

# MINUTES – Gas Retail Consultative Forum (GRCF)

MEETING : 114  
 DATE: Tuesday 21 March 2017  
 TIME: 10.00 AM – 12.00 PM  
 LOCATION: AEMO’s offices and teleconference.  
 CONTACT: [GRCF@aemo.com.au](mailto:GRCF@aemo.com.au)

## ATTENDEES:

NAME	COMPANY / DEPARTMENT
Danny McGowan (Chair)	AEMO
Hayley George (Secretariat)	AEMO
Nandu Datar	AEMO
Penny Rea	AGL
Mark Riley	AGL
Rick Abbott	APA
Robert Gubbins	CGI
Emille Kueh	Jemena
Stefanie Macri	Lumo/Red Energy
Stephanie Lommi	Lumo/Red Energy
Chantal Wright	Momentum
Verity Watson	MultiNet Gas
Mario Iogha	Origin Energy
Andrew Mair	M2
Justin Bethlehem	AusNet Services
Georgina Snelling	EnergyAustralia

### 1. Welcome and Apologies

Danny McGowan (Chair) welcomed participants to the 114<sup>th</sup> meeting of the GRCF.

No apologies were noted.

### 2. Confirm Agenda

The agenda was confirmed and no additional items were added.

### 3. Administration

#### Previous Minutes - November

The 113<sup>th</sup> GRCF meeting minutes were noted as accepted by GRCF stakeholders.

#### Action Items

Updates to the action items are appended to these meeting minutes.

#### 4. Issues and Change Register

The Issues and Change Register was noted.

One item has been added to the list since the last GRCF meeting; IN003/17 (Vic Meter Pressure, discussed under agenda item 8).

One item has since been completed/withdrawn; IN042/16 (NSW MTR FX Transaction validation update).

#### 5. Harmonisation and other minor changes (package 1)

Danny McGowan (AEMO) talked to the paper in the meeting pack, explaining the scope, guiding principles and approach to implement the harmonisation and minor retail market procedures changes “Package 1 Procedure Changes”, noting specifically what is out of scope, and that AEMO’s legal team are reviewing procedures prior to circulation to the GRCF. Stakeholders clarified the timeframes set out in the paper and asked when they would receive the marked up changes to documents and when feedback is required. Danny advised that the next GRCF meeting will be a dedicated workshop for package 1, noting that feedback prior to the meeting would be beneficial, however those attending the workshop may provide feedback on the day if required. Stefanie Macri (Red/Lumo) ask whether process flows could be looked at as part of package 1, to include AEMO system timeframes in the flows. Although this is not in scope at the moment, if there are minor additions for clarification they can be discussed at the workshop.

There was also a discussion regarding the consideration of progressing the alignment of the SA procedures to other jurisdictions, with the goal to ultimately have one set of procedures for all markets. The decision was not to include this in the current harmonisation process, however it will be assessed to consider if this would be achievable and worth doing in the future.

The GRCF endorsed the paper without change.

#### 6. IN039/16 Harmonisation of password protection on the T900

Nandu Datar (AEMO) talked to the paper included in the meeting pack, explaining AEMO’s initial findings and next steps regarding harmonising format protection (zipping and password protection) of the Customer and Site Details file (T900), as the process currently differs between states. Nandu noted the proposed solution options to make all states the same; by either making all states use the password protection, or to remove the password requirements all together, noting that AEMO’s system is secure and that a participant would need to be logged into the system anyway, so an additional password may not be required. Stefanie Macri (Red/Lumo) explained a third option, whereby retailers continue to do as they are now and have AEMO manage the differences; the ‘retailer do-nothing for a period of time’ option, as some stakeholders do not currently have the resources to make system changes. AEMO is happy to assess the impact of the ‘retailer do-nothing’ option for a period of time, however would like to bring all states in line in future, and suggested a transitional arrangement. The retailers proposed transitional period to last until September 2018. Any new retailer entering the market will use the new agreed single process. The GRCF agreed with this suggestion, and each retailer is to undertake an impact assessment of the two options (password or no password) proposed in the discussion paper that was presented in the meeting and send their feedback and preference by 31 March 2017, noting an implementation date for the transition to fall away would be September 2018 (action item 114.6.2). AEMO will provide an updated paper that reflects the outcome of the meeting and also include in it a link to the document about security of Marketnet system (action item 114.6.1). AEMO will add the third option (retailers do nothing for period of time) of the transitional arrangement to the paper and conduct an impact assessment of all three options (action item 114.6.3).

