

FINAL MINUTES – GAS RETAIL CONSULTATIVE FORUM (GRCF)

MEETING: 125
 DATE: Tuesday 21 August 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
Hayley George (Secretariat)	AEMO	Melbourne
Nandu Datar	AEMO	Melbourne
Aakash Sembey	Simply Energy	Melbourne
Tim Sheridan	Jemena	Melbourne
Mark Riley	AGL	Melbourne
Travis Worsteling	Energy Australia	Melbourne
Chantal Wright	Momentum	Melbourne
Stephanie Lommi	Red/Lumo	Melbourne
Rick Abbott	APA	Adelaide
Emillie Kueh	Jemena	Teleconference
Mario Iogha	Origin Energy	Teleconference
Mark Flynn	Jemena	Teleconference
Michelle Norris	AEMO	Teleconference
Melissa Sutherland	ActewAGL Retail	Teleconference
Kate Goatley	ActewAGL Retail	Teleconference
Kelly Murray	Multinet Gas Networks	Teleconference
Robert Gubbins	CGI Technologies	Teleconference

1. Welcome and Apologies

Danny McGowan (Chair) welcomed participants to the 125th meeting of the Gas Retail Consultative Forum (GRCF) and noted the following apology; Justin Betlehem (AusNet Services).

2. Previous Meeting Minutes and Action Items

The previous minutes from the July meeting (#124) were accepted as a true and correct record of the previous meeting. Action items have been updated in the table appended. No additional items were added to Other Business.

3. Issues and Change Register

Danny McGowan (AEMO) referred to the Issues and Change Register, noting the following:

- **IN007/18** has been added since the last GRCF meeting.

- **IN027/15** has been withdrawn.
- **IN012/17** was noted as a work in progress, however a placeholder and timing have not yet been assigned.

4. IN005/18 – Estimated Consumption after meter Removal

Danny McGowan noted the consolidated feedback paper circulated to GRCF participants in the meeting pack. Based on the feedback received, AEMO recommend this item be placed on hold until 2019, as there is no capacity to commit to progressing it before then. Participants were encouraged to work on this and possibly hold a workshop on the item outside of the GRCF to prepare in the meantime.

AEMO will attach the consolidated feedback paper to the GMI and note it as on hold on the Issues and Change Register ([Action Item 125.4.1](#)).

IN006/18 – Improving Customer transfers in the Gas Retail Markets (Customer Reads)

Danny McGowan noted the consolidated feedback paper circulated to GRCF participants in the meeting pack. Based on the feedback received, AEMO recommend it be placed on hold and prioritised in 2019. Participants were encouraged to work on this outside of the GRCF, possibly in conjunction with IN005/18, to prepare in the meantime.

AEMO will attach the consolidated feedback paper to the GMI and note it as on hold on the Issues and Change Register ([Action Item 125.4.2](#)).

5. GRCF Work Program 2018

Danny McGowan referred to the 2018 work program diagram circulated in the meeting pack and noted the current consultations, the new timeframe for SA Procedures and recently added items.

6. GMI IN007/18 – Proposal to amend the Hot Water Estimation and Substitution Methodology as described in the Retail Market Procedure

Tim Sheridan (Jemena) talked through the proposal GMI paper that was circulated to GRCF participants in the meeting pack. The proposal targeted a mid-December 2018 implementation date.

Red/Lumo raised that the retail component has not been considered as part of this GMI, and therefore could not support the assumption that there would be no impact to their billing without having the time to investigate how the proposed changes will impact them first. In particular, the increase to the shoulder period, and decrease to other periods needs to be explored in further detail.

AGL questioned the benefit of the new methodology, raising that retailers have products and systems to smooth data for billing and would like to see some more actual analysis to show the benefits prior to supporting Jemena's proposal. Energy Australia also requested to see this data.

Simply Energy raised that like some other retailers, they have their own estimation methodology in addition to the methodology used by DB's and the market so might not find this proposal as beneficial as suggested and would need to investigate further before supporting the proposal.

AEMO's view surrounds the material impact of the issue and proposal. Assuming that only 20% of reads are estimate, and of these the ones that the methodology would be applied to is around 5%, the material impact of this change is marginal. However, AEMO do agree that

retailers should be given time to analyse the impact to ensure customer impact and experience will not be hindered. AEMO suggest that this item is moved forward, and retailers are given time to investigate and provide feedback during the first round of consultation (PPC). If this is found to have adverse effects on Retailer's these would be highlighted in the IIR report and AEMO may recommend not making the proposed change. AEMO also noted that based on the information contained in the GMI, AEMO view is the initiative appears to be relatively straight forward with potentially no material impact on Retailer's therefore AEMO would have the capacity to fit this consultation into the GRCF 2018 program of work.

There was not unanimous agreement on this proposal at the meeting, however the group did agree to investigate further and supported the idea of moving to the first round of consultation. Jemena will provide additional data and further analysis that shows the benefit, and for retailers to use to complete their analysis by the end of the week. Following the analysis by retailers, AEMO will start the process to move this item to PPC stage (**Action Items 125.6.1 and 125.6.2**).

7. Other Business

No other business was raised at the meeting.

The next meeting will be held on Tuesday 18 September 2018. It was noted that this meeting may be changed to include a workshop for participants to discuss IN006/18 and IN005/18.

Action items raised at meeting #125

Item	Topic	Action required	Responsible	By
125.4.1	IN005/18 – Estimated Consumption after meter Removal	AEMO to attach the consolidated feedback paper to the GMI and note it as on hold on the Issues and Change Register.	D. McGowan (AEMO)	18/9/2018
125.4.2	IN006/18 – Improving Customer transfers in the Gas Retail Markets (Customer Reads)	AEMO to attach the consolidated feedback paper to the GMI and note it as on hold on the Issues and Change Register.	D. McGowan (AEMO)	18/9/2018
125.6.1	IN007/18 – Proposal to amend the Hot Water Estimation and Substitution Methodology as described in the Retail Market Procedure	Jemena will provide additional data and further analysis that shows the benefit, and for retailers to use to complete their analysis by the end of the week.	T. Sheridan (Jemena)	24/8/2018
125.6.2	IN007/18 – Proposal to amend the Hot Water Estimation and Substitution Methodology as described in the Retail Market Procedure	AEMO will start the process to move this item to PPC stage	D. McGowan (AEMO)	31/8/2018

Action items raised prior to meeting #125

Item	Topic	Action required	Responsible	By
124.2.1	Gas Market Issue: IN006/18 Improving Customer transfers in the Gas Retail Markets	AEMO to consolidate feedback received by participants and circulate to GRCF prior to August meeting. <i>Note: APA still to provide feedback.</i>	Danny McGowan (AEMO)	Complete

124.2.2	Gas Market Issue: IN005/18 Estimated Consumption after meter removal	AEMO to consolidate feedback received by participants and circulate to GRCF prior to August meeting.	Danny McGowan (AEMO)	Complete
124.4.1	IN027/15 – Life Support	AEMO to mobilise resources to progress life support and start drafting consultation documents and a project plan.	Danny McGowan (AEMO)	Closed
124.5.1	GRCF Work Program 2018	AEMO to circulate an updated work program to GRCF participants once life support is incorporated. This will include an update on SA RMP harmonisation timeline.	Danny McGowan (AEMO)	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. 21/08/2018 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. 21/08/2018 Update: Closed on the advice of Rick Abbott (APA).	R. Abbott (APA)	Close