

MINUTES – Gas Retail Consultative Forum (GRCF)

MEETING : 113
 DATE: Tuesday 21 February 2017
 TIME: 10.00 AM – 12.00 PM
 LOCATION: AEMO’s offices and Teleconference.
 CONTACT: GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY / DEPARTMENT
Danny McGowan (Chair)	AEMO
Hayley George (Secretariat)	AEMO
Ruth Guest	AEMO
Roy Kaplan	AEMO
Josephine Gaetani	AGL
Rick Abbott	APA
Robert Gubbins	CGI
Emille Kueh	Jemena
Stefanie Macri	Lumo/ Red Energy
Grace Torres	Lumo/ Red Energy
Verity Watson	MultiNet Gas
Mario Iogha	Origin Energy
Andrew Mair	M2
Justin Bethlehem	AusNet Services
Georgina Snelling	EnergyAustralia

1. Apologies

Danny McGowan (Chair) welcomed participants to the 113th meeting of the GRCF.

No apologies were noted.

2. Confirm Agenda

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

- Improving the accuracy of customer transfers – final determination (raised by AEMO).

3. Administration

Previous Minutes - November

The 112th GRCF meeting minutes were noted as accepted by GRCF stakeholders.

Action Items

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

4. Issues and Change Register

The Issues and Change Register was noted.

One item has been added to the list since the last GRCF meeting; IN002/17 (NSW/ACT Plumber Licence Number and CoC).

11 items have since been completed/withdrawn; IN030/16, IN037/10, IN024/12, IN020/10, IN007/12, IN002/09, IN022/12, IN015/14, IN014/14, IN022/13 and IN038/12.

5. IN002/17 (NSW/ACT Plumber Licence Number and CoC)

Josephine Gaetani (AGL) advised that she has been working with the Department of Fair Trading regarding the amount of digits that can be used for plumber licence and Certificate of Compliance (CoC) numbers. Jo has been advised that the licence number depends on when the plumber was registered, and the job number is whatever the plumber decides to use, as there is no standard; and nothing governs what numbers are used or the field length. If the plumber completes the form online up to 10 digits may be used, however if manually completing the form there is no limit.

Retailers noted that as a work around, when the job number exceeds the service order field length they list it in the 'special instructions' section to pass it to the network; who requires the number to complete a meter fix request. Generally the numbers fit within the field length, however exceptions do arise and need to be accommodated. In NSW specifically, the CoC is 10 digits long, however the schema only allows 8 digits. The resolution would be to increase the field/schema to at least 12 digits. AEMO will investigate what, if any, schema impact there is and if the field length can be changed ([Action Item 113.5.1](#)).

6. Other Business

Improving the accuracy of customer transfer – final Determination: Roy Kaplan (AEMO) talked to the presentation circulated on 20 February to the GRCF, and included in the RMCF meeting pack for discussion at February 24 meeting. Noting the following:

- The Final Rule Determination was published on 2 February 2017, and included:
 - National Energy Retail Amendment (Improving the accuracy of customer transfers) Rule 2017
 - National Electricity Amendment (Improving the accuracy of customer transfers) Rule 2017
 - National Gas Amendment (Improving the accuracy of customer transfers) Rule 2017.
- These Rule changes take effect on 3 August 2017.
- The Rule change request was submitted by COAG Energy Council, and was based on a recommendation in the AEMC's 2014 Electricity Customer Switching Review.

Stefanie Macri (Lumo/Red) raised that there may be a gap to fulfil the requirement to advise the current FRO of a MIRN if a customer contacts an uninvolved retailer to advise they are with the incorrect retailer however do not know who the current FRO or previous FRO is. While this would happen for a fraction of 2% (the estimated number of failed transfers), there may need to be a process developed to deal with these exceptions (applicable in SA/QLD and NSW/ACT). AEMO will review this potential gap between the new rule and gas Retail Market Procedures (RMP) and advise the GRCF of an outcome ([Action Item 113.6.1](#)).

Noting the potential gap pertaining to an uninvolved retailer, the GRCF agreed with AEMO assessment that the existing gas RMPs and/or Technical Protocols provide mechanisms to deliver the intent of this rule, and so no system or RMPs and/or Technical Protocols changes are required.