## 7. Review of GRCF correspondence list

Hayley George (AEMO) advised that AEMO is undertaking a review of the GRCF correspondence list. AEMO have identified a number of registered retail gas market participants that are not represented on the current GRCF list, and have contacted them to invite them to join the forum and/or the correspondence list. AEMO also requests any changes of existing contact details to be advised via email to [Hayley.George@aemo.com.au](mailto:Hayley.George@aemo.com.au) or [grcf@aemo.com.au](mailto:grcf@aemo.com.au). An email prompting existing stakeholders on the list for updates will be sent following the meeting (action item 114.7.1).

## 8. IN003/17 VIC Meter Pressure

Rick Abbott (APA) advised that APA are standardising meter sets for all customers, which requires an update to the Victorian meter pressure document, to include two new pressure readings. The change would only affect new and replacement meters in Victoria. Rick explained that APA are undertaking a national metering section harmonisation to standardise meter designs and therefore pressures, and confirmed no system changes are necessary. APA are not aware of any customer issues caused by this change, however have spoken to individual retailers directly where required. Retailers questioned who APA spoke to from each business, and stated that they are unsure of the ramifications of this change to pricing, systems or their customers, so are unable to endorse changes to the document at this stage. Rick agreed to advise Victorian retailers who APA has spoken to from their businesses by 23 March, and then retailers will provide feedback to APA ([rick.abbott@apa.com.au](mailto:rick.abbott@apa.com.au)) and AEMO ([grcf@aemo.com.au](mailto:grcf@aemo.com.au)) via email by 28 March 2017 to advise if they foresee any material impact constraints that would jeopardise the publication changes to the Victorian meter pressure document (action item 114.8.1).

## 9. IN002/17 Plumber Licence Number and Certificate of Compliance (CoC)

Nandu Datar (AEMO) talked through the GMI included in meeting pack, explaining that as per the build pack, a CoC is not required for NSW, therefore the transactions do not need a field to provide the CoC number. AGL advised that APA have requested a CoC number for NSW sites in the past, and will provide specific examples to APA directly and follow up with them offline. It was noted that if the CoC was an issue a separate GMI would be raised.

The size of plumbers licence number may still be an issue, with Nandu advising that the schema allows up to 30 characters, however the build pack for NSW only allows seven characters. The GRCF agreed that this is not an issue yet, however in the future the size of plumber licence numbers may increase, which would create an issue. AEMO confirmed it can increase the size in the build pack to 30 characters, to align with the schema without a schema change, however noted this could result in a system change for participants. Retailers suggested that as an industry they will interact with Fair Trading NSW regarding the structure of plumbers licence numbers and determine if the size needs to increase in the future. The GRCF agreed to leave this item in the pending bucket on the register.

## 10. Other Business

No other business items were raised.

## 11. Next Meeting

The next GRCF meeting is scheduled for 18 April 2017, which will be a workshop for package 1 of the minor changes to the Retail Market Procedures.

### Action items raised at meeting #114

Item	Topic	Action required	Responsible	By
114.6.1	IN039/16 Harmonisation of password protection on the T900	AEMO to update the paper to reflect discussion from the GRCF meeting and also include in it a link to the document about security of Marketnet system.	N. Datar (AEMO)	24 March 2017
114.6.2	IN039/16 Harmonisation of password protection on the T900	Retailers to complete their impact assessment and send feedback and option (password or no password) preference to AEMO.	Retailers (AEMO)	31 March 2017
114.6.3	IN039/16 Harmonisation of password protection on the T900	AEMO to add the third option (retailers do nothing for a period of time) of the transitional arrangement to the paper and conduct an impact assessment of all three options.	N. Datar (AEMO)	31 March 2017
114.7.1	Review of GRCF contact list.	AEMO to send out an email to the GRCF CRM list to prompt all stakeholders to advise of any changes required to the current contact list. <i>21 March 2017 update: Email sent 21 March 2017.</i>	H. George (AEMO)	Complete
114.8.1	IN003/17 VIC Meter Pressure	APA to advise Victorian retailers who APA has spoken to from their businesses by 23 March, and then retailers are to provide feedback to APA ( <a href="mailto:rick.abbott@apa.com.au">rick.abbott@apa.com.au</a> ) and AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) via email by 28 March 2017 to advise if they foresee any material impacts that would jeopardise the publication of the changes to the Victorian meter pressure document.	R. Abbott (APA)  VIC Retailers	23 March 2017  28 March 2017

### Action items raised prior to meeting #114

Item	Topic	Action required	Responsible	By
113.3.1	Prioritisation - High level program and work	Review high level program and work, in particular the point in which the work program seeks GRCF engagement and provide feedback to AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) if there are any material issues.	GRCF	Complete
113.5.1	NSW/ACT Plumber Licence Number and CoC	AEMO to will investigate what, if any, schema impact there is and if the field length can be changed. <i>21 March 2017 update: Discussed as per agenda item 9.</i>	AEMO	Completed
113.6.1	Improving the accuracy of customer transfer – final Determination	AEMO will review the potential gap between the new rule and gas Retail Market Procedures (RMP) pertaining to an uninvolved retailer and advise the GRCF of an outcome. <i>21 March 2017 update: email sent 9 March 2017.</i>	Roy Kaplan (AEMO)	Complete

