

MINUTES – Gas Retail Consultative Forum (GRCF)

MEETING : 112
 DATE: Tuesday 17 January 2017
 TIME: 9.30 AM – 12.30 PM
 LOCATION: AEMO’s offices and Teleconference.
 CONTACT: GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY / DEPARTMENT
Danny McGowan (Chair)	AEMO
Hayley George (Secretariat)	AEMO
Nandu Datar	AEMO
Kirsty Camilleri	AEMO
Gary Eisner	AEMO
Luke Barlow	AEMO
Mark Riley	AGL
Josephine Gaetani	AGL
Rick Abbott	APA
Robert Gubbins	CGI
Emille Kueh	Jemena
Stefanie Macri	Lumo/ Red Energy
Verity Watson	MultiNet Gas
Mario logha	Origin Energy
Andrew Mair	M2
Justin Bethlehem	AusNet Services
Aakash Sembey	Simply Energy
Georgina Snelling	EnergyAustralia

1. Apologies

Danny McGowan (Chair) welcomed participants to the 112th meeting of the GRCF.

No apologies were noted.

2. Confirm Agenda

The agenda was confirmed and an additional item was added to ‘Other Business’:

- Update on the ROCL feedback that participants provided (raised by Origin).

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, and inviting stakeholders 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 contact Luke Barlow on Luke.Barlow@aemo.com.au, or email 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.

Stefanie Macri (Red/Lumo) asked if AEMO has the feedback that was provided by stakeholders during past reviews, could this be utilised again? Luke noted that this query was raised previously, and since then he has spoken with internal AEMO teams that looked after the Gas Bulletin Board review, and the Future Power System Security program, and will be seeking further information from retail teams as well, so that past feedback can be taken into account.

Stefanie also questioned what Luke is doing with the feedback he has received, and whether stakeholders could have the aggregated feedback presented to them, along with some detailed next steps. Luke agreed that this would be a good idea and will progress the initiative in this manner.

4. Administration

Previous Minutes - November

The 111th GRCF meeting minutes were noted as accepted by GRCF stakeholders, subject to the correct spelling of Stefanie Macri's name, which was misspelt in the attendance list.

Action Items

Updates to the action items are appended to these meeting minutes.

2017 Industry Calendar

The 2017 Industry Calendar was noted.

5. Issues and Change Register

The Issues and Change Register was noted.

Two items have been added to the list since the last GRCF meeting; IN042/16 (Change the MIRN Status allowable values in T94 AEMO Meter Fix Notification) and IN001/17 (Review List of Known Consequences - Retailer of Last Resort, in light of QLD RoLR being implemented. Also needs to be reviewed in light of NARGP changes).

Three items have since been completed; IN032/12 (Duplicate Address Attribute Codes), IN031/11 (Fast Track Process for release of address enumerations) and IN020/16 (APA reject Special Reads raised inside of 3 business days of the date submitted).

6. Prioritisation Session

Danny McGowan (AEMO) talked to the paper that was provided in the meeting pack, which listed all items outstanding and included background information and supporting paperwork on each item. The paper was provided as a guide to assist with the prioritisation of outstanding items, and proposed a criteria that needs to be met to list items on the priority list. A summary of the session is as follows:

- The GRCF agreed with the prioritisation criteria put forward in section 5 of the paper.
- Of the 10 items AEMO put forward the GRCF agreed to eight, and agreed that two items (IN027/15 - Life Support. QLD, VIC and IN016/14 - CBA Review) would not be progressed in 2017. AEMO noted that the status of these should therefore move from "in progress" to "pending".
- One new item was added (IN027/14 - Possible VIC, QLD and SA RMP changes to harmonise with new NSW/ACT RMPS).

The GRCF discussion resulted in the following agreed list to progress in 2017:

IN039/16 - Harmonise the approach to apply password protection on the T900 (Customer Details) file that Retailers send to AEMO.

