

# MINUTES – Consumer Forum

MEETING: 9  
 DATE: Friday 3 February 2017  
 TIME: 2:00 pm – 4:00 pm  
 LOCATION: AEMO Offices and Teleconference  
 CONTACT: [ConsumerForum@aemo.com.au](mailto:ConsumerForum@aemo.com.au)

## ATTENDEES:

NAME	COMPANY	LOCATION
Tania McIntyre (Chair)	AEMO	Melbourne
Hayley George (Secretariat)	AEMO	Melbourne
Kirsty Camilleri	AEMO	Melbourne
Luke Barlow	AEMO	Melbourne
Mark Stedwell	AEMO	Melbourne
Magnus Hindsberger	AEMO	Melbourne
Megan Irwin	AEMO	Melbourne
Tim Sheridan	AEMO	Melbourne
Saul Milner	Gas Trading	Melbourne
Craig Memery	Energy Consumers Australia (ECA)	Sydney
Scott Young	APA Group	Sydney
David Headberry	Major Energy Users	Teleconference

### 1. Attendance, apologies and confirm agenda

Tania McIntyre (AEMO) opened the meeting welcoming participants to the first consumer forum of 2017.

Jennifer Brownie and Phil Pollard (QLD Electricity Users Network), Mark Henley (Uniting Communities), Dean Lombard (Alternate Technologies Association) and Iain Maitland (Ethnic Communities Council NSW) were noted as apologies for the meeting.

The agenda was confirmed, with Power of Choice (PoC) added to Other Business.

### 2. Minutes and action items from previous meeting

Tania McIntyre noted the minutes and action items from the previous Consumer Forum (11 November 2016). The minutes were accepted, pending the update of two names that were incomplete and the correction of the acronym COLD to CALD (Culturally and Linguistically Diverse).

Action Item 8.1.6 – Communications Reach, Languages other than English was kept open, with an update to be provided to attendees at the next Consumer Forum in May 2017.

### 3. Strategic Initiative – Data & Information Engagement Plan

Luke Barlow (AEMO) explained AEMO's strategic initiative to 'deliver data and information services that stakeholders require to facilitate competition', noting the progress of the initiative so far. Luke highlighted that stakeholders have been invited to work with AEMO on identifying high value information services that facilitate competition, as well as other areas for AEMO to improve its provision of data services. Stakeholders that would like to become involved can email Luke at [Luke.Barlow@aemo.com.au](mailto:Luke.Barlow@aemo.com.au), or [data@aemo.com.au](mailto:data@aemo.com.au).

Luke also noted that a page has been set up on AEMO's [website](#) with further information, and will be updated regularly to show the initiatives progress.

David Headberry (Major Energy Users) noted that he had previously raised the difficulties around obtaining data on the AEMO website as an issue. Luke advised that he has received similar feedback regarding the website from others stakeholders, and is working with the website team to make improvements.

Craig Memery (ECA) noted that Energy Consumers Australia are working on a stakeholder map that would allow stakeholders to understand the roles of participants and other stakeholders, as well as where they are situated, and asked Luke if AEMO's data initiative could feed into the ECA project by way of provision of data and information. Luke agreed that this is a possibility, and will work with Craig to discuss the project in more detail ([Action Item 9.3.1](#)).

Craig Memery (ECA) also advised that Energy Consumers Australia will shortly launch an energy sector calendar that includes all industry meetings and consultation dates. Craig requested assistance from AEMO by way of notifying ECA when AEMO's industry meetings have date changes, so they can in-turn update their calendar. Tania McIntyre (AEMO) confirmed that AEMO will work with ECA on this project and will contact Craig to agree on a process for keeping ECA updated ([Action Item 9.3.2](#)).

#### **4. National Gas Forecasting Report (NGFR)**

Magnus Hindsberger (AEMO) talked through the paper included in the meeting pack, explaining that the National Gas Forecasting Report (NGFR) highlights some of the uncertainties and challenges complicating gas demand forecasts over the next 20 years. The report also, provides insights into the increasingly complex interdependencies between the gas and electricity sectors and the relationship between Australia's energy demand and growing links to the international gas sector.

The NGFR forecasts are used as a key input into the Gas Statement of Opportunities (GSOO). The GSOO reports on the adequacy of the eastern and south-eastern Australia gas markets to meet and supply the maximum demand and annual consumption of gas. AEMO is due to publish the GSOO in March 2017. The 2016 NGFR can be found on AEMO's website by clicking [here](#).

David Headberry (Major Energy Users) highlighted it is important for consumers to understand that the expectation of growth and consumption of gas is falling, and will continue to fall over time, with the impact being gas reduction for consumers. AEMO noted this point and will be mindful of this when completing gas work during 2017.

