

# MINUTES – Gas Retail Consultative Forum (GRCF)

MEETING: 121  
 DATE: Tuesday 20 March 2018  
 TIME: 10:00 AM – 11:30 PM AEDT  
 LOCATION: AEMO Melbourne, Sydney, Perth, Adelaide and Teleconference.  
 CONTACT: [GRCF@aemo.com.au](mailto:GRCF@aemo.com.au)

## ATTENDEES:

NAME	COMPANY
Danny McGowan (Chair)	AEMO
Nandu Datar	AEMO
Jo Dean (Secretariat)	AEMO
Mark Riley	AGL
Sarah Silbert	AGL
Rick Abbott	APA
Shawn Tan	Energy Australia (dial-in)
Emille Kueh	Jemena (dial-in)
Chantal Wright	Momentum
Mario Iogha	Origin Energy
Robert Gubbins	CGI Technologies (dial-in)
Stephanie Lommi	Lumo energy
Kate Goatley	ActuAGL (dial-in)
Tim Sheridan	Jemena
Aakash Sembey	Simply Energy
Justin Bethlehem	AusNet Services

## 1. Welcome and Apologies

Danny McGowan (Chair) welcomed participants to the 121<sup>st</sup> meeting of the Gas Retail Consultative Forum (GRCF).

Apologies were noted from Kelly Murray (Multinet Gas Networks), Emily Brown (Multinet Gas Networks) and Ruth Guest (AEMO).

## 2. Previous Minutes and Action Items

The previous minutes from the February meeting (#120) were accepted as a true and correct record of the previous meeting. Action items have been updated in the table appended.

## 3. Issue and Change Register

No new items have been added to the register since the last GRCF meeting.

No items have been withdrawn or completed since the last GRCF meeting. However, prior to today's meeting one has been withdrawn from the register.

#### 4. GRCF Work Program 2018

Danny McGowan (AEMO) referred to the 2018 work program diagram circulated with the meeting pack and provided an update on the following items.

- **IN007/17:** Change to SA weather observation station (Kent town) and **IN011/17:** Removal of Intra Day reports (addressed in agenda item 6 of this meeting). These items are currently under way.
- **IN006/17:** SA harmonisation procedures and **IN014/17:** Regarding a small change is to be added to this regarding the removal of text from small use customers. This is currently under review and has been pushed out to July 2018 due to unplanned resourcing restrictions.

The aim is to have an update to GRCF by Friday 23 March 2018. The current status is feedback from the workshop last month is to be included in the RMPs and then distributed to participants for further input.

**ACTION 121.4.1:** AEMO to distribute updated SA Harmonisation work program timeline.

- **IN013/17:** QLD Retail Market Procedures to be updated to include Unaccounted for Gas (UAFG). APA has provided GMI for this change which is currently sitting with AEMO. AEMO has commenced the process to draft procedures, which will be similar to the VIC process with a chapter added to QLD with three to four additional clauses. The next step will be an impact and implementation report in April 2018, due to time constraints. This needs to be implemented by 1 July 2018.

The AEMO team will put this together and return to APA to review prior to participants input. The GRCF agreed that going straight to impact and implementation report would help with on time completion. Danny advised that this will go out late April 2018. The procedure change is straight forward with detail in the guideline.

- **IN021/14:** Review with NSW/ACT energy validation ranges. This is currently sitting with Jemena who are addressing the system changes. It was confirmed by Jemena that the analysis is currently being undertaken and should be ready for input by the GRCF at the next meeting. 1 July 2018 target for the release.
- **IN002/16:** NGR rule change regarding the change of gas day start time. This will be addressed post July 2018 and will likely go into early 2019. Work is underway on this.
- **IN027/15:** Life support for all jurisdictions. This is expected to commence mid-September 2018 for gas, with Electricity currently underway. The consultation paper for Electricity was released yesterday.

**ACTION 121.4.2:** AEMO to distribute the electricity consultation paper on life support to GRCF to review prior to the next meeting.

