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|  **PROPOSED PROCEDURE CHANGE (PPC) – SUMMARY SECTION*****(For Proponent or AEMO to complete. Template focuses on solution identification)*** |

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| **Issue Number** | **IN040/16.** |
| Impacted Jurisdiction(s) | All |
| Proponent | Danny McGowan | Company | AEMO |
| Proponent e-mail | Daniel.mcgowan@aemo.com.au | Proponent phone | 03 9609 8847 |
| Affected Gas Market(s)* Retail
* Wholesale
* Bulletin Board
* STTM
 | Retail | Date proposal sent to AEMO  | 31/10/2016 |
| Short Title | Add further clarity to the FRC Hub Terms and Condition regarding the subscribers response time for a service interruption during non-business hours if the next day is a Saturday, Sunday or a Public Holiday.  |
| Other key contact information  | grcf@aemo.com.au  |

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| **PROPOSED PROCEDURE CHANGE (PPC) – DETAILED REPORT SECTION** |

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| **1. Description of change(s) and reasons for change(s)** | In mid-October 2016 the APA group contacted AEMO seeking clarification on FRC Hub Operational Terms and Conditions (FRC HUB T&C) in relation to Table 4 contained within the subscribers responsibilities section. Table 4, outlines the timeframes when a notification must be sent within, as a result of a subscriber becoming aware of a service interruption. For Non-Business Hours (Mon-Fri) it indicates that the notification time is within 1 hour of the commencement of the next Business Day.An interruption that was identified at 10pm on a Friday would then require sending a notification prior to 7am on the Monday (assuming not a public holiday) (some 33 hours later), yet if an interruption was identified at 2am on a Saturday, would require sending a notification within 4hrs. Using the 10pm Friday example, clearly the 33 hour lapsed time isn’t in the spirit of keeping Participants informed of any subscribers service interruption, therefore a change to the FRC HUB T&C is required to add further clarity to the subscribers response time for a service interruption during non-business hours if the next day is a Saturday, Sunday or a Public Holiday.  |
| **2. Reference documentation*** Procedure Reference
* GIP/Specification Pack Reference
* Other Reference
 | FRC Hub Operational Terms and Conditions. |
| **3. The high level details of the change to the existing Procedures**This includes:* A comparison of the existing operation of the Procedures to the proposed change to the operation of the Procedures.
* A marked up version of the Procedure change (see Attachment A).
 | An amendment to the current subscriber’s response time for a service interruption during non-business hours if the next day is a Saturday, Sunday or a Public Holiday process is proposed.To resolve the response time for a service interruption during non-business hours if the next day is a Saturday, Sunday or a Public Holiday, AEMO proposed that the 4 hour response time applicable for Saturday, Sunday and Public Holiday also apply in this instance. Attachment A is an extract from the relevant section of the FRC Hub Operational Terms and Conditions showing the marked up change.  |
| **4. Consequences for making or not making the change(s)** | Should the proposed amendments not proceed the existing ambiguity will still exist in terms of the timeframes when a subscriber need to deliver advice that they have a service interruption.  |
| **5. Explanation regarding the order of magnitude of the change(s)** (eg: material, non-material or non-substantial) | A Gas Market Issue (GMI) on this proposal was issued to the Gas Retail Consultative Forum (GRCF) on 22November 2016 for review. Participants were invited to provide feedback on this proposal to AEMO by 2 December 2016. AEMO received responses from, AGL and APA. None of those responses opposed the changes. It is AEMO’s view that the change proposed in this PPC is Non-substantial based on the feedback provided during the GMI consultation and the fact that it is only documentation changes.  |
| **6. Likely benefits for industry as a whole**  | More clear and concise processes and procedures. |
| **7. The likely implementation effect of the proposal on Industry in general and/or any identified parties** (e.g. end-users) | There is no impact on any Market Participants as this is a documentation change only. Should the change be approved, AEMO will need to update FRC Hub Operational Terms and Conditions and publish the new version on its website. |
| **8. Testing requirements**  | None |
| **9. Supporting Documentation**(attach if necessary) | See attachment A |
| **10. If applicable, a proposed effective date for the proposed changed Procedures to take effect and justification for that timeline.** | Subject to all necessary approval’s AEMO is targeting to implement this before 31 March 2017.To achieve this AEMO proposes the following timeline:Issue PPC 16 December 2016Submission on PPC close 13 January 2017Issue IIR (expedited consultation) on 27 January 2017Submission on IIR close 17 February 2017AEMO decision before 9 March 2017 |

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| **ATTACHMENT A****Proposed changes: FRC HUB OPERTAIONAL TERMS AND CONDITIONS**~~Red strikeout~~ means delete and blue underline means insert |

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* + 1. Where a *Subscriber* becomes aware of any service interruption associated with their gateway, the *Subscriber* must deliver a notice identifying the issue via the FRC relay notification