

Q4 2021 GAS RETAIL INDUSTRY CUTOVER PLAN

PREPARED BY: Market Change
VERSION: 2.0.
EFFECTIVE DATE: 19 November 2021
STATUS: FINAL

CONTENTS

1.	BACKGROUND	4
1.1.	Timelines for Cutover Implementation Plan	4
1.2.	Engagement with the ITDF	5
2.	PURPOSE	5
3.	IMPLEMENTATION	6
4.	PRODUCTION VERIFICATION TEST EXECUTION	6
5.	CUTOVER TIMETABLE AND RESPONSIBILITIES	7
6.	POST-SCHEMA IMPLEMENTATION MONITORING	9
7.	ACCEPTANCE OF Q4 2021 GAS RETAIL INDUSTRY CUTOVER PLAN	9
8.	REFERENCE MATERIAL	9
9.	INDUSTRY LEAD CONTACT DURING THE CUTOVER PERIOD	11
10.	SERVICE ORDER OUTAGE PLAN CONTACT DURING THE CUTOVER PERIOD	14

Version Release History

Version	Issue Date	Summary of Changes
0.1	23 July 2021	Initial version proposed by AEMO and issued to ITDF and GRCF.
0.2	6 August 2021	Version issued responding to ITDF feedback.
0.3	27 August 2021	Version issued for GRCF ratification.
1.0	17 September 2021	Final version. Section 9 to be completed in early November.
2.0	19 November 2021	Final version with Sections 9 and 10 completed.

1. BACKGROUND

Across 2020 and early 2021, the GRCF consulted on and agreed to several changes that would entail a schema change to schema version r40 across all jurisdictions (i.e., NSW/ACT, QLD, SA, VIC, and WA). WA is currently on r13; QLD, SA, and VIC are currently on r29; and NSW/ACT is currently on r34.

This release includes a variety of changes, including:

- [IN003/20 \(Gas Life Support\)](#)
- [IN011/20 \(CDN and CDR\)](#)
- [IN003/20W \(CDN and CDR in WA\)](#)
- [IN002/15W and IN026/15 \(New JECs\)](#)
- [IN009/19W and IN010/20W \(Add Meter Status to WA gas retail transactions\)](#)
- [IN018/20 \(Residual tidy up for Q4 2021 gas retail release\)](#)

It is expected that all participants will have completed internal UAT, certification and optional bi-lateral testing in the lead up to the schema release. AEMO is monitoring participants' progress towards certification and will report any relevant developments to the GRCF as this process continues.

In late January 2021, AEMO conducted an industry information session with participants. This session covered several topics including cutover activities. At this session AEMO emphasised that co-ordination between AEMO and industry participants would be critical for a successful outcome in major system changes such as this schema upgrade. To achieve this, engagement with industry on the production cutover will need to commence in early August 2021.

AEMO proposes that the IT Development Forum (ITDF) review AEMO's initial draft of the Industry Cutover Plan (this document) prior to the plan's being reviewed and endorsed by the GRCF by 10 September 2021.

Representatives from AEMO and from all organisations making the transition will oversee their respective organisation's internal transition plan to ensure it meets the industry-agreed cutover arrangements.

For further information on any of the above information or the broader program of work, AEMO has created a dedicated web page for the 2021 Gas Retail B2B system changes, with all the key information "at a glance". You can find this web page [here](#).

1.1. Timelines for Cutover Implementation Plan

The following are the key milestones to achieve an endorsed GRCF version of this document by 10 September 2021:

1. AEMO to issue initial draft version to ITDF by 23 July 2021 (with feedback closing 5 August 2021) to the ITDF and GRCF. Meeting details (see item 2 below) will be included. AEMO will also publish this initial draft version on the dedicated 2021 Gas Retail B2B system changes webpage.
2. AEMO to hold an out-of-session ITDF meeting on 6 August 2021 to discuss any comments the ITDF has regarding the draft version.
3. AEMO to issue second draft to ITDF by 13 August 2021 (with feedback closing 20 August 2021). A response feedback template will be issued with this version.