Scott Young (APA) noted that a driver of gas consumption is the closure of Hazelwood power station, which may cause a spike of gas fired power stations in the near future. Scott explained that spike will be short-lived, as in time the consumption will be made up by renewable sources as per Victoria's Renewable Energy Target (VRET). The focus for the next five years will be the spike, and then a prompt drop to low levels. Scott mentioned that modelling commissioned by APA did show Newport power station being dispatched in preference to Mortlake power station contrary to what AEMO's modelling indicates. David Headberry (Major Energy Users) added that the relationship between the gas and electricity markets are very close.

Craig Memery (ECA) questioned if AEMO considered fuel switching when developing the NGFR. Magnus confirmed that AEMO modelled various scenarios including fuel switching, based on the age of gas meters (i.e. gas heating versus reverse cycle air conditioners being used instead; as it may be more economical for consumers to heat their house using electricity).

#### **5. South Australia Black System Report Three**

Mark Stedwell (AEMO) advised that AEMO has released three reports on the South Australian event so far, and that AEMO is preparing a fourth and final report due to be published by 28 March 2017.

The initial report was released on 5 October 2016 and was a fact based sequence of events derived from Supervisory Control and Data Acquisition (SCADA) data records available at the time, so the information could be published as quickly as possible.

The second report was published two weeks later on 19 October 2016. For this report AEMO retrieved data from high speed monitors (down to millisecond level), to take a deeper dive into the events.

The third report was published on 12 December 2016 and was written as a stand-alone report to provide a complete picture, covering information from both the first and the second reports.

The fourth report is being developed using supporting modelling analysis and due for release by 28 March 2017.

## **6. Victorian Transmission System Access Arrangement**

Scott Young (APA) presented on APA's Victorian Transmission System Access Arrangement Revision Proposal, which was previously presented at the Australian Energy Regulator's (AER) public forum on 1 February 2017.

Scott explained that APA have made a significant investment in expanding the pipeline to transport more gas North, highlighting that the cost is passed to shippers moving the gas North, not to Victorian domestic consumers. A map and explanation of the charges for expansion investments (slides 15 and 16) were noted specifically. David Headberry (Major Energy Users) questioned why the costs are passed to large users. Scott advised that he would contact David offline to explain the reasons and process for allocating investment costs in greater detail.

Craig Memery (ECA) asked how APA found the broader consumer engagement experience and how it compared to their approach for involving consumers in the proposal. Scott advised that the impacts to domestic users are very small, and as a result APA had difficulty attracting their attention. However, APA VTS is in regular commercial contact with larger users, so it was a lot easier to engage them in the process.

Saul Milner (Gas Trading) asked how stakeholders can demonstrate their support to any of APA's proposals, and if a submission to the AER would be appropriate. Scott advised that all submissions need to be inclusive of how the proposed change would meet Rule 79, and if so then stakeholders are welcome to offer a submission to the AER.

Further questions or feedback on the Victorian Transmission System Access Arrangement can be directed to Scott Young ([Scott.Young@apa.com.au](mailto:Scott.Young@apa.com.au)).

## **7. 2017 AEMO Industry Training Courses**

Megan Irwin (AEMO) advised that the 2017 training session calendar was released late last year and that AEMO is now accepting enrollments.

Megan highlighted that this year the NEM eLearning course is now free for all stakeholders (previously the cost was \$220). Megan also noted that the face-to-face NEM Overview course has been reduced from \$880.00 to \$660.00. A detailed list of courses currently offered by AEMO can be found on [here](#).

Megan also advised attendees that AEMO is developing new 101 introductory short courses which will be offered to the Consumer Forum in the future. These Industry 101 courses will cover the National Electricity Market, Gas and Constraints and will have eLearning and face-to-face elements. More information will become available on these 101 courses in the near future.

## **8. Other Business**

### **8.1 Power of Choice (PoC) Industry Test Group update**

Tim Sheridan (AEMO) advised attendees that he is the newly appointed Readiness Lead for the Power of Choice (PoC) program. The program poses major metering contestability changes, and is the biggest change since Full Retail Contestability (FRC), with all changes being driven to benefit consumers. AEMO is engaging with participants very closely and frequently throughout the program, to meet a go live date of 1 December 2016. For further information on PoC, there is a dedicated page on AEMO's [website](#), and any further questions can be directed to [poc@aemo.com.au](mailto:poc@aemo.com.au) for further questions.

Tim questioned if consumer representatives would like to see PoC updates as a regular agenda item until the program is completed. The group agreed that regular updates would be beneficial, so PoC will be added as a standing agenda item (**Action Item 9.8.1**).

## **9. Meeting Close**

Next meeting is scheduled for Friday 12 May 2017.