Items yet to be assigned are:

- **IN001/18:** Transfer to time frames (NSW) initiative. AEMO are working through GMI the and issues raised in this. AEMO will contact Jemena in due course.
- **IN012/17:** Updates to de-registering to MORN status for SA. This has been put on hold until there is an understanding of what the second half of 2018 will look like.

## 5. Other Business

Tim Sheridan (Jemena) raised the issues of Gas Life Support stating that Jemena were currently working with retailers to address the correct sites. 1200 sites have been marked as Gas Life Support. This is a systematic problem across the market as retailers were not being responsive to this issue. This is a high priority for Jemena and is strongly recommended that retailers work with them on remediation plans which include timelines on raised CBN's to fix these Gas Life Support customers.

Mark Riley (AGL) clarified that the current process as of 1 February 2018 was to register/flag as Life Support customers then request details on whether this was electricity or gas related and to provide supporting documentation/certification within a 90-day cycle of correspondence. Under the rules, these customers are all validated post registration.

Tim requested that retailers should contact Jemena to flag which are erroneous as most cases have been registered in error and to supply evidence supporting the request. For those retailers who do not wish to participate in this process, Jemena will not accept liability or risk when it comes to these customers. The obligation is on the retailer to obtain the correct and most up to date information on life support.

Danny McGowan (AEMO) reminded GRCF reps to check their legal obligation in relation to life support arrangements to ensure their system and process are in sync with these obligations. Those participants that find anomalies are encouraged to take part in Jemena's corrective action program as a priority.

## 6. IN011/17 SA Report Timing Clause 215

Nandu Datar (AEMO) led the discussion on IN011/17: SA Report Timing Clause 215 confirming that the consultation has commenced to remove clause 215. Prior to the commencement of this consultation, responses were received from participants confirming that intra-day reports related to clause 215 are not being used. APA requested AEMO to determine if intra-day reports related to clause 216 are being used by participants and if not then clause 216 along with related clauses 213 and 217 and the related intra-day reports can be removed as well.

A discussion paper was provided for GRCF participants to consider removal of clause 216 and related intra-day reports. Nandu asked the GRCF participants to confirm whether these reports were being used or not. The general response was that participants need to discuss this with their respective businesses and provide an answer.

Aakash Sembey (Simply Energy) queried whether this information would be available from other reports should these become obsolete.

Rick Abbott (APA) advised that APA are currently rebuilding their metering reporting system. Under clause 216, four times a day APA are producing consumption data for approximately 30 of the largest customers in SA. This information is also available in end of day reports.

**ACTION 121.6.1:** AEMO agreed to resend the paper titled "Modify scope of IN011/17 to remove related reports to SA RMP clause 216" to the GRCF by close of business today.

**ACTION 121.6.2:** GRCF participants are to send acceptance of the removal of these clauses to [grcf@aemo.com.au](mailto:grcf@aemo.com.au) and to endorse the changes by Tuesday 27 March 2018.

No response will be taken as support of increasing the scope to delete clauses 216, 213, 217 and related intra-day reports.

**ACTION 121.6.3:** Nandu Datar (AEMO) to also confirm with pipeline operators such as Epic (Adrian Tero) and Sea Gas (Jamie Coombes) to determine if the intra-day reports are being used by them.

## **8. Next Meeting**

The next GRCF meeting is scheduled for Tuesday 17 April 2018

### Action items raised at meeting #121

Item	Topic	Action required	Responsible	By
121.4.1	GRCF Work Program 2018	AEMO to distribute updated SA Harmonisation work program timeline.	D. McGowan (AEMO)	23 March 2018
121.4.2	GRCF Work Program 2018	AEMO to distribute the electricity consultation paper on life support to GRCF to review prior to the next meeting.	D. McGowan (AEMO)	6 April 2018
121.6.1	IN011/17 SA Report Timing Clause 215	AEMO agreed to resend the paper titled "Modify scope of IN011/17 to remove related reports to SA RMP clause 216" to the GRCF by close of business today.	All	20 March 2018
121.6.2	IN011/17 SA Report Timing Clause 215	GRCF participants are to send response to <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> by Tuesday 27 March 2018.	All	27 March 2018
121.6.3	IN011/17 SA Report Timing Clause 215	Nandu Datar (AEMO) to check with pipeline operators such as Epic (Adrian Tero) and Sea Gas (Jamie Coombes) if they use the reports.	Nandu Datar (AEMO)	20 March 2018