IN035/12 – Provide further data on the materiality of decommissioned sites with actual reads. Analysis undertaken by AEMO in 2013 on basic meter data identified that DB's have provided AEMO with actual basic meter readings from MIRNs that have a status of decommissioned. The effect of this discrepancy is that MIRNs are excluded from Net System Load (NSL) calculations and the gas is not being allocated to the associated non-host retailers in the wholesale market, but rather to the host retailer. Possible causes are (i) DB Processes – such as meter exchange that doesn't replug a plugged meter, (ii) Meter Re-Fix completed without a transfer or without a MIRN Status Update or (iii) consumer fraud.

IN021/14 - NSW/ACT Energy Value Validation ranges. Review of NSW/ACT Energy Value Validation ranges described in 3.6.10.

IN025/16 - RMP documentation changes (Package 1) VIC, QLD, SA. AEMO initiated changes. Bundled RMP changes into one non-contentious package.

IN026/16 - RMP documentation changes (Package 2) NSW/ACT. AEMO initiated changes. Bundled RMP changes into one non-contentious package.

IN007/13 - Develop one MIRN structure document for all jurisdictions and include Multinet Update.

IN003/15 - The RMPs are not prescriptive enough regarding AEMO validation steps pertaining to the complete customer listing provided by retailers. This is a cross-jurisdictional issue raised at the NARGP IIR consultation.

IN024/15 – RoLR. During the QLD RoLR consultation, it was identified that the timing provision aren't mentioned in QLD clause 10.1.3, SA clause 412, VIC clause 6.1.4A and new NSW RMP clause 7.2.5. These clauses relate to when the DB needs to update their database following a RoLR event. AGL proposes that timing provisions should be added which AEMO supports.

IN027/14 - Possible VIC, QLD and SA RMP changes to Harmonise with new NSW/ACT RMPS.

Of the above list, the GRCF would like the first three items explored first, ahead of the others. With the agreed list, AEMO will prepare a high level plan outlining the consultation timelines (**Action Item 112.6.1**).

AEMO noted that it would update the register to reflect the above 9 items now moved to the in progress tab (**Action Item 112.6.2**).

AEMO suggested 17 items that could be “withdrawn”. The GRCF agreed to withdraw 11 of the items, which are as follows:

IN030/16 - Clarify service order for street disconnections, where there is no customer with the existing FRO

IN037/10 - Changes to the Retail Market Procedures (Vic) in light of National Energy Customer Framework

IN024/12 - First-tier and non-DTS RoLR (system automation)

IN020/10 - Balancing Arrangements in ACT. Market Design issues related to reconciliation account balances in no OBA network sections

IN007/12 - PIA/ URAA data issues related to information trail in participant systems

IN002/09 - Global Settlements Initiative

IN022/12 - Updates to deregistered MIRN status

IN015/14 - SA-RoLR. The SA RMP doesn't make mention that Mildura MIRNs are to be treated differently. AEMO and Participants system are in sync with AER register of RoLR as it stipulates that AGL has been appointed by the AER as the default RoLR for all customers in

South Australia connected to the gas distribution system of Envestra Ltd (ACN 078 551 685). In AEMOs opinion, there are questions around whether this is correct. NECF doesn't apply in VIC so it is problematic to solve whilst the default RoLR are unknown. The outcome to avoid system changes is that when NECF arrives in VIC, AEMO needs to advocate that AGL is also the default RoLR for Mildura.

IN014/14 - SA-QLD UAFG Treatment

IN022/13 - Roadmap Business Process Reviews (Transfers)

IN038/12 - Roadmap Business Process Reviews (MIRN Discovery)

AEMO noted that it would update the register to reflect the above 11 items are now withdrawn (**Action Item 112.6.3**).

Stefanie Macri (Lumo/Red) questioned whether any other teams within AEMO are currently working on anything to do with the addressing standards. Danny McGowan (AEMO) did not know of any teams working on this, however agreed to circulate the addressing standards prescribed in the GIP and Spec Pack internally to AEMO teams that deal with the AEMC to clarify if any of the standards in both the GIP and Spec Pack align with any foreshadowed changes (**Action Item 112.6.4**).

AEMO also provided a Gas Retail and Wholesale Market jurisdictional operational differences opportunities for harmonisation spreadsheet. This list provided suggestions on possible changes for harmonisation between processes and states. Danny McGowan (AEMO) asked the GRCF to think about the list and provide feedback to AEMO and welcomed any suggested mark ups and changes. Stakeholders requested Danny add an additional column for comments, and agreed to review this by two weeks prior to the next GRCF meeting (**Action Item 112.6.5**).

