

Australian Energy Market Operator

Self-reported breach by Alinta Energy

Apparent breach of Retail Market Procedures (WA) 78, 81(2) and 81(3) by Alinta Energy on 03/02/2017 and 06/02/2017

Overview:

On 17/02/2017, Alinta Energy was advised by another retailer that Alinta Energy had transferred two customers to Alinta Energy as move in customers rather than as in-situ customers. The transfer requests were made by Alinta Energy on 3/2/17 and 6/2/17.

This appears to be a breach of clause 78, 81(2) and 81(3) of the WA Retail Market Procedures ("Procedures") by Alinta Energy.

Clauses 78, 81(2) and 81(3) of the Procedures reads as follows:

78. Move in defined

A "move in" occurs when:

- (a) a small use customer commences occupation of premises; and
- (b) there is an associated change of user for the delivery point which supplies gas to the premises.

81. Transfer request

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(2) By lodging a transfer request that is specified to be a move in, an incoming user represents and warrants to AEMO that the transfer request relates to a move in.

{Note: Under clause 376A(2), a breach of this warranty will expose the incoming user to liability for more than just direct damage.}

(3) An incoming user makes the warranty in clause 81(2) anew on each day that a requested transfer that is specified to be a move in is open.

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Impact:

The transfer requests made by Alinta Energy on 03/02/2017 and 06/02/2017 had no associated change of user for the delivery points and hence the customers should not have been transferred as move in customers.

There was no impact on either customer.

Resolution:

Alinta Energy immediately identified the staff concerned and they were re-trained in the correct transfer procedures.

Alinta Energy has apologised to the other Retailer.

Proposed Further Actions:

Alinta Energy will review its customer transfer procedures to ensure it is clear to all staff the circumstances under which a customer can be transferred as a move in.

Invitation for submissions:

Before determining whether any further action is required, AEMO invites written submissions from participants as to:

- the effect that this incident has on their operations, and
- their view with regard to the determination, if any, AEMO should make under clause 329 of the Procedures in respect of the apparent breaches of the Retail Market Procedures.

Submissions are requested by no later than 5:00pm (AEST) **Tuesday 21 March 2017**. Submissions should be sent by e-mail to rmo@aemo.com.au.

Alternatively, submissions can be sent by post to AEMO at:

Chin Chan
AEMO
GPO Box 2008
Melbourne
VIC 3001

If you have any questions regarding this matter, please contact Carol Poon on (03) 9609 8509.

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