DRAFT MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING:	132
DATE:	Thursday 28 November 2019
TIME:	11.00 AM – 2.00 PM AWST (2.00 PM – 5.00 PM AEST)
LOCATION:	AEMO Offices and Teleconference
CONTACT:	GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY	LOCATION
Danny McGowan (Chair)	AEMO	Perth
Michelle Norris	AEMO	Perth
Sarah Silbert	AGL	Perth
Catherine Rousch	Alinta Energy	Perth
Elaine Bilotta	ATCO Gas	Perth
Joe Sanches	ATCO Gas	Perth
Steven Kane	Economic Regulation Authority	Perth
Jo-Anne Chan	Synergy	Perth
Karthi Mahalingham	Synergy	Perth
Kim Duong	Wesfarmers Kleenheat	Perth
Nina Telford	Wesfarmers Kleenheat	Perth
Rick Abbott	APA Group	Adelaide
Arjun Pathy	AEMO	Melbourne
Subu Iyer	AEMO	Melbourne
Mark Riley	AGL	Melbourne
Justin Betlehem	AusNet Services	Melbourne
Tim Sheridan	Jemena	Melbourne
Mario Iogha	Origin Energy	Melbourne
Charlotte Kendal Parker	PwC	Melbourne
Stephen White	Red Energy	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Nandu Datar	AEMO	Teleconference
Sue Richardson	Agility CIS	Teleconference
Paul Bresloff-Barry	Agora Retail	Teleconference
Stephanie Lommi	Alinta Energy	Teleconference
Robert Gubbins	CGI	Teleconference
Lexi Harris	EnergyAustralia	Teleconference
Travis Worsteling	EnergyAustralia	Teleconference
Kelly Murray	Multinet Gas	Teleconference
Joe Castellano	Origin Energy	Teleconference
Allison Neesham	Origin Energy	Teleconference

DRAFT

1. Welcome and apologies – Danny McGowan (AEMO)

Danny McGowan (AEMO) welcomed the GRCF to the meeting.

Randall Brown (Momentum Energy) was an apology.

2. Previous meeting minutes and action items (east coast) – Danny McGowan (AEMO)

East coast participants accepted the previous meeting minutes as an accurate reflection of the meeting.

Action items have been updated in the table below.

3. Agenda confirmation (east coast) – Danny McGowan (AEMO)

The GRCF confirmed the east coast agenda items.

4. Concerns about AEMO's process for IN006/17 (SA RMP Harmonisation) initiative – Danny McGowan (AEMO)

Danny McGowan (AEMO) noted that AEMO had received concerns from AGL regarding IN006/17 consultation, on which basis AEMO had provided an agenda item for AGL to raise these concerns with AEMO and the GRCF more broadly.

Mark Riley (AGL) noted AGL's belief that AEMO had inconsistently applied guiding principles, such as keeping things in-scope or keeping east coast procedures harmonised. Mark further noted AGL's belief that AEMO had not addressed minor compliance issues in the RMP when they had been raised by AGL.

Stephanie Lommi (Alinta Energy) noted that AEMO retained all out-of-scope changes as part of the Retail Market Issue and Change Register and therefore that Alinta was comfortable with AEMO's practice of parking out-of-scope changes. Tim Sheridan (Jemena) noted that this conversation could occur bilaterally between AEMO and AGL and was not of broader concern to the GRCF.

Danny McGowan (AEMO) thanked participants for the high-level of detail in their submissions to consultations and noted that AEMO does record out-of-scope issues in the Retail Market Issue and Change Register.

5. 2020 gas and electricity retail consultations calendar – Danny McGowan (AEMO)

Danny McGowan (AEMO) noted, as per the 2019 retail consultations calendar, that most gas retail consultations have either been completed or have been withdrawn by participants. Danny further noted that AEMO has prepared a tentative timeline for the items in the GRCF's 2020 work program.

In relation to IN003/20 (Gas Life Support), Arjun Pathy (AEMO) noted that, as per the GRCF's request at its September meeting, AEMO had liaised with its internal IT team to determine dates in which AEMO could implement changes to gas retail market systems to adopt the LifeSupportNotification (LSN) and LifeSupportRequest (LSR) transactions. AEMO's IT team advised that they could implement a change in Q4 2020 or Q4 2021, with a strong preference for Q4 2021. As such, in mid-January 2020 AEMO will be issuing a proposed procedure change (PPC) on adopting the r38 schema version in order to adopt the LSN and LSR transactions. The proposed effective date in this PPC will be in Q4 2021, with questions being put to participants to determine if Q4 2020 is preferable for the GRCF.

