

FINAL MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 123
 DATE: Tuesday 19 June 2018
 TIME: 10.00 AM – 12.00 PM AEST
 LOCATION: AEMO Offices and Teleconference
 CONTACT: GRCF@aemo.com.au

ATTENDEES:

NAME	COMPANY	LOCATION
Danny McGowan (Chair)	AEMO	Melbourne
Roger Shaw	AEMO	Melbourne
Teresa Rinaldi (Secretariat)	AEMO	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Justin Bethlehem	AusNet Services	Melbourne
Stephanie Lommi	Lumo Energy	Melbourne
Michelle Norris	AEMO	Brisbane
Rick Abbott	APA	Adelaide
Chad Heining	Amaysim	Teleconference
Chantal Wright	Momentum	Teleconference
Emille Kueh	Jemena	Teleconference
Kate Goatley	ActewAGL	Teleconference
Kelly Murray	Multinet Gas Networks	Teleconference
Marc Flynn	Jemena	Teleconference
Mario Iogha	Origin Energy	Teleconference
Mark Riley	AGL	Teleconference
Robert Gubbins	CGI Technologies	Teleconference
Shawn Tan	Energy Australia	Teleconference

1. Welcome and Apologies

Danny McGowan (Chair) welcomed participants to the 123rd meeting of the Gas Retail Consultative Forum (GRCF) and introduced Michelle Norris (AEMO) who is part of the Marketing Enhancement team.

2. Gas Day Harmonisation

Roger Shaw (AEMO) stepped through the Gas Day Harmonisation presentation. Participants queried the timeframes around the existing gas day timings. Roger Shaw noted that the upcoming workshops will address these requirements and help feed into the procedures.

Roger Shaw also urged participants to think about what their issues may be particularly around the interval meters and the gate stations (where owned) and how to transition into the changing gas day.

Danny McGowan noted that this program of work is scheduled to commence in early September, however will extend the date to November to allow the Rules and procedures to align.

It was noted that the GRCF agreed Roger Shaw's presentation slides closes action item 122.4.1 which was to provide an update on mobilising workstreams.

Please refer to the Gas Day Harmonisation presentation circulated with the meeting pack for further information.

3. Previous Meeting Minutes and Action Items

The previous minutes from the May meeting (#122) were accepted as a true and correct record of the previous meeting. Action items have been updated in the table appended.

Danny McGowan noted that the following items were added to 'Other Business':

- Gas Market Issue - Improving Customer transfers in the Gas Retail Markets.
- Gas Market Issue - Estimated Consumption after meter removal.

4. Issues and Change Register

Danny McGowan (AEMO) referred to the Issues and Change Register and provided an update on the following items.

- **IN021/14 (Review of NSW/ACT Energy Value Validation ranges described in 3.6.10):** This program of work has been implemented and is now complete.
- **N027/15 (Life-support):** AEMO will kick-off internal meetings in the week of 18 June to prepare the initial draft of changes. AEMO is planning to use the electricity solution as the gas solution. The electricity solution requires a schema change therefore gas participants should start planning for a schema change as well. Consultation engagement with participants is targeted to commence mid-September 2018.

In relation to Life Support, Shawn Tan (Energy Australia) requested AEMO to provide any information that comes to hand prior to the electricity consultation to be shared with the GRCF participants.

It was noted that some retailers and distributors felt that the electricity solution may not be the most effective solution for gas given the number of requests and that Life Support gas requests would be substantially lower compared to electricity.

Danny McGowan noted that participants need to come together and meet to discuss their regulatory provisions regarding their life support obligations and come up with a business to business (B2B) for gas if the electricity solution is deemed excessive for gas. Stephanie Lommi (Lumo Energy) advised that Red Energy and Lumo Energy will champion this issue and inform AEMO of a solution outcome. (**Action 123.4.1**).

The outcome from the meeting will be used as "drafting instruction" to prepare a Proposed Procedure Change (PCC).

For further information, please refer to the Issues and Change Register circulated with the meeting pack.

5. GRCF Work Program 2018

Danny McGowan referred to the 2018 work program diagram and noted the reference for IN027/15 should be IN004/18 in regards to the placeholder for 'Changes to the SA RMP clause 177(5) (Calculation of heating degree day)'. Also in relation to the gas day start time change (IN002/16) as noted in the gas day harmonisation presentation discussion, AEMO needs to bump the commencement of this consultation by 4 weeks.

AEMO will update the 2018 Work Program to reflect the changes for IN004/18 and IN002/16 and circulate to the GRCF participants. (Action 123.5.1)

Please refer to the 2018 work program diagram circulated in the meeting pack for further information.

