO to share any relevant feedback from this process.

AEMO was unable to share any further information on this matter.

### Working Groups reconfiguration

Roy Kaplan (AEMO) noted that the purpose for the review was to develop a new working group framework to deliver large projects such as the Power of Choice program as well as BAU work.

An overview of the new structure was provided. Please refer to slide 7 on the Retail Consultative Forum & Working Group Structure slide pack.

(Please note that a set of supporting documentation will be available for comment on Friday 23 October 2015 via the RMCF).

Questions were raised in regards to how this structure aligns with AEMO's draft proposal letter.

A number of suggestions were made in regards to the structure and terminology used and members agreed that the IEC and AEMO have a partnership which the structure should reflect. The draft proposal letter from AEMO and the working group structure should be amended to reflect the new structure and ensure consistency.

The Committee noted that the key change for "business as usual" operations as it relates to B2B is the renaming of the BMRG and its extension to a consultative forum from a reference group. The Committee did not express any in-principle objections to that proposal.

The Committee noted that the proposed framework included only generic proposals in relation to Power of Choice proposals, and indicated its view to AEMO that specific proposals were now required.

Roy Kaplan also welcomed any feedback and advised members that AEMO are open for suggestions.

### **Actions:**

A separate session to be arranged to work out level of detail about how these forums and working groups make final decisions. (Action 74.4.3)

Following AEMO's response to the IEC letter on how the IEC and PoC Project Coordination will work, AEMO to amend the draft proposal letter to the IEC to reflect new structure. (Action 74.4.4)

IEC members to review working group paper proposals (23 October 2015) in regards to interaction between working groups and the IEC. (Action 74.4.5)

### Recent Workshop outcomes

Roy Kaplan advised that AEMO has setup a series of Competition in Metering workshops.

The workshops are aimed to work through the draft rule change as it is understood, participants feedback has driven the agenda items of these workshops which has been to commence discussions on some key process flows and role mapping to identify changes to roles, obligations and retail market business processes as a consequence of the MC rule change in order to facilitate required changes to the suite of NEM retail procedures.

An issues log is being created and will be maintained through the PoC program to record issues and ensure that they are dealt with suitably. B2B related issues will be captured in this issues log and circulated to the IEC for noting and consideration.

Alicia Volvricht advised that there are approximately 42 procedures and guidelines identified for B2B, MSATS and Metrology that will require a review under the Metering Competition rule change. AEMO has commenced planning on how AEMO will prioritise these within the timeframe that allows sufficient time for the IEC to be involved in the decision making process in regards to the changes being made

for B2B. And a plan is still being finalised and will need to be amended once the final rule change is released post the 27 November 2015.

The chair noted that it would be great for the IEC to have visibility around the targets and what the B2B impacts are to be identified by AEMO and the level of importance.

**Actions:**

AEMO to provide the IEC with a status update on the out comings of the next MC workshop scheduled to occur on the 22 October 2015. (Action 74.4.6)

If action 74.4.1 is not actioned by Thursday 15 October 2015 then the IEC to reconvene and consider alternative options. (Action 74.4.7)

AEMO to send the July version of the plan which was distributed to the RMCF. (Action 74.4.8)

AEMO to circulate PoC issues log and B2B items in particular which are being raised and identified during the MC workshops held to-date and received from participants directly for IEC noting and consideration at forthcoming meetings. (Action 74.4.9)

## 5. IEC Strategy Day

The chair noted that the IEC is obliged to provide a work program, budget and an IEC annual report, and that the annual IEC Strategy Day is the ideal forum by which to canvas the key inputs to these documents. .

Please refer to the IEC 2015 Strategy Workshop Options slide pack for further information.

It was agreed that the strategy day will go ahead post the SMP final advice and the metering competition (due on 27 November 2015) to have more certainty with the visibility around the structure.

Members agreed that the meeting scheduled for Tuesday 10 November 2015 will be used to work out the governance structure and project discussion.

**Actions:**

Peter Carruthers to speak to Richard Owens and IEC to run a separate session week commencing 19 October 2015. (Action 74.5.1)

Peter Carruthers to speak with Peter Geers in regards to an agenda for the 10 November 2015. (Action 74.5.2)

Set up strategy day for the week commencing 7 December 2015. (Action 74.5.3)

Send out notification regarding the IEC strategy day. (Action 74.5.4)

## 6. BMRG Update

The chair noted that over the last few months, Paul LeFavi (AEMO) has been providing him with a briefing in regards to the BMRG and thought it would be useful to share with the IEC.

