Attachment 1 – Initial draft list of high level scenarios

*Last Updated: 1 September 2017*

**Valid Contingency Scenarios**

The following are valid scenarios the CPWG agreed need to be developed under the Industry Contingency Plan.

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| **Ref #** | **Scenario Description** | **Likelihood**  **(High/ Medium/ Low)** | **Impact**  **(High/ Medium/ Low)** | **Priority** | **Theme** | **Trigger(s)** | **Action(s)** | **Accountability** |
| S01 | RoLR event occurs during Systems Cutover period (30 Nov – 4 Dec) | Low | Low | Low | Market Settlements | AER declares RoLR event between 30 Nov to 4 Dec | AEMO will perform normal RoLR actions when systems are implemented and all transition and cutover activities have been completed  AEMO RoLR communications will follow normal protocols. | AEMO / AER |
| S02 | RoLR event occurs during the transition period prior to commencement of Systems Cutover (22 Nov – 26 Nov) | Low | Medium – will affect preparation activities for systems cutover | Medium | 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 (e.g. flood, bushfire, cyclone, system black event) | Low | Medium/High – higher likelihood in QLD as cutover occurs during to storm/cyclone season | Medium | Emergency Management | Emergency event declared by Government  Emergency declared by LNSP | Refer to relevant DNSP’s emergency management protocols  QLD have a freeze that’s put in place by the state govt. | DNSPs |
| S06 | The B2B e-Hub is unavailable or AEMO’s B2B systems fail to come back within the cutover timeframe | Low | High – will cause B2B transactions in the NEM to cease for an unspecified period | Medium | IT Systems | AEMO announces cutover failure | Contingency measures in place | AEMO |
| S07 | One or more retailers systems fail to come back within the cutover timeframe | Medium | Low/Medium – impact will be greater if a tier 1 retailer’s system can’t cutover in time | Medium | IT Systems | Retailer(s) advise AEMO of cutover failure | Retailer(s) send Market Notice to advise of systems failure  Retailer(s) implements contingency measures | Retailer |
| S08 | One or more distributors systems fail to come back within the cutover timeframe | Medium | Medium/High | Medium | IT Systems | Distributor(s) advise AEMO of cutover failure | Distributor(s) send Market Notice to advise of systems failure  Distributor(s) implement contingency measures | DNSPs |
| S09 | MSATS and AEMO’s B2M systems fail to come back within the cutover timeframe | Low | High – will cause B2M transactions in the NEM to cease for an unspecified period | Medium | IT Systems | AEMO announces MSATS cutover failure | AEMO to implement contingency measures  Market Participants implement contingency measures | AEMO |
| S30 | Victorian Order in Council is not formally published prior to “go-live” | Low | High – for noting, but unlikely to occur | Low | Compliance | Victorian Government fails to publish the OIC prior to go-live date | VIC DNSPs apply to AER to send a letter of no-action | DNSPs |
| S33 | One or more Metering Coordinators’ systems fail to come back within the cutover timeframe | Low/Medium | Low/Medium | Medium | IT Systems | MC advises AEMO of cutover failure | MC sends Market Notice to advise of systems failure  MC implements contingency measures | MCs |
| S34 | One or more Metering Data Providers’ systems fail to come back within the cutover timeframe | Low/Medium | Medium | Medium | IT Systems | MDP advised AEMO of cutover failure | MDP sends Market Notice to advise of systems failure  MDP implements contingency measures | MDP’s |

**Deleted Scenarios**

The following are scenarios the CPWG chose to delete for either one of the following reasons:

* they are commercial issues that do not impact PoC implementation
* they are compliance issues under PoC that are the responsibility of individual market participants
* they are operational or BAU issues that do not impact cutover to the new market arrangements