4. ITDF review completed by 20 August 2021.
5. Final version issued to GRCF by 3 September.
6. Endorsement from GRCF by 10 September 2021.
7. Final version of the document published on dedicated 2021 Gas Retail B2B system changes AEMO webpage by 17 September 2021.
8. Final version updated to include lead contacts (Section 9 and 10). Document published on dedicated 2021 Gas Retail B2B system changes AEMO webpage by 19 November 2021

1.2. Engagement with the ITDF

As per the Q4 2021 Gas Retail Release Bulletin – July edition, AEMO Project Team (2021 Gas Retail B2B System Changes) has decided to utilise the technical expertise of the ITDF as the main industry body to be consulted on the Q4 2021 Gas Retail Cutover Implementation Plan (this document).

It will have two periods of review (as outlined in Section 1.1), after which point the document will be sent to the Gas Retail Consultative Forum (GRCF) for final ratification. The ITDF is expected to review this document and provide any relevant recommendations for how the cutover process could be improved. ITDF attendees are also expected to liaise with their internal project teams and GRCF reps to ensure the relevant personnel in their organisation are made cognisant of cutover processes.

All parties undergoing system changes for the Q4 2021 Gas Retail System Release are invited to participate in ITDF meetings to be able to provide input on the cutover process. ITDF agenda items relating to the Q4 2021 Gas Retail System Release will be scheduled at the start of ITDF meetings to ensure that participants are able to attend only for the items to the Q4 2021 Gas Retail System Release if they so wish.

AEMO will provide both IT and release management subject matter experts (SMEs) at the ITDF to answer any questions that participants may have in relation to the cutover arrangements.

2. PURPOSE

The purpose of this document is to provide collectively agreed guidance for industry participants and AEMO for the Q4 2021 Gas Retail B2B system changes cutover period with respect to the following cutover activities:

- Cross-industry management, decision making (incl. escalation), reporting, & communications.
- Establishing a timeline of activities.
- Production Verification Test (if required).
- Initial post go-live monitoring.

For each of these cutover activities, this document will generally provide guidance within the following categories:

- What are the industry requirements that must be adhered to by all participants?
- What are the requirements that apply only to Users, Network Operators, or AEMO but require visibility at industry level?

3. IMPLEMENTATION

The cutover period is defined as 9:00am on Saturday 27 November 2021 to the start of the gas day¹ on Monday 29 November 2021 (AEST) inclusive.

Participants should cease sending new transactions by 11:59pm Friday 26 November 2021.

Participants will need to plan the implementation of schema change for cutover on Sunday 28 November 2021.

Participants will be responsible for developing their own release plan such that it is compatible with the overall Industry Implementation plan set out in section 5 of this document.

The industry cutover approach is based on a 'fix-or-fail/roll-forward' approach in which AEMO and all participants will commit to cutting over to modified systems and processes and will avoid rollback by addressing any problems if and when they arise. This approach is consistent with all other previous gas retail system changes that have involved an aseXML schema version uplift.

If any participant or AEMO have system readiness issues, they must implement contingency (e.g., manual) arrangements in their organisations and notify AEMO so that they can meet their obligations after go-live without impacting other participants.

4. PRODUCTION VERIFICATION TEST EXECUTION

To validate a successful implementation of the schema change a Production Verification Test (PVT) will take place. Detail about timing of when PVT occurs is described in section 5 (Cutover Timetable and Responsibilities).

During the PVT window (Sunday 28 November 2021 10 AM – 6 PM AEST / 8 AM – 4 PM AWST):

- AEMO will be available to assist where participants have connectivity issues that arise.
- All participants would hold back all transactions other than those that are included in the test.

Participants should contact their chosen bilateral testing participants (if any) for PVT before the 30 September 2021 and discuss the scope of the PVT.

Participants will pre-identify the transactions that will be provided to the Retailer / Distributor / Market Operator and this information will be sent to AEMO (grcf@aemo.com.au) by COB Wednesday 17 November 2021.