7. Other Business

- **ROCL**: Origin raised the concern that the window of time for stakeholders between seeing the final version of the ROCL system and implementation is very short. If any aspects of the new system were not in line with what stakeholders were expecting, there would not be enough time to make changes prior to deployment. The GRCF agree with this concern, and requested that AEMO consider a longer timeframe between final demo and implementation. Danny McGowan (AEMO) will raise the lead-time concerns with the AEMO team managing the change (**Action Item 112.7.1**).
- **Victorian Building Authority**: Lumo/Red advised that the Vic Building Authority are building a new IT system have contacted them asking how Red/Lumo interface in various aspects of the market, noting that other Retailers and DB's should be aware of this. Red/Lumo is going to meet with the Building Authority to find out more information, which they will provide to the GRCF once received.

8. Next Meeting

The next GRCF meeting is scheduled for 21 February 2017.

Action items raised at meeting #112

Item	Topic	Action required	Responsible	By
112.6.1	Prioritisation Session	AEMO to prepare a high level plan outlining the consultation timelines.	AEMO	7 Feb 2017
112.6.2	Prioritisation Session	Update the register to reflect the 9 items move to a “in progress” status.	AEMO	7 Feb 2017
112.6.3	Prioritisation Session	Update the register to reflect the 11 items move to a “withdrawn” status.	AEMO	7 Feb 2017
112.6.4	Addressing Standards	AEMO to circulate the addressing standards from the GIP internally to clarify the standards in both the GIP and Spec Pack remain aligned with any foreshadowed changes.	AEMO	21 Feb 2017
112.6.5	Gas Retail and Wholesale Market jurisdictional operational differences opportunities for harmonisation spreadsheet	Stakeholders to review the Gas Retail and Wholesale Market jurisdictional operational differences and provide any feedback and changes prior to the next GRCF meeting.	GRCF Stakeholders	7 Feb 2017
112.6.6	IN037/16 - Remove JCC AML	AEMO proposed that IN037/16 (Remove JCC AML) should be withdrawn from the register unless APA can justify that it should be retained. APA to follow this up.	APA	21 Feb 2017
112.7.1	ROCL	AEMO to follow-up with the internal team overseeing the ROCL and flag the concerns expressed by participants at the GRCF regarding transparency of the feedback that was provided and whether the lead-time between final demo and implementation is sufficient.	AEMO	21 Feb 2017

Action items raised prior to meeting #112

Item	Topic	Action required	Responsible	By
111.3.1	Audit Findings	Origin asked if AEMO could share internal audit findings related to the NARGP project with the GRCF. AEMO will consider this and advise if this information can be shared.	AEMO	Complete
111.3.2	Audit Findings	PwC welcomed GRCF feedback on the audit findings for 2016 or the scope of works for 2017. Feedback is to be sent to either matthew.hunt@pwc.com.au or nick.burjorjee@pwc.com.au, or to AEMO via the Risk and Compliance team RiskCompliance@aemo.com.au.	GRCF	Complete