Arjun Pathy (AEMO) outlined that the consultation starting in mid-January 2020 would only consider the adoption of the LSN and LSR transactions. Assuming participants prefer a Q4 2021 effective date, any other changes to gas retail market systems would have to be defined and submitted to AEMO by June 2020 in order to be incorporated into a consultation in Q3 2020. AEMO will be unable to delay these dates since there are fixed timelines associated

DRAFT

with a schema uplift to schema version r39 or beyond, and those fixed timelines would require the conclusion of any procedure consultations on gas retail system changes by October 2020.

The GRCF acknowledged that:

- The IN003/20 consultation would have its scope limited to the adoption of the r38 schema version and the incorporation of LSN and LSR transactions that electricity B2B systems implemented in February 2019.
- Any additional changes to gas retail market systems would have to be defined and submitted to AEMO by the end of June 2020.

Danny McGowan (AEMO) noted that, as part of the PPC, AEMO will request that participants explicitly confirm net benefits for the adoption of the LSN and LSR transactions and as such noted that GRCF members may wish to discuss the matter with their organisation's IT staff in advance of the PPC's issuance in January 2020.

Mark Riley (AGL) asked that AEMO hold a workshop in Q1 2020 to determine whether there would be sufficient other changes to gas retail market systems to warrant a second consultation on other schema changes. Danny McGowan (AEMO) noted that AEMO would organise this workshop (Action item 132.5.1). GRCF representatives are to review the Retail Market Issue and Change Register to identify any initiatives that must be parked because of the change potential schema change (Action item 132.5.2).

(Secretariat note: In relation to action item 132.5.1, AEMO proposes Thursday 6 February for the workshop. Meeting invites to be issued early in January)

6. GMI – Add a new field (Reason code) to the Service Order Request transaction – Mark Riley (AGL)

Mark Riley (AGL) noted AGL's proposal to introduce a service order reason code field to gas service order transactions, as there is a growing need among industry (owing to regulatory requirements) to be aware of why a service order was raised. Mark noted AGL's view that the change would not be overly large, assuming industry had already moved to r38 as per IN003/20. AGL is therefore seeking that the GRCF send any additional feedback on the GMI MRiley@agl.com.au (cc grcf@aemo.com.au) by 10 January 2020 such that AGL may determine whether it is worth further developing this change (Action item 132.6.1).

(AEMO has assign this initiative issue number IN010/20)

7. IN005/20 (Gas aseXML process) – Mark Riley (AGL)

Danny McGowan (AEMO) noted that AGL had raised issues relating to the change process for aseXML schema-enumerated address based identifiers as part of the IN006/17 (SA Harmonisation) change. Danny added that this proposal can be bundled with the East Coast RMP and TP harmonisation changes (IN004/17), which the GRCF did not oppose.

8. Other business (east coast) – Danny McGowan (AEMO)

Mario Iogha (Origin Energy) noted that Origin Energy and AGL had further developed the process for IN005/18 (Estimated consumption after meter removal) but still had a number of scenarios that needed to be fully worked through. Mario noted that Origin Energy and AGL would submit a draft PPC to AEMO by the next GRCF (Action item 132.8.1).

Mark Riley (AGL) thanked the distribution businesses for their cooperation in ensuring that the issues with the proposed processes were resolved.

9. Confirm agenda (all) – Danny McGowan (AEMO)

A number of WA participants joined the meeting.

The GRCF confirmed the combined portions of the agenda.

DRAFT

10. PwC market auditors to present 2018-19 year findings – Subu Iyer (AEMO) and PwC

Subu Iyer (AEMO) spoke to the attached presentation on the limited assurance review of the Victorian and Queensland Retail Gas Markets. Subu asked that any questions be emailed to audit.assurance@aemo.com.au by COB 31 January 2020 (Action item 132.10.1).

11. Issues and Change Register – Danny McGowan (AEMO)

Danny McGowan (AEMO) noted the initiatives from the September prioritisation session have been added to the Issues and Change Register, along with several that emerged out of IN006/17 (SA Harmonisation). Michelle Norris (AEMO) noted that AEMO would conduct a check-in on the priority list in February (Action item 132.11.1).

12. Other business (all) – Danny McGowan (AEMO)

Mark Riley (AGL) noted that AGL had prepared a GMI on adding the electricity B2B CustomerDetailsRequest (CDR) to gas retail market systems and amending the existing CustomerDetailsNotification (CDN) to include some additional features into the transaction. Danny McGowan (AEMO) noted that AEMO would distribute the GMI to the GRCF for participants to relay their thoughts to MRiley@agl.com.au (cc grcf@aemo.com.au) by 10 January 2020 (Action item 132.12.1). Danny asked that Mark use the feedback to fully develop the GMI and resubmit it for the January meeting (Action item 132.12.2). AEMO will provide advice to the GRCF regarding the schema versions in which CDN / CDR can be found (Action item 132.12.3).