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| **Ref #** | **Scenario Description** | **Theme** | **Trigger(s)** | **Action(s)** | **Accountability** |
| S04 | Remote re-energisation and de-energisation process are not agreed with Jurisdictional Regulators ahead of Go Live | 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.  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  AGL: What is the delay? Is it extensive for the volume of customers impacted?  Lumo/Red: Risk to supply should be considered highest priority.(re-energisation impacts should be considered as a separate scenario) | Customer | Customer complaints and referrals to the ombudsman | Ensure commercial arrangements are in place and enforced | Retailers / MCs / LNSPs |
| S10 | Insufficient number of MCs, MPs, MDPs to meet new connection, meter replacements and meter install service requests across the market  Lumo/Red: Who determines what the insufficient number is?  And in what timeframe? Is this within the first day, the first week, first month? | Customer | Customer complaints and referrals to the ombudsman | Transitional model - initial MC to perform new connections and meter install services  Endeavour:  Retailer to prioritise e.g. do new connections first  Retailer explain to customer that they cannot provide the service and that the customer should go to another retailer | Retailers / MCs / LNSPs |
| S11 | Initial MC fails to publish terms and conditions for type 5 and 6 meter types  Endeavour: DB will have a deemed contract for type 5 & 6 by 1/9/17 – should not be an issue.  AGL: Is there anything industry can do?  Lumo/Red: Is this the customer seeking a MC? Not permitted for small customers.  Is this the customer seeking another retailer? | Compliance | Initial MC fails to publish T&Cs by 1/09/17 | Retailer to liaise with AER  Initial MC to self-report compliance breach to AER | Retailers / Initial MCs |
| S12 | Retailer fails to finalise commercial agreements with an MC upon the effective date (where retailer has Type 1 – 4 meter types) | Compliance | Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4)  Retailer fails to initial RP/MC role updates in MSATS from the go-live date  AEMO informed of potential non-compliance with NER and procedures | Retail to engage another MC (type 1-4)  Retailer to apply to AER to send a letter of no-action  AEMO to inform AER of compliance of non-compliance with NER and procedures | AER / Retailers |
| S13 | FRMP fails to finalise commercial agreements with an MC (type 1-4) upon the effective date (where FRMP is not a retailer, e.g. generators) | Compliance | Retailer fails to enter into a commercial agreement by the go-live date with a MC (type 1-4)  Retailer fails to initial RP/MC role updates in MSATS from the go-live date  AEMO informed of potential non-compliance with NER and procedures | FRMP (scheduled generator or SGA) to liaise with AER | AER / FRMP |
| S14 | Participants experience a significant number of high priority defects during Market Trial that impact market operations  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? | Pre Transition | Market Trial completion report indicates high number of defects  Participant informs AEMO of a high number of defects | Participant to implement plan to rectify defects and the time span in which to resolve. | Participants |
| S15 | AEMO and participants experience a significant number of MSATS high priority defects during Market Trial that impact market operations  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? | Pre Transition | Market Trial completion report indicates high number of defects  Participant informs AEMO of a high number of defects | Potential delay to Go-Live – contingency measures in place | AEMO |
| S16 | AEMO and participants experience a significant number of B2B / e-hub high priority defects during Market Trial that impact market operations  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? | Pre Transition | Market Trial completion report indicates high number of defects  Participant informs AEMO of a high number of defects | Potential delay to Go-Live – contingency measures in place | AEMO |
| S17 | One or more Registered Participants unable to participate in Market Trial due to the Participants delayed system implementation  Aurora: not a contingency scenario – either a transition planning scenario or BAU process | IT Systems | Participant does not register with AEMO to participate in the Market Trial  Participant chooses not to participate in any industry testing program | 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  Lumo/Red: who determines what the insufficient number of ENM? | 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  AGL: This might occur after 3 months Post Go live. | 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 | 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 | 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  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  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 | 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  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  AGL: This will happen but slowly, can be treated as a general risk.  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. | 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.  Endeavour:  Believe that the issue would not be coverage but pricing – suggest that retailers have a pricing structure to cover this scenario  Retailer explain to customer that they cannot provide the service and that the customer should go to another retailer | Retailers / MCs |
| S24 | Retailer’s preferred MC does not complete registration by Go Live  AGL: Active Stream is already registered. AusGrid not registered. Still is a risk. | 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.  Endeavour:  Retailer goes with their next preferred MC  Retailer explain to customer that they cannot provide the service and that the customer should go to another retailer | Retailer / MCs |
| S25 | Participant does not complete B2B e-Hub Accreditation by Go Live | 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  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  AGL: There should be a safety independent review/audit early on. | 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  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  AGL: Setup a pilot for life support customer. Test out and perform lots of trials. | 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)  Aurora: not a contingency scenario – either a transition planning scenario or BAU process  AGL: There should be government led communication for retailers to refer to. Is there a communication plan in replace? | 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)  Aurora: not a contingency scenario – either a transition planning scenario or BAU process | 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 |
| S31 | A party raises a ‘fast track’ Rule Change Request which amends the effective date | 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 | 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 |
| From UE | Negative media reporting- High profile and highly critical media reports build up after implementation  *The CPWG noted this is not a contingency scenario. AEMO, AEMC and AER are working together with industry bodies to develop some basic information that retailers can use to inform consumers and any interested stakeholders on PoC.* | 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. |  |