6. Other Business

Procedure Change Committee (PCC)

Danny McGowan advised that AEMO Chaired the Procedure Change Committee (PCC) in WA and noted that they have an Issues and Change Register similar to the GRCF and it was proposed to merge the two registers together to have an all jurisdictional register. Participants agreed for this change to occur. AEMO will update the Issue /Change Register to include WA initiatives (Action 123.6.1)

IN006/18: Improving Customer transfers in the Gas Retail Markets (Customer Own-Reads)

Stephanie Lommi (Lumo Energy) referred to the Gas Market Issue (GMI), IN006/18: Improving Customer transfers in the Gas Retail Markets (Customer Own-Reads), and noted that Red Energy and Lumo Energy have put together a proposed change to the VIC, QLD and SA jurisdictions that enables a customer to provide a self-read (e.g. Customer Own Read) for transferring where there has been a previously failed read (no actual read has been available or obtained by the distributor).

Stephanie Lommi added that the changes will mitigate customer service issues and achieve the national gas objective (NGO) as it increases the efficiency in the operation of markets, to the long-term benefit of consumers. Particularly as the change will enhance consistency between the regulatory frameworks across gas retail markets and creating efficiency for those participants.

Participants discussed the proposal and agreed that the current process needs to be changed. Danny McGowan requested that the GRCF participants consider this proposal amongst the pending proposals on the Change Register and provide feedback on the 'Issues for consideration' by Friday 13 July 2018. (Action 123.6.2)

IN005/18 Estimated Consumption after meter removal

Mario Iogha (Origin Energy) referred to the Gas Market Issue (GMI), IN005/18: Estimated Consumption after meter removal and noted that the changes proposed aims to address a market issue across all gas networks. It involves the handling and impacts arising from no set process or procedure that covers meter data provision associated with removal of metering assets. This will enable documentation to align with existing operational processes in each jurisdiction's Retail Market Procedures (RMP). A proposed process flow can be found within the GMI circulated on Monday 18 June 2018.

GRCF participants to provide feedback on the GMI IN005/18: Estimated Consumption after meter removal by Friday 13 July 2018. (Action 123.6.3)

7. Participant progress on reviewing IN006/17 – SA Harmonised RMP papers

Danny McGowan referred to the second draft of the SA harmonised Retail Market Procedures circulated to the GRCF participants on Tuesday 12 June and advised that feedback is required by 29 June 2018. Participants noted that they are currently reviewing the file.

Action items raised at meeting #123

Item	Topic	Action required	Responsible	By
123.4.1	Issues and Change Register	Stephanie Lommi (Lumo Energy) to set-up meeting with GRCF participants to discuss regulatory provisions regarding life support obligations and to provide AEMO with the outcome and the drafting instructions to move forward with this program of work.	Stephanie Lommi (Lumo Energy)	1/07/18
123.5.1	GRCF Work Program 2018	AEMO will update the 2018 Work Program to reflect the changes for IN004/18 and IN002/16 and circulate to the GRCF participants.	Danny McGowan (AEMO)	17/07/18
123.6.1	Add WA to Issues and Change Register	Update the Issue /Change Register to include WA initiatives.	Danny McGowan (AEMO)	17/07/18
123.6.2	Other Business Gas Market Issue: IN006/18 Improving Customer transfers in the Gas Retail Markets	GRCF participants to provide feedback relating to Lumo and Red Energy's proposal regarding the Gas Market Issue IN006/18: (Improving Customer transfers in the Gas Retail Markets (Customer Own-Reads) focusing on the 'Issues for consideration' and to also consider current pending proposals on the Change Register.	GRCF Participants	13/07/18
123.6.3	Other Business Gas Market Issue: IN005/18 Estimated Consumption after meter removal	GRCF participants to provide feedback on GMI: IN005/18 Estimated Consumption after meter removal by Friday 13 July 2018.	GRCF Participants	13/07/18

Action items raised prior to meeting #123

Item	Topic	Action required	Responsible	By
122.4.1	GRCF Work Program 2018	In relation to IN002/16 (NGR rule change of gas day start time in SA, Qld & NSW/ACT to 6:00 am) AEMO will provide an update on mobilising workstreams regarding retail market procedures by the next GRCF.	D. McGowan (AEMO)	Complete

122.6.1	Other Business	AEMO to review the GMI and will share the outcome of that review with Red and Lumo Energy before circulating to the GRCF to review and provide feedback.	D. McGowan (AEMO)	Complete
119.10.1	Estimated Consumption of meter removal	Estimated Consumption of meter removal to be added to the register for further review. 20/02: #120 Update: Yet to be added.	D. McGowan (AEMO)	Complete
119.10.2	Estimated Consumption of meter removal	A Gas Market Issues (GMI) will be drafted by around existing scenarios. 20/02: #120 Update: Still in draft form. May be ready for March 2018. 15/05 Update: Work in progress.	M. Iogha (Origin) M. Riley (AGL)	Complete
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. 20/02: #120 Update: Draft complete, ready by next GRCF. 20/03: Being finalised by APA currently. Ready for GRCF. 15/05 Update: Work in progress.	R. Abbott (APA)	Open
118.10.1	Other business - New connections phone number	APA to issue formal communications to the GRCF around new connections phone number. 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. 20/02: #120 Update: Rick Abbott to chase up. Not yet happened. 20/03: Rick to chase up. 15/05 Update: Work in progress.	R. Abbott (APA)	Open