(AEMO has assign this initiative issue number IN011/20)

13. Next GRCF meetings – Danny McGowan (AEMO)

Danny McGowan (AEMO) noted that the next GRCF meeting would be on 21 January 2020 and would have both WA and east coast agenda items.

East coast participants left the meeting.

14. Confirm agenda (WA) – Danny McGowan (AEMO)

Joe Sanches (ATCO Gas) requested the following additions to the agenda:

- Customer Contact Details Process for WA gas retail.
- Overall feedback on WA retail market performance.

The GRCF then confirmed the WA component of the agenda.

15. Accept previous meeting minutes and WA action items – Danny McGowan (AEMO)

WA participants accepted the previous meeting minutes as an accurate reflection of the meeting.

Action items have been updated in the table below.

16. 2020 Gas and Electricity Retail Consultations Calendar – Danny McGowan (AEMO)

Danny McGowan (AEMO) spoke to the WA component of the 2019 and 2020 consultation calendars. Nina Telford (Wesfarmers Kleenheat) requested that AEMO investigate moving the consultation IN013/19W forward (Action item 132.16.1W).

17. IN003/19W (Holistic tidy-up of WA RMP) update – Arjun Pathy (AEMO)

Arjun Pathy (AEMO) noted that the period for submitting non-typo changes to IN003/19W had closed and therefore that the scope of the consultation had been delimited to the changes included in the Register of Category 2 and 3 changes. Given that the number of items was

DRAFT

lower than AEMO had expected, AEMO made a decision to shorten the pre-consultation process and issue a PCR for IN003/19W in January. Arjun noted the requirement under clause 11ZON(c) of the *Energy Coordination Act 1994* (WA) that each person required to be consulted agreed to the amendment, and Arjun therefore requested that each WA participant complete the feedback template by COB 13 December 2019 (Action item 132.17.1W). Arjun noted that any items on which participants significantly disagreed would be parked on the Retail Market Issue and Change Register in order to ensure that the "quick wins" in IN003/19W were able to be achieved.

Mark Riley (AGL) requested that AEMO hold a discussion in January to determine whether consensus was in fact able to be reached on any parked changes (Action item 132.17.2W).

The GRCF acknowledged:

- That the scope of IN003/19W was limited to changes already in the Register of Category 2 or 3 changes.
- That WA participants are to submit completed feedback templates by COB 13 December 2019.

18. GMI – IN002/15W Service Order Request – New JECs

Joe Sanches (ATCO Gas) noted that ATCO Gas had trialled a new additional disconnection method (this being Trailer Air Coupling), which assist in mitigating the risks introduced by the unauthorised reconnection of a delivery point. Joe spoke to the IN002/15W GMI, which would introduce the additional Job Enquiry Codes (JEC) to the service order request transaction.

Nandu Datar (AEMO) noted AEMO's initial analysis, which indicated that adding new JEC may require a schema change.

Elaine Bilotta (ATCO Gas) noted that ATCO Gas did not believe its systems were capable of moving from the current schema version r13 (currently used in WA) to the current schema or beyond in a single iteration. Elaine further noted that some fields that were optional in WA gas retail market had been made mandatory in later schema versions, meaning the WA gas retail market would not be able to adopt an east coast schema version. Danny McGowan (AEMO) asked that Elaine provide a list of such fields and transactions to AEMO by early December 2019 (Action item 132.18.1W), after which point AEMO would pursue internal investigations to determine whether the mandatory status of those fields would prohibit Western Australia's adopting a schema version beyond r13 (Action item 132.18.2W).

19. Other business (WA)

Joe Sanches (ATCO Gas) spoke to his GMI regarding a Customer Details Notification (CDN) transaction. The GRCF agreed that the manual process had privacy issues and was inefficient and therefore this initiative to introduce CDN to WA gas retail market systems may be worthwhile. Danny McGowan (AEMO) agreed that AEMO would see where AEMO would have resources to implement this change, noting that the earliest would likely be Q3 / Q4 2020 (Action item 132.19.1W). AEMO to advise the GRCF whether they CDN transaction exists in the current version of the WA aseXML schema (r13).