AEMO will collate this information and provide to the participants before 2pm Friday 26 November 2021.

Only a minimal number of B2B and B2M transactions should be sent during the PVT period as these transactions will be "live" market transactions. AEMO will work with Industry participants to ensure a representative spread of B2B and B2M transactions are included.

As a minimum the scope should include the B2B transactions that formed the foundation the Q4 2021 gas retail changes. This includes:

- a. Retailer to send a Network Operator the following transaction types
 - Customer Details Notification (T70)
 - Life Support Request (T82) (*East Coast only*)
 - Life Support Notification (T80) (*East Coast only*)

¹ The start of the gas day in each jurisdiction is 6:00am AEST in NSW/ACT, QLD, SA, and VIC, and 8:00am AWST in WA.

b. Network Operator to send the retailer the following transaction types

- Customer Details Request (T72)
- Life Support Request (T81) (*East Coast only*)
- Life Support Notification (T83) (*East Coast only*)

All transactions will be acknowledged with both an ebXML acknowledgement and an aseXML transaction acknowledgement as appropriate.

5. CUTOVER TIMETABLE AND RESPONSIBILITIES

As each step of the cut-over period approaches, AEMO will broadcast the forthcoming event using the system notification messaging service as described in section 4.3 of the FRC Hub Participant User Guide. Click [here](#) to view this guide. The mailbox for this messaging service is known as FRCRelay.

AEMO's FBSAdmin is responsible for maintaining this distribution list for this messaging service. Participants should ensure their contact information is updated one week prior to the cut-over window. Any updates or question about this messaging service should be sent to FBSAdmin@aemo.com.au.

Step	Event	Market Time/AEST ²	Market Time/AWST	Responsible Party
1.	<ul style="list-style-type: none"> • Cease generating new outbound transactions in old schema versions (i.e., r13 in WA; r29 in QLD, SA, and VIC; r34 in NSW/ACT). • Batch jobs completed before this time. • Start using B2B Outage Protocol for all service order processing. 	Friday 26/11/2021 11:59 PM AEST	Friday 26/11/2021 9:59 PM AWST	All Participants
2.	<ul style="list-style-type: none"> • Clear both incoming and outgoing failures from the gateway. • Finish processing all r13 (in WA), r29 (in QLD, SA, and VIC), and r34 (in NSW/ACT) transactions. The above schema versions are no longer used from this point onwards. 	Between midnight and 10 AM AEST		

² Please note: during cutover weekend, east-coast jurisdictions will be in a number of different time zones due to daylight savings: Queensland will be in AEST (UTC+10:00), NSW/ACT and Victoria will be in AEDT (UTC+11:00), and SA will be in ACDT (UTC+10:30). Hence, all references in this document to times for east-coast jurisdictions will be made to AEST (UTC+10:00). Participants should make any necessary accommodations in their internal planning to reflect the difference between AEST and the time-in-use for their jurisdiction.

Step	Event	Market Time/AEST ²	Market Time/AWST	Responsible Party
3.	<ul style="list-style-type: none"> B2B Hub stops processing transactions and will cease to be available. Participants switch to manual processes to handle any priority-C transactions initiated between 10:00 AM AEST (8:00 AM AWST) and 4 PM AEST (2 PM AWST) 	Saturday 27/11/2021 10:00 AM AEST	Saturday 27/11/2021 8:00 AM AWST	All participants
4.	<ul style="list-style-type: none"> Implement schema change to r40. 	Saturday 27/11/2021 4 PM – 8 PM AEST	Saturday 27/11/2021 2 PM – 6 PM AWST	All Participants
5.	<ul style="list-style-type: none"> B2B Hub becomes available 	Saturday 27/11/2021 Before 8 PM AEST	Saturday 27/11/2021 Before 6 PM AWST	All Participants
6.	<ul style="list-style-type: none"> Internal troubleshooting period allowed to validate gateways are operational Re-establish connectivity to FRC Hub Systems into productions 	Saturday 27/11/2021 8 PM – Sunday 28/11/2021 10 AM AEST	Saturday 27/11/2021 6 PM – Sunday 28/11/2021 8 AM AEST	All Participants
7.	<ul style="list-style-type: none"> PVT window opens (PVT is optional. For further details on PVT see section 4). 	Sunday 28/11/2021 10 AM AEST	Sunday 28/11/2021 8 AM AWST	Participants (Optional)
8.	<ul style="list-style-type: none"> PVT window closes. PVT is optional. For further details on PVT see section 4). 	Sunday 28/11/2021 6 PM AEST	Sunday 28/11/2021 4 PM AWST	Participants (Optional)
9.	<ul style="list-style-type: none"> Teleconference of the nominated Industry Lead Contacts during the cutover period to assess final participant readiness and for industry awareness of issues facing any participants. 	Sunday 28/11/2021 6 PM AEST	Sunday 28/11/2021 4 PM AWST	Participants (Optional)