### Action items raised prior to meeting #121

Item	Topic	Action required	Responsible	By
120.5.1	Prioritisation Session	AEMO to follow up with Multinet on IN008/16: Meter Reads for Incomplete Meter Fix (MFX) Service Order  <i>20/03 Update: Email sent to Kelly on 15 March. Kelly to respond.</i>	D. McGowan (AEMO)	Open
120.5.2	Prioritisation Session	IN001/18: Change to transfer timeframes of RMP in NSW to be discussed offline.  <i>20/03 Update: addressed Agenda Item 4. Discussions continuing.</i>	D. McGowan (AEMO) E.Kueh (Jemena)	Open
120.5.3	Prioritisation Session	IN013/16 PBP5 clarification item to be discussed offline with Mario logha (Origin Energy)  <i>20/03 Update: Origin Energy agreed to withdraw change.</i>	D. McGowan (AEMO) Mario logha (Origin Energy)	Closed

120.5.4	Prioritisation Session	IN016/16: PBP5 Daily MDN Index Value amendment to be addressed offline  <i>20/03 Update:</i> Danny sent email 15/03. Issue to stay on register.	D. McGowan (AEMO) E.Kueh (Jemena)	Closed
120.5.5	Prioritisation Session	Danny McGowan (AEMO) to circulate to the GRCF the global settlements outcomes paper / detailed analysis done by AEMO from a few years ago.  <i>20/03 Update:</i> Done – emailed on 2 march 2018.	D. McGowan (AEMO)	Closed
120.5.6	Prioritisation Session	Gas Retail Market Jurisdictional Operational Differences to GRCF to gain feedback on where gains can be made.  <i>20/03 Update:</i> Responses closed 9 March.	D. McGowan (AEMO)	Closed
120.6.1	IN006-17 Harmonise SA RMPs with other jurisdictions	Current SA procedures with comments which maps back to new clauses to be circulated to SA representatives by COB today.  <i>20/03 Update:</i> Emailed 20/3.	D. McGowan (AEMO)	Closed
119.10.1	Estimated Consumption of meter removal	Estimated Consumption of meter removal to be added to the register for further review.  <i>20/02: #120 Update:</i> Yet to be added.	D. McGowan (AEMO)	19 December 2017
119.10.2	Estimated Consumption of meter removal	A Gas Market Issues (GMI) will be drafted by around existing scenarios.  <i>20/02: #120 Update:</i> Still in draft form. May be ready for March 2018.	Mario logha (Origin) Mark Riley (AGL)	Early 2018
119.10.3	Reconnect service in street in the case of a move in	A GMI to be drafted containing a proposal to resolve the reconnect service in street in the case of a move in and this item added to the register.  <i>20/02: #120 Update:</i> Draft complete, ready by next GRCF.  <i>20/03:</i> Being finalised by APA currently. Ready for GRCF	R. Abbott (APA)	Early 2018

118.10.1	Other business - New connections phone number	<p>APA to issue formal communications to the GRCF around new connections phone number.</p> <p>21/11/2017: Rick Abbott informed the GRCF that this notification hasn't happened. This will be going through normal internal channels. This will be circulated to the GRCF once drafted for circulation.</p> <p>20/02: #120 Update: Rick Abbott to chase up. Not yet happened.</p> <p>20/03: Rick to chase up</p>	R. Abbott (APA)	ASAP
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