NSW/ACT Base load in Meter Fix Notification: Robert Gubbins provided a further update that expanded on the e-mail that was sent by AEMO (RMO) on the 10 February 2017. The main point to note was whilst the Network Operator provided the baseload value to one decimal place, when the GRMBS receives this value the GRMBS will round this value to the nearest whole number. Rounding the value should not have any material impact on participants. The target release date for this change is scheduled for 7 March 2017.

The GRCF noted this update and did not oppose the step to round the value the GRMBS receives from the Network Operator.

7. Next Meeting

The next GRCF meeting is scheduled for 21 March 2017.

Action items raised at meeting #113

Item	Topic	Action required	Responsible	By
113.3.1	Prioritisation - High level program and work	Review high level program and work, in particular the point in which the work program seeks GRCF engagement and provide feedback to AEMO (grcf@aemo.com.au) if there are any material issues.	GRCF	28 Feb 17
113.5.1	NSW/ACT Plumber Licence Number and CoC	AEMO to will investigate what, if any, schema impact there is and if the field length can be changed.	AEMO	21 Mar 17
113.6.1	Improving the accuracy of customer transfer – final Determination	AEMO will review the potential gap between the new rule and gas Retail Market Procedures (RMP) pertaining to an uninvolved retailer and advise the GRCF of an outcome.	Roy Kaplan (AEMO)	21 Mar 17

Action items raised prior to meeting #113

Item	Topic	Action required	Responsible	By
112.6.1	Prioritisation Session	AEMO to prepare a high level plan outlining the consultation timelines. <i>February 21 update: Provided to GRCF on 20/2/17. Timeline broken into 6 parcels of work; Danny explained the plan at meeting 113 and the GRCF agreed to provide feedback by 28/2/17 (Action item 113.3.1).</i>	AEMO	Complete
112.6.2	Prioritisation Session	Update the register to reflect the 9 items move to a “in progress” status.	AEMO	Complete
112.6.3	Prioritisation Session	Update the register to reflect the 11 items move to a “withdrawn” status.	AEMO	Complete
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. <i>February 21 update: Following the publication of the AEMCs final determination for the rule change regarding address standards AEMO will review what actions, if any, need to be progressed. When conducting the review AEMO will give consideration to the May 2015 request to AEMO from the COAG regarding address standards which was suspended pending the AEMC rule change proposal.</i>	AEMO	Complete
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. <i>February 21 update: Extend time to provide feedback to 7 March 2017.</i>	GRCF Stakeholders	7 March 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. <i>February 21 update: Closed, action being progressed via action items 109.8.1 and 109.8.3.</i>	APA	Withdrawn
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. <i>February 21 update: Go-live date is now 13 March 2017.</i>	AEMO	Complete
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. <i>February 21 update: Forecasting team collection data to access performance. Will be able to present to GRCF at future meetings.</i>	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>February 2017 update – Retailers to provide feedback to APA before this can be progressed. Responses due 14 March 2017.</i>	Retailers.	14 Mar 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>February 2017 update – see action 109.8.1.</i>	N. Datar (AEMO).	14 Mar 2017
105.9.2	Prioritisation of gas initiatives.	Confirm whether IN021/15 would result in IT changes for APA and/ or AGNL. <i>Secretariat note: - IN021/15 is now part of the consolidated items under IN026/16 which is an item to progress in 2017.</i> <i>February 2017 update: No update.</i>	APA	21 Mar 2017
103.3.2	Meter Read data update	AEMO to follow up with Jemena with action to recirculate the Meter Data to the GRCF group rather than just NSW/ACT Retailers. <i>February 2017 update: Initially volume at 25%. Estimation volumes at 13.32% in December. Has reduced to 12.99% for January. Trends heading in right direction, GRCF agreed to close the action item in May.</i>	Jemena.	16 May 2017

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>January 2017 update: AGL hope to have a window to complete this in March 2017.</i></p> <p><i>February 2017 update: GRCF position is to close this item and raise a GMI when ready to progress. AGL to confirm this at the March meeting.</i></p>	M. Riley (AGL)	21 Mar 17
100.7.3	<i>Disconnections during extreme weather conditions (Origin Energy):</i>	<p>AGL to discuss feedback received with GRCF at October meeting.</p> <p><i>11 December comments: Updates expected in March 2016.</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> <p><i>February 2017 update: GRCF position is to close this item and raise a GMI when ready to progress. AGL to confirm this at the March meeting.</i></p>	M. Riley (AGL)	21 Mar 17