Step	Event	Market Time/AEST ²	Market Time/AWST	Responsible Party
10.	<ul style="list-style-type: none"> Start of period for internal trouble-shooting to resolve any issues identified in PVT. 	Sunday 28/11/2021 6 PM AEST	Sunday 28/11/2021 4 PM AWST	Participants (Optional)
11.	<ul style="list-style-type: none"> End of period for internal trouble-shooting to resolve any issues identified in PVT. 	Monday 29/11/2021 Start of gas day ³	Monday 29/11/2021 Start of gas day ³	Participants (Optional)
12.	<ul style="list-style-type: none"> All transactions sent with r40 schema 	Monday 29/11/2021 Start of gas day (will depend on jurisdiction)	Monday 29/11/2021 Start of gas day	All Participants

6. POST-SCHEMA IMPLEMENTATION MONITORING

On the morning of Monday 29 November 2021, to mitigate risk of the FRC Hub's being flooded with transactions built up during the cutover period, all participants that have the capacity to do so will limit the number of transactions sent through their gateway to the FRC Hub. All participants will monitor their backend systems and gateways to ensure successful implementation.

A teleconference will be held at 10:30AM AEST / 8:30 AWST on Monday 29 November 2021 to determine the success or otherwise of the implementation across the industry. The teleconference meeting will decide on corrective action for any issues and defects that are identified based on their severity and market impact.

7. ACCEPTANCE OF Q4 2021 GAS RETAIL INDUSTRY CUTOVER PLAN

ITDF representatives are the responsible persons to develop the plan. Final review and acceptance will be minuted at the ITDF meeting before the recommendation is tabled with the GRCF.

8. REFERENCE MATERIAL

The following is a list of reference material for the ITDF:

Document	Location
Technical Protocol changes (including all GIP documents)	On the 2021 Gas Retail B2B System Changes page on AEMO's website.
AEMO Decisions and ERA Decisions on IN003/20, IN011/20, IN003/20W, IN002/15W, IN026/15, IN009/19W, IN010/20W, and IN018/20	On the 2021 Gas Retail B2B System Changes page on AEMO's website.
R40 schema	On the aseXML Schemas page on AEMO's website.
Recertification obligations. For VIC, QLD, SA and NSW/ACT, these are described in the FRC B2B Connectivity Testing and System Certification	On the Gas Systems Guides page on AEMO's website.

³ The start of the gas day in each jurisdiction is 6:00am AEST in NSW/ACT, QLD, SA, and VIC, and 8:00am AWST in WA.

Recertification obligations. For WA these are described in the Connectivity Testing and Technical Certification document

On the [Western Australia - Technical protocol page](#) on AEMO's website

9. INDUSTRY LEAD CONTACT DURING THE CUTOVER PERIOD

The following is a list of each organisation's lead contact person during the cutover period. The nominated contact person is the escalation contact point in the event of a major incident to do with the implementation.