(AEMO has assign this initiative issue number IN003/20W~~12/20~~)

DRAFT

Action items raised at meeting #132

Item	Topic	Action required	Responsible	By
132.5.1	Q1 2020 schema change workshop	AEMO to organise a workshop in Q1 2020 to determine whether there would be sufficient changes to gas retail market systems additional to the incorporation of LSN and LSR to warrant a second consultation.	AEMO	Start Q1 2020
132.5.2	Change prioritisation given potential schema change	GRCF representatives are to review the Retail Market Issue and Change Register to identify any initiatives that must be parked because of the change potential schema change referred to in action item 132.5.1.	East coast participants	Q1 2020 workshop
132.6.1	GRCF feedback on IN010/20	GRCF to send any additional feedback on the GMI for IN010/20 (Add a new field (Reason code) to the Service Order Request transaction) to MRiley@agl.com.au (cc grcf@aemo.com.au) such that AGL may determine whether it is worth further developing this change.	East coast participants	10 January 2020
132.8.1	IN005/18 PPC submission	Mario Iogha (Origin Energy) and Mark Riley (AGL) to submit a draft PPC on IN005/18 to AEMO.	M. Iogha (Origin Energy) and M. Riley (AGL)	Next GRCF
132.10.1	GRCF comments on market audit	GRCF to submit any questions or comments on the gas retail market audit to audit.assurance@aemo.com.au.	GRCF	COB 31 January 2020
132.11.1	Prioritisation "check-in"	AEMO to conduct a "check-in" on the priority list in February 2020 to ensure its contemporaneity.	AEMO	February GRCF meeting
132.12.1	GRCF feedback on IN011/20	GRCF to send feedback on the GMI for IN011/20 (CDN / CDR incorporation) to MRiley@agl.com.au (cc grcf@aemo.com.au).	GRCF	10 January 2020
132.12.2	Resubmission of IN011/20	Mark Riley (AGL) to resubmit GMI for IN011/20 (CDN / CDR incorporation) after incorporating feedback emerging from action item 132.12.1.	M. Riley (AGL)	January GRCF meeting
132.12.3	CDN / CDR schema versions	AEMO to provide advice to GRCF regarding the schema versions in which CDN / CDR can be found.	AEMO	10 January 2020
132.16.1W	IN013/19W consultation timeline	AEMO to investigate moving the consultation for IN013/19W forward.	AEMO	January GRCF meeting

DRAFT

132.17.1W	IN003/19W GRCF feedback	GRCF to complete the IN003/19W response template.	WA participants	13 December 2019
132.17.2W	IN003/19W workshop	AEMO to hold a discussion in January to determine whether consensus can be reached on any changes that were parked following a lack of GRCF consensus.	WA participants	January GRCF meeting
132.18.1W	Fields that are optional in WA but have been made mandatory in east coast jurisdictions	Elaine Bilotta (ATCO Gas) to provide to AEMO a list of fields and transactions fields that are optional in WA gas retail market but have been made mandatory in later schema versions.	E. Bilotta (ATCO Gas)	Early December 2019
132.18.2W	AEMO investigations into WA's moving beyond r13 schema version	AEMO to investigate whether the mandatory status of the fields provided by Elaine Bilotta (ATCO Gas) under action item 132.18.1 would prohibit Western Australia's adopting a schema version beyond r13.	AEMO	January GRCF meeting
132.19.1W	IN003/20W~~12/20~~ resourcing	AEMO to investigate where it would have resources to implement system changes for IN003/20W~~12/20~~.	AEMO	January GRCF meeting

DRAFT

Action items raised prior to meeting #132

Item	Topic	Action required	Responsible	By
131.5.1W	ATCO manual communications for customer details	Joe Sanches (ATCO Gas) to provide volumes of manual communications between ATCO and retailers for the purpose of obtaining customer details.	J. Sanches (ATCO Gas)	Completed
131.6.1W	AEMO internal review of IN001/18W	AEMO to have an internal discussion regarding the materiality provisions in the IN001/18W GMI and provide advice by the next GRCF meeting.	N. Datar (AEMO)	Completed
131.9.1W	IN013/19W GMI redistribution	AEMO to redistribute the GMI for IN013/19W with AEMO's changes explicitly marked.	N. Datar (AEMO)	Completed
131.9.2W	IN013/19W GMI	GRCF participants to review the GMI and submit their feedback within 2 weeks	GRCF	Completed
131.10.1	Service Order Reason GMI distribution	AEMO is to distribute AGL's GMI regarding Service Order Reason's being added to gas service orders.	A. Pathy (AEMO)	Completed
130.14.3	Peak body action on illegal meter removal	DBs to contact ENA to bring illegal meter removal by builders, plumbers and other tradespeople to the ENA's attention. DBs also to contact relevant jurisdictional and peak bodies (e.g. ESV) to bring about a plan of action on the matter. 17/09/2019: Jemena has provided action on this. 28/11/2019: Multinet Gas and AusNet Services have provided action on this. This item is closed.	J. Betlehem (Ausnet Services), K. Murray (Multinet Gas), R. Abbott (APA Group)	Completed
129.13.1	IN008/19 (Customer own reads) GMI	AEMO to distribute the GMI for IN008/19 (Customer own reads) to the GRCF for feedback	AEMO	Completed