POC Program Consultative Forum No.10 Meeting Notes

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| MEETING: | POC Program Consultative Forum (PCF) |
| DATE: | Tuesday 4 July 2017 |
| TIME: | 12:00 Noon |
| LOCATION: | AEMO Offices Melbourne, Sydney, Brisbane, Adelaide- Video/Teleconference |

Attendees:

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| Attendees | Company |
| Michael Monck | ActewAGL Distribution |
| Sue Richardson | Agility Customer Information Systems |
| Andrew Peart | AGL Energy |
| Bob Poker | Alinta Energy |
| Giles Whitehouse | Aurora Energy |
| Murray Chandler | Ausgrid |
| Emma Youill | AusNet Services |
| David Cornelius | Department of Envrionment, Land, Water & Planning |
| Dino Ou | Endeavour Energy |
| Christine Brown | Energex Limited |
| Michelle Norris | Ergon Energy |
| Louise Webb | ERM Power |
| Debbie Voltz | Essential Energy |
| Jacinta Daws | Jemena |
| Alex Fattal | NSW Department of Industry |
| Lawrence Gibbs | Origin Energy |
| Andrew Suwignjo | Pacific Hydro |
| Phil Gardiner | Powercor Australia |
| Lou Webb | Powermetric |
| Ralph Griffiths  | Energy Australia |
| Hunter Smith | Red/Lumo Energy |
| Helen Robertson | Energy Australia |
| Sam Sutton | Energy Australia |
| David Woods | SA Power Networks |
| Harry Kapani | Select Data & Measurement Solutions |
| Warren Brooks | Tas Networks |
| Lyle | Tas Networks |
| Richard McNaulty | United Energy Distribution |
| Chris Hookey | Red Energy |
| Ben Healy | AEMO |
| Chris Cormack | AEMO |
| Paul Le Favi | AEMO |
| Shavneel Nand | AEMO |
| Antara Mascarenhas | AEMO (Chair) |
| Jenny Fikret | AEMO (Secretariat) |

**Red indicates an action.**

1. **APOLOGIES**

Nil.

1. **WELCOME**

Attendees were welcomed to the forum.

**ACTIONS FROM PREVIOUS MINUTES**

Slide 3

Action A04 – M Norris – copy of Ergon Handbook.

**Action:** AEMO to distribute via email after PCF.

Action A05 - LNSPs to circulate to all retailers draft T&Cs.

QLD – C. Brown (Energex) - handbook currently in progress. To be forwarded to AEMO

this week.

NSW – D.Ou (Endeavour) currently holding workshops. Endeavour will publish handbook after legal review. Essential Energy’s draft is also with legal for internal review. Will be provided to AEMO when complete.

ACT – M. Monck (ActewAGL Distribution) currently do not have a draft handbook, however have been conducting workshops which are ongoing over the next month. M. Monck is happy to have his contact details circulated, if information is required.

SA – D. Woods (SA Power Networks) draft T&Cs have no estimated date for circulation. They do have retailer hand books, are holding workshops with major SA retailers, along with one-on-one discussions. Dates will be provided when known.

TAS – W. Brooks (TasNetworks) T&C are undergoing legal review and their retailer handbook is few months away. They are meeting one retailer monthly to discuss issues and are happy to talk to any retailers.

VIC – R. McNaulty (United Energy Distributors) are awaiting OIC before the final draft of T&Cs are released. They have met with five retailers and identified issues. Once the T&Cs are complete they will distribute to all retailers in their area.

P. Gardiner (Powercor) are meeting one-on-one with retailers and holding a forum on 12 July. They also have an information pack being released in 48 hours. The T&Cs are with their Legal Department for review and will be provided to AEMO when complete.

E. Youill (Ausnet) are working through T&Cs, however are also awaiting the OIC. These are estimated to be finalised in next few weeks.

J.Daws (Jemena) T&Cs are in progress, however are also awaiting OIC by September. They have established sessions with retailers and for those uncontactable, have sent out a pack.

**Action:** AEMO to break down action via state for DBs and what steps they are to take.

It was recommended states other than Victoria, invite potential MCs to their forums.

**Action:** AEMO to circulate action regarding post PCF meeting.

D Cornelius (Victorian DELWP) informed the group the OIC draft is currently going through its third iteration this week, and will then go out for consultation to the Victorian government workgroup and shared with market institutions (AEMO, AER and AEMC). Participants may contact D Cornelius if they have queries.

Action A06 – AEMOs Industry Test Lead was unable to attend today’s PCF due to other commitments, however she will attend the next PCF. The daily test report from 28 June was included in the meeting pack. The PCF requested the report take the form of a Test Manager’s Report rather than a summary report.

Action A07 & A08 have been circulated and completed on 23 June 2017.

Action A09 – AEMO spoke to the AEMC and AER regarding communications and, collectively, there is scope for a form of communication on the changes to be made. The next steps is for the market institutions to discuss the elements of any communication, including target audience, key messages, format etc. Further information will be provided to the PCF as it is available.