Organisation	Name	E-mail	Phone
1st Energy	Liam Foden	liam.foden@1stenergy.com.au	0408 569 329
ActewAGL Retail	Luke Gonzalez	Luke.gonzalez@actewagl.com.au	0450 768 319
Actew Distribution Ltd	Marc Flynn	marc.flynn@jemena.com.au	02 9867 7127 0427 279 730
AGL	Giuseppe Coppola	gcoppola2@agl.com.au	0405 988 838
Alinta Energy Retail Sales	Geoff Lim	Geoffrey.lim@alintaenergy.com.au	0412 157 108
Amanda Energy	Tim McLeod	tim.mcleod@amandaenergy.com.au	0404 548 708
Agora Retail	Brett Leicester Marc Riella	systems@agoraretail.com.au marc.riella@onedegreeit.com.au	08 9228 1930 0407 116 556
APA	Sarah Quinn	Sarah.quinn@apa.com.au	0459 876 939
ATCO	Elaine Bilotta	Elaine.Bilotta@atco.com	0429 569 642
AusNet Gas Services	Amy Miller	Amy.miller@ausnetservices.com.au	0404710120
Australian Gas Networks	Rick Abbott	rick.abbott@agig.com.au	0423 274 208
CGI	Akhtar Ramtoola	GasMarketSystems.AU@cgi.com	0421 610 178
Click Energy	Martin Macumber	martin.macumber@amaysim.com.au	0434 340 144
CovaU	Ammar Aljuboori	Ammar.aljuboori@covau.com.au	0449 686 699
Discover Energy	Sunny Lee	sunny@discoverenergy.com.au	0434 127 114

EnergyAustralia, participant IDs EGYAUSTUSR EGYAUST	Simon Hilton	Simon.Hilton@ensek.co.uk	+44 7966 399 317
EnergyAustralia, participant IDs ENGYAUSUSR TXUR TXUUSR	David Birch	david.birch@energyaustralia.com.au	03 9976 8446 0413 433 540
GloBird Energy	Evan Giosis	Evan.Giosis@globirdenergy.com.au	0402 270 233
Jemena Gas Networks	Marc Flynn	marc.flynn@jemena.com.au	02 9867 7127 0427 279 730
Kleenheat	Rony Mathew	rmathew@kleenheat.com.au	08 9312 9596
Lumo Energy	Nick Gustaffson	nick.gustafsson@redenergy.com.au	0434 424 049
M2Energy Pty Ltd (T/As Dodo Power & Gas)	Charlie McNamara	charlie.mcnamara@vocus.com.au	0430 663 977
Momentum Energy	Bab Kamath	Bab.Kamath@momentum.com.au	038102 3293
Multinet Gas Distribution Partnership	Kelly Murray	Kelly.Murray@agig.com.au	0407 633 880
Origin Energy	Rahul Agarwal	dlgasb2bcutover@origin.onmicrosoft.com	0413 847 682
Perth Energy	Giuseppe Coppola	gcoppola2@agl.com.au	0405 988 838
Powershop	Justin Dopierala	justin.dopierala@powershop.com.au	0448 827 384
Red Energy	Nick Gustaffson	nick.gustafsson@redenergy.com.au	0434424049
Shell Energy Retail	Bart Hawking	Bart.Hawking@shellenergy.com.au	03 9214 9319
Simply Energy	Jun Liu Craig Taylor	LIU Jun (Simply Energy) jun.liu@simplyenergy.com.au ; TAYLOR	0411 561 827



		Craig (Simply Energy) craig.taylor@simplyenergy.com.au	
Sumo Gas	Fiona Savage	fiona.savage@sumopower.com.au	03 8678 1410
Synergy	Keri Speechley	keri.speechley@synergy.net.au	0431 901 226
Tango Energy	Shawn Tan	stan@tangoenergy.com	03 8621 6476
Weston Energy	Gerrod Murphy	gmurphy@westonenergy.com.au	0438 426 332

10. SERVICE ORDER OUTAGE PLAN CONTACT DURING THE CUTOVER PERIOD

The following is a list of each organisation's lead contact person for B2B-transaction issues during the cutover period. The nominated contact person is the escalation contact point in the event of any issues arising regarding manually sent B2B transactions.