111.4.1	Self-service facility for Participants to maintain (ROCL) information	AEMO to investigate and advise the GRCF if a notification to advise users when updates are made in the ROCL self-service portal (and what changes have been made) can be created. <i>January 2017 update – An e-mail from AEMO’s Retail Market Operations (RMO) team was set on 5 Jan that noted the implementation would be moved back to 3 March 2017.</i>	AEMO	Complete
111.4.2	Self-service facility for Participants to maintain (ROCL) information	AEMO to send out the ROCL presentation to the GRCF again, with an example of the downloadable spreadsheet and login details for users to test the portal. <i>Secretariat note: This was e-mail by AEMO (rmo@aemo.com.au) on 8 Nov</i>	AEMO	Complete
111.4.3	Self-service facility for Participants to maintain (ROCL) information	GRCF reps may provide feedback to AEMO (rmo@aemo.com.au).	GRCF	Complete
111.5.1	2017 Industry Calendar	AEMO to circulate a copy of the draft 2017 Industry Calendar.	AEMO	Complete
111.7.1	IN034/16 - Certification Enhancement	AEMO to table this proposed change at the next ITDF meeting.	AEMO	Complete
111.7.2	IN034/16 - Certification Enhancement	AEMO to recirculate the GMI with a request for formal feedback.	AEMO	Complete
111.8.1	Potential Consultations for Nov 2016 to Mar 2017	AEMO to send out a draft schedule of proposed items and key dates.	AEMO	Complete
111.8.2	GRCF prioritisation session at January 2017	AEMO to send out its review of the Issue/Change register that has been prioritised.	AEMO	Complete
111.10.1	IN033/16 - Remove an AEMO Redundant Provision	AEMO will reissue the paper on removing the redundant Clause 9.1(c) request feedback from the GRCF	AEMO	Complete
111.10.2	IN033/16 - Remove an AEMO Redundant Provision	GRCF are invited to provide feedback on the paper regarding the redundant Clause 9.1(c) to AEMO (grcf@aemo.com.au).	GRCF	Complete
111.11.1	IN038/16 - Align requirements with the delivery of market reports generated by the system	AEMO to circulate the updated paper (to be treated as a GMI) and a date for feedback. <i>Secretariat note: This was e-mail by AEMO (grcf@aemo.com.au) on 8 Nov.</i>	AEMO	Complete
111.11.2	IN038/16 - Align requirements with the delivery of market reports generated by the system	GRCF are invited to provide feedback on the paper on the Align requirements with the delivery of market reports generated by the system to AEMO (grcf@aemo.com.au).	GRCF	Complete
111.12.1	Meter Fix Notification	Jemena to provide the proposed marked up changes to the build pack to accompany their GMI.	Jemena	Complete

111.13.1	Section 12.A of Retail Market Procedures (NSW/ACT)– transitional provisions	AEMO will issue a notice to participants about transition provisions regarding extension of deliver timeframes for metering data as under Chapter 12A will fall away on 31 March 2017	AEMO	Complete
110.3.1	IN032/16 - Provision of Customer Own Read (COR)	Retailers to provide views of this issue to Jemena by 13 October 2016. <i>8 November 2016 comment: AGL to provide feedback to Jemena.</i> <i>Secretariat note: - Given that this initiative did not make the GRCF list of initiatives to progress in 2017, this action is no longer a priority and can therefore be closed.</i>	ACT/ NSW retailers	Closed
109.5.1	Update on EDD and HDD review	Updates will be provided to industry regarding the EDD and HDD review conducted by the AEMO, being consulted on with Forecasting Reference Group.	D. McGowan (AEMO).	Ongoing
109.8.1	IN037/16 - Remove JCC AML	Retailers to determine if their systems and processes are impacted where an AML service order response does not contain the JCC 3 code and inform APA. <i>January 2017 update – As part of the 2017 Prioritisation session, AEMO flagged this item as a candidate to be withdrawn unless APA provide a reasons why this should stay on the register (Action Item 112.6.6).</i>	Retailers.	17 Jan 2017
109.8.3	IN037/16 - Remove JCC AML	AEMO to review finalised draft GMI and consider if system and procedure changes are required. <i>January 2017 update – see action 109.8.1.</i>	N. Datar (AEMO).	17 Jan 2017
108.9.2	Change to the Common Factor in the NSW/ ACT Build Pack – participant comments	Energy Australia will draft an email that AEMO will circulate to the GRCF to further clarify this issue. <i>8 November 2016 comments: EnergyAustralia to confirm if this action is still required.</i> <i>January 2017 update – AEMO advised that they had received an e-mail from EA on 18 Nov that this can be closed.</i>	Energy Australia	Complete
108.9.3	Meter Disconnection Notification at street (MDN) - GMI	Lumo/ Red Energy and AGL will identify issue and process gaps in the disconnection process and submit a GMI. <i>8 November 2016 comments: AGL to provide an update.</i> <i>January 2017 update – Completed minus the development of a GMI.</i>	M. Riley (AGL).	Complete