112.6.5	Gas Retail and Wholesale Market jurisdictional operational differences opportunities for harmonisation spreadsheet	Stakeholders to review the Gas Retail and Wholesale Market jurisdictional operational differences and provide any feedback and changes prior to the next GRCF meeting. <i>February 21 update: Extend time to provide feedback to 7 March 2017.</i>	GRCF Stakeholders	Complete
109.5.1	Update on EDD and HDD review	Updates will be provided to industry regarding the EDD and HDD review conducted by the AEMO, being consulted on with Forecasting Reference Group. <i>February 21 update: Forecasting team collection data to access performance. Will be able to present to GRCF at future meetings.</i> <i>21 March 2017 update: will be brought to May GRCF.</i>	D. McGowan (AEMO)	16 May 2017
109.8.1	IN037/16 - Remove JCC AML	Retailers to determine if their systems and processes are impacted where an AML service order response does not contain the JCC 3 code and inform APA. <i>February 2017 update – Retailers to provide feedback to APA before this can be progressed. Responses due 14 March 2017.</i>	Retailers	18 April 2017
109.8.3	IN037/16 - Remove JCC AML	AEMO to review finalised draft GMI and consider if system and procedure changes are required. <i>February 2017 update – see action 109.8.1.</i>	N. Datar (AEMO)	18 April 2017
105.9.2	Prioritisation of gas initiatives.	Confirm whether IN021/15 would result in IT changes for APA and/ or AGNL. <i>Secretariat note: - IN021/15 is now part of the consolidated items under IN026/16 which is an item to progress in 2017.</i> <i>February 2017 update: No update.</i> <i>21 March 2017 update: Now forms part of package 2 now, APA requested to close action.</i>	APA	Close
103.3.2	Meter Read data update	AEMO to follow up with Jemena with action to recirculate the Meter Data to the GRCF group rather than just NSW/ACT Retailers. <i>February 2017 update: Initially volume at 25%. Estimation volumes at 13.32% in December. Has reduced to 12.99% for January. Trends heading in right direction, GRCF agreed to close the action item in May.</i> <i>21 March 2017 update: Down .7% from last month, now at 12.29% for February.</i>	Jemena	16 May 2017

100.7.2	<i>Disconnections during extreme weather conditions (Origin Energy):</i>	<p>DB's to send completed matrix responses directly to AGL for collation.</p> <p><i>18 August Update: V. Watson (United Energy) queried whether there was an extreme weather event obligation for Victoria. M. Riley (AGL) noted there was not a specific obligation, however the GRCF agreed that it would be useful to understand the different Distributor (DB) business processes. DBs noted that the processes would vary according to organisational business practises and the circumstances of the event. DBs requested further time to provide feedback to AGL on this issue.</i></p> <p><i>11 December comments: Updates expected in February 2016.</i></p> <p><i>25 February comments: Left open, AGL awaiting feedback expected updated from GRCF participants 1 March and 1 April.</i></p> <p><i>28 April 2016 comments: M. Riley (AGL) advised it has not yet received this feedback. Item to remain open.</i></p> <p><i>25 February comments: M. Riley (AGL) advised further information is being followed up, and a further update will be provided at the June 2016 Forum.</i></p> <p><i>January 2017 update: AGL hope to have a window to complete this in March 2017.</i></p> <p><i>February 2017 update: GRCF position is to close this item and raise a GMI when ready to progress. AGL to confirm this at the March meeting.</i></p> <p><i>21 March 2017 update: AGL requested to close action.</i></p>	M. Riley (AGL)	Close
100.7.3	<i>Disconnections during extreme weather conditions (Origin Energy):</i>	<p>AGL to discuss feedback received with GRCF at October meeting.</p> <p><i>11 December comments: Updates expected in March 2016.</i></p> <p><i>28 April 2016 comments: M. Riley (AGL) advised it has not yet received this feedback. Item to remain open.</i></p> <p><i>25 February comments: M. Riley (AGL) advised further information is being followed up, and a further update will be provided at the June 2016 Forum.</i></p> <p><i>17 January 2017: AGL hope to have a window to complete this in March 2017.</i></p> <p><i>February 2017 update: GRCF position is to close this item and raise a GMI when ready to progress. AGL to confirm this at the March meeting.</i></p> <p><i>21 March 2017 update: AGL requested to close action.</i></p>	M. Riley (AGL)	Close