Organisation	Name	E-mail	Phone
1st Energy	John Dawson	john.dawson@1stenergy.com.au	0430 749 176
ActewAGL Retail	Luke Gonzalez	Luke.gonzalez@actewagl.com.au	0450 768 319
Actew Distribution Ltd	Steve Dooley	steve.dooley@jemena.com.au	02 9867 7109 0407 851 009
AGL	Fiona Lee	fmacpher@agl.com.au	0432 086 741
Alinta Energy Retail Sales	Geoff Lim	Geoffrey.lim@alintaenergy.com.au	0412 157 108
Amanda Energy	Tim McLeod	tim.mcleod@amandaenergy.com.au	0404 548 708
Agora Retail	Paul Bresloff-Barry Brett Leicester	commercial@agoraretail.com.au brett@gastrading.com.au	0439 091 755 0418 781 075
APA	Edina Zivalj	Edina.zivalj@apa.com.au	0406 399 778
ATCO	Elaine Bilotta	Elaine.Bilotta@atco.com	0429 569 642
AusNet Gas Services	Mark Dabal	Mark.dabal@ausnetservices.com.au	0417 363 954
Australian Gas Networks	Errol Murray	errol.murray@apa.com.au	08 8113 9134
Click Energy	Martin Macumber	martin.macumber@amaysim.com.au	0434 340 144
CovaU	Patrick Lau	it@covau.com.au	0451 888 288
Discover Energy	Isaac Liu	isaac.liu@discoverenergy.com.au	0401 865 696
EnergyAustralia, participant IDs EGYAUSTUSR EGYAUST	Amged Edwards	Amged.Edwards@ensek.com.au	0404 061 177

EnergyAustralia, participant IDs ENGYAUSUSR TXUR TXUUSR	John Chan, with Vera Meilak as backup	john.chan@energyaustralia.com.au vera.meilak@energyaustralia.com.au	03 8628 1354 03 9060 0821 0401 606 997
GloBird Energy	Alan Wang	alan.wang@globirdenergy.com.au	0449 038 806
Jemena Gas Networks	Steve Dooley	steve.dooley@jemena.com.au	02 9867 7109 0407 851 009
Kleenheat	Anoop Johny	ajohny@wescef.com.au	08 9312 9625
Lumo Energy	Megan Falkingham	megan.falkingham@redenergy.com.au	0449 173 404
M2Energy Pty Ltd (T/As Dodo Power & Gas)	Charlie McNamara	charlie.mcnamara@vocus.com.au	0430 663 977
Momentum Energy	Bab Kamath	Bab.Kamath@momentum.com.au	03 8102 3293
Multinet Gas Distribution Partnership	Chandra Shivanna	Chandra.Shivanna@agig.com.au	0470 120 632
Origin Energy	Lisa Carbone	Lisa.Carbone@origin.com.au	0410 687 855
Perth Energy	Fiona Lee	fmacpher@agl.com.au	0432 086 741
Powershop	Justin Dopierala	justin.dopierala@powershop.com.au	0448 827 384
Red Energy	Megan Falkingham	megan.falkingham@redenergy.com.au	0449 173 404
Shell Energy Retail	Bart Hawking	Bart.Hawking@shellenergy.com.au	03 9214 9319
Simply Energy	Jun Liu Craig Taylor	LIU Jun (Simply Energy) jun.liu@simplyenergy.com.au ; TAYLOR Craig (Simply Energy) craig.taylor@simplyenergy.com.au	0411 561 827
Sumo Gas	Fiona Savage	fiona.savage@sumopower.com.au	03 8678 1410
Synergy	Keri Speechley	keri.speechley@synergy.net.au	0431 901 226
Tango Energy	Fahad Liaqat	fliqat@tangoenergy.com	0422 571 171



Weston Energy	Gerrod Murphy	gmurphy@westonenergy.com.au	0438 426 332
---------------	---------------	-----------------------------	--------------