Paul LeFavi advised that the primary objective of the last BMRG meeting was to capture the number of changes in terms of being complete and to agree on the Order of Magnitude (OoM) assessment next step.

The Issue Change Form's (ICF) were raised by AGL and Origin and include:

- ICF 4758 Protected Period and Extreme Weather Events

- ICF 5760 Provide Meter Data (Next action to refer to MSWG for options recommendation).
- ICF 5761 Service Order Disconnections – Event Codes and free format text.

Paul LeFavi noted that the above ICF's were not as advanced as hoped to be considered in terms of providing detailed data behind the actual ICF in order to make the assessment. The proponent has agreed to progress these at the first available opportunity.

The BMRG members went on to discuss the merit in completing the OoM process for these changes, noting the OoM may need to be redone if the ICF's are prioritised and parked for a period of time. Paul LeFavi advised that the BMRG agreed to park the ICF's without completing the OoM process until it could be fitted back into the BAU work. The majority of the BMRG agreed with this approach, however Ausnet Services and UED stated that these ICF's should be integrated into the Power of Choice work plan.

Paul LeFavi also noted that retailers have observed distributors using different approaches regarding ICF 4752 Life Support and the review into the process for removing a life support flag from a site. AGL first raised the change in January and the BMRG over the last 6-8 months have gone through a lengthy course of process mapping to capture all the variances and understand how life support notifications from a Distributor and Retail Business perspective are managed. This work is being progressed as an industry lead sub working group by AGL.

Paul LeFavi provided an update on the Business to Business and MSATS Reference Group (BMRG) review of the AEMC's Consumer Access to Data rule change and determine if there are any additional industry customer service drivers for processes/procedures for a requested party, retailer or DNSP to:

- Verify customers and their agents in a standardised manner; or
- Pass the request for data to another party; or
- Seek data from another party to fulfil the request.

And if so BMRG to consider:

1. What additional b2b procedures are desirable to allow a financially responsible market participant (FRMP), or distribution network service provider (DNSP), to better meet its obligation? and
2. Determine what procedures, if any, are desirable to allow FRMP and DNSPs to provide enhanced service to customers.

Paul LeFavi noted that the BMRG acknowledged that improving the customer's experience was a desirable outcome, however there would be a considerable commercial and legal hurdles to overcome before this could be achieved.

It was recognised by the BMRG at this time with little understanding of potential numbers of requests, establishment of standardised verification processes and B2B processes could not be justified. The BMRG noted that the industry should monitor the volumes and customer impacts going forward and if necessary reconsider the need for further process work if adverse customer outcomes are significant.

BMRG members recommend to the IEC that a follow up and review industry practises in 12 months to provide a clearer understanding of likely volumes and highlight potential opportunities where additional b2b changes can be made to improve market processes. The IEC agreed to accept this recommendation.

The IEC noted that the 12 month review checkpoint does not preclude change proposals being raised earlier if a participant wishes to do so.

Paul LeFavi noted that the BMRG are reviewing the MSWG recommendations for enhancing Verify Meter Data (VMD) requests and a request was sent to BMRG members to indicate their preference by 30 October 2015 on the following;

1. Endorse and will progress any one or all of the proposed changes per the NEM change management process (this will require an ICF and proponent)
2. Endorse any one or all of the proposed changes and not progress at this time (place on hold on the NEM Change Register) pending re-prioritisation with the broader POC changes.
3. Not endorse the MSWG recommendations

Paul LeFavi advised that an update with the response will be provided to IEC members at the next meeting.

An update was sent to participants in the market as part of the Enumerations update regarding the implementation of a new enumeration file for gas and electricity to understand if there any material or technical constraints with the proposed implementation date of November 2016.

AEMO is requesting participants to confirm their support for this change by Wednesday 21 Oct 2015

The chair noted to take on board what comes out of the BMRG and have further discussions in the IEC upcoming meetings.

**Actions:**

Paul LeFavi to provide an update with the response in relation to MSWG recommendations for enhancing VMD and on Implementation of a new enumeration file for gas and electricity to the IEC members at the next meeting. (Action 74.6.1)

**7. Other Business**

- **Meeting pack timings**

Members agreed that the IEC meeting pack come out 5 business days before meeting and to make a note of any late papers.

**8. Next Meeting**

The next IEC meeting is scheduled to take place on Tuesday 10th November 2015.

The IEC Chair closed the meeting at 3:23 PM.