**Action:** Close and update at next PCF.

Action A10 – End of Life Meter Replacements.

QLD – Will be provided.

NSW – D. Ou noted Endeavour has been providing this as part of their retailer engagement, however they do not have the detail down to retailers. Retailers noted they would like forecasting information at NMI level. D. Ou was happy to talk internally again and publish a list of NIMIs. Ageing meter information would also be useful. Retailers noted that they do not need to know who is currently responsible for the NMI as they have the ability to determine which NMI’s are their individual responsibility.

SA – SA Power Networks have been sharing information with retailers. D. Woods can be contacted and he will advise broad numbers and what to expect.

ACT: ActewAGL Distribution are currently talking to retailers, but will not make this information publicly available

TAS: TasNetworks will work with retailers.

**Action:** Retailers to collate the information they would like to see to facilitate planning and send to AEMO to circulate to PCF members

Action A11 – Forecasts of new connections.

VIC: Jemena have done analysis which is based on two previous years and are planning to submit this to the IT&CFG.

QLD – There are no problems with providing forecasts to retailers based on prior year’s figures.

P. Le Favi (AEMO) mentioned group members have been dealing with the figures in forums on volumes and risks.

**Action:** Information to be sent to AEMO prior to 7 July and forecasts to come to PoC email address.

Action A12 – Rectification post natural disaster

Distribution businesses to provide detail around the **metering** component. Some specific scenarios were highlighted including Cyclone Debbie, 2009 Black Saturday fires, Brisbane floods.

**Action:** Information to be provided to AEMO.

**3.0 PROGRAM UPDATE**

Refer meeting pack.

C Cormack – B2B Stream Lead – discussed the idea of a three-day workshop to look at B2B communications and business process around these communications, as previously suggested by Jemena. The B2B-WG instead proposed that articulate specific queries related to the implementation of B2B transactions and underlying business processes to the B2B-WG. This list of queries would then be collated into two sources – Retailer-to-Distributor and Distributor-to-Retailer. These collated lists will then be sent to the appropriate industry body (ENA or AEC) to seek answers from specific retailers and distributors. These will then be discussed at the upcoming B2B-WG on 26 July, with the outcomes available to the PCF. If required, amendments may be made to the B2B Guide.

**Action:** Participants to feed queries to the B2B-WG (via nominated members) for collation by Friday 14th July. Questions will be addressed at the B2B WG meeting on 26 July.

P Le Favi – Industry Transition and Cutover Lead provided a progress update on transition planning. The ITCFG have had seven workshops and, agreed by general concensus, transition activity requirements for all NEM B2B and B2M (MSATS) processes with the exception of final confirmation for SA New Connections and post cutover processing for verify meter data.

The next ITCFG face-to-face meeting in Melbourne is scheduled for 11 and 12 July to walk through captured transition activities and commence industry system cutover planning.

In relation to the effective date, AEMO has held preliminary discussions with the AER who are supportive of a weekend system cut-over. AEMO and the AER are still determining what, if any, further actions need to be put in place to support the transition and cut-over plan.

A translation tool will be available for the commencement of testing in August.

1. **RISK & ISSUE REVIEW**

S. Nand went through 3 risks, as circulated with meeting pack.

*There is currently insufficient guidance from jurisdictional safety regulators about the safety requirements for remote re-energisation and de-energisation (with the exception of Victoria). This lack of guidance means retailers cannot be satisfied they will be compliant with their safety obligations when performing remote re-energisation and de-energisations and, therefore, would not perform these operations remotely.*

**Outcome:** Risk was raised to PCF by Energy Australia. After discussion, it was agreed that this risk will be added to the register and rated as a high risk due to its financial and customer impact. The proposed mitigating actions for this risk (as circulated in Item 2 of the meeting pack) were discussed and agreed.

*End-to-end business process that need to work across market participant (e.g. retailer, MC, DNSP and MP) are at this stage unproven / untested. There is a significant risk that these processes will take some time to work through.*

**Outcome:** Risk was raised to PCF by Ergon Energy Queensland (Retail). After discussion, it was agreed that further clarification was required regarding this risk and that it would be deferred for now, however could be discussed further at future PCF sessions.

*There is a risk that the detail within the Order in Council (OIC) could result in:*

*- A requirement to update Procedures (B2M with AMEO or B2B with the IEC)*

*- A requirement for additional or un-planned accreditation processes to occur*

*- Alterations and inefficiencies to the business models for Retailers within Victoria, inconsistent with national approaches*

**Outcome:** Risk was drafted by AEMO on behalf of the PCF as a result of the Industry Risk Review Meeting on 22nd June. After discussion, it was agreed that actions will be updated to reflect the earlier update from D Cornelius regarding the current status of the OIC.

**Action:** AEMO to update Industry Risk & Issue Register with agreed changes, circulate

and upload to website.

**5.0 FORWARD PLAN**

The next PCF is scheduled for 24 August.

1. **OTHER BUSINESS**

Nil.