107.3.7	Change/ Issue Register – IN020/10 and IN07/12 (Market Design issues related to reconciliation account balances in no OBA network sections, PIA/ URAA data issues related to information trail in participant systems).	<p>Discuss bilateral issues offline and update the GRCF.</p> <p><i>8 November 2016 comments: No update.</i></p> <p><i>Secretariat note: - Given that the GRCF agreed to withdraw this change this action is no longer required and can therefore be closed.</i></p>	M. Riley (AGL) and G. Morrison (Jemena).	Closed.
105.9.2	Prioritisation of gas initiatives.	<p>Confirm whether IN021/15 would result in IT changes for APA and/ or AGNL.</p> <p><i>May 2016 Forum comments: APA Group advised it was awaiting information. Item to remain open. Updated information is to be issued to AEMO, for circulation to GRCF participants.</i></p> <p><i>8 November 2016 comments: no update.</i></p> <p><i>Secretariat note: - IN021/15 is now part of the consolidated items under IN026/16 which is an item to progress in 2017.</i></p>	APA	17 Jan 2017
103.3.2	Meter Read data update	<p>AEMO to follow up with Jemena with action to recirculate the Meter Data to the GRCF group rather than just NSW/ACT Retailers.</p> <p><i>25 February comments: Leave open for March meeting. Data report has been circulated with trends heading in the right direction.</i></p> <p><i>28 April 2016 comments: Regular updates have been issued to NSW participants. These emails are to continue to be circulated to the GRCF mailing list.</i></p> <p><i>26 May 2016 comments: Ongoing – remain open.</i></p> <p><i>30 June 2016 comments: To remain open and Jemena to provide feedback on the high level estimations and quality of meter read data post B2B changes.</i></p> <p><i>8 November 2016: Jemena to find out the current number of estimated reads and email to GRCF inbox. AEMO to pass this information to retailers, to close the action item.</i></p> <p><i>Stakeholders asked in trends on estimations to be given to the GRCF monthly? Jemena will investigate and advise.</i></p>	Jemena.	17 Jan 2017

102.2.1	Gas meter regulator changes from NSW/ACT Retail Gas (NARGP)	<p>Distributors (DB's) to provide the GRCF with information on annual, as well as incremental changes for discussion at the December meeting.</p> <p><i>11 December comments: No VIC numbers received. D. McGowan asked if DB's are clear on the action.</i></p> <p><i>DB's to provide numbers for meter regulator changes. M. Riley advised that there's a need to understand numbers for job completions therefore warranting a change in job completion codes. Leave open.</i></p> <p><i>25 February comments: Leave open and discuss at March meeting.</i></p> <p><i>25 February comments: AGL confirmed the correspondence from MultiNet was received. M. Riley (AGL) is to finalise prior to June 2016 GRCF.</i></p> <p><i>28 April 2016 comments: M. Riley (AGL) advised that R. Abbott (APA) mentioned that its information indicated a potential to consider a job code.</i></p> <p><i>K. Murray (MultiNet Gas) advised it has yet issued an email, and will follow up on sending this to M. Riley, which is then to be circulated to the GRCF mailing list.</i></p> <p><i>8 November 2016: AGL to provide update at January 2017 meeting.</i></p> <p><i>January 2017 update – AEMO highlighted that there has been no progress for a year therefore this should be closed. The GRCF did not oppose this suggestion and agreed to close the action.</i></p>	M. Riley (AGL)	Closed
100.7.2	<i>Disconnections during extreme weather conditions (Origin Energy):</i>	<p>DB's to send completed matrix responses directly to AGL for collation.</p> <p><i>18 August Update: V. Watson (United Energy) queried whether there was an extreme weather event obligation for Victoria. M. Riley (AGL) noted there was not a specific obligation, however the GRCF agreed that it would be useful to understand the different Distributor (DB) business processes. DBs noted that the processes would vary according to organisational business practises and the circumstances of the event. DBs requested further time to provide feedback to AGL on this issue.</i></p> <p><i>11 December comments: Updates expected in February 2016.</i></p> <p><i>25 February comments: Left open, AGL awaiting feedback expected updated from GRCF participants 1 March and 1 April.</i></p> <p><i>28 April 2016 comments: M. Riley (AGL) advised it has not yet received this feedback. Item to remain open.</i></p> <p><i>25 February comments: M. Riley (AGL) advised further information is being followed up, and a further update will be provided at the June 2016 Forum.</i></p> <p><i>17 January 2017: AGL hope to have a window to complete this in March 2017.</i></p>	M. Riley (AGL)	On Hold

100.7.3	<i>Disconnections during extreme weather conditions (Origin Energy):</i>	<p>AGL to discuss feedback received with GRCF at October meeting. <i>11 December comments: Updates expected in March 2016.</i> <i>28 April 2016 comments: M. Riley (AGL) advised it has not yet received this feedback. Item to remain open.</i> <i>25 February comments: M. Riley (AGL) advised further information is being followed up, and a further update will be provided at the June 2016 Forum.</i> <i>17 January 2017: AGL hope to have a window to complete this in March 2017.</i></p>	M. Riley (AGL)	On Hold
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74.6.3	Gas Leaks & Emergencies Call Handling	<p>Draft a process to manage effective interaction in the emergency call handling process to present to the ESV.</p> <p>June Update: On hold while ESV and Distributors review the contract. It is likely to be extended by 6-12 months. Distributors will provide an update on this.</p> <p>Oct update: AEMO has had a number of conversations with the AER retail branch. AEMO has been advised that the AER have added this clarification issue to their program of work. The AER indicated that they do have higher priorities. Outcomes of the JIG were discussed with the AER. OE asked if the AER had considered the current process in SA given that the NECF operates in that jurisdiction.</p> <p>The SA participants expressed concerns that they may be operating in a way that is inconsistent the various governance arrangements.</p> <p>AEMO agreed to contact the AER and ask who would be the best persons for Participants to contact in relation to this matter.</p> <p><i>Secretariat note: AEMO to contact AER and request a timeframe for their response.</i></p> <p><i>April 2014 update: MultiNet to provide an update by mid-May.</i></p> <p><i>May 2014: MultiNet/APA trying to discuss a contract extension.</i></p> <p><i>Origin to provide an update at the June meeting.</i></p> <p><i>June 2014: the GRCF agreed that this should be split into 2 items; with a new action item being created for 'Contact telephone number for emergencies' specifically. This is to be added to the issues register. (Action Item 90.4.).</i></p> <p><i>In relation to the letter sent to the AER, AEMO to follow up with the AER on the timing as to when they would be a position to provide an interpretation.</i></p> <p><i>July 2014 update: F. Savage (AEMO) is meeting with AER on 25th July and will ask AER for an update on when the GRCF can expect a response.</i></p> <p><i>Aug and Sept 2014 update: Remain open – AER has been notified – AEMO awaiting feedback.</i></p> <p><i>Jan 2014 update: There are two outstanding issues.</i></p> <ol style="list-style-type: none"> <i>1. Emergency call centre number. Retailers and Distributors to confirm whether this number has been removed from websites, bills, etc.</i> <i>2. NECF classifications for call handling. AEMO needs to seek clarification from the AER if a Rule Change is required and then report back to the GRCF.</i> <p><i>25 February comments: AEMO advised that the immediate need for this has gone away given NECF isn't emerging in VIC. AEMO has more pressing priorities and would therefore not progress this action therefore recommend it be closed.</i></p>	Distributors and Retailers.	Closed.
			MultiNet	Mid-May
			Origin	June
				Before 22 nd July

		<p><i>The GRCF opposed closing this item because the issue is broader than just VIC. It is agreed remains "on hold" and noting AEMO is not progressing this item and will take advice from GRCF members as to when to release from being on hold.</i></p> <p><i>12 March 2015 Update: D. McGowan advised that he will be the AEMO lead on following up on the GRCF memo that was sent to AER. AEMO to provide update on AER discussed by Friday 27 March via email.</i></p> <p><i>21 April 2015 Update: D. McGowan advised that other priorities meant that AEMO have not been able to follow up with the AER but plan to do so and will now provide an update at the May meeting.</i></p> <p><i>16 June – Remains open.</i></p> <p><i>8 November 2016 comments: No update. Remain open.</i></p> <p><i>January 2017 update – AEMO highlighted that there has been no progress for a year therefore this should be closed. The GRCF did not oppose this suggestion and agreed to close the action.</i></p>	<p>AEMO.</p>	<p>16 June On Hold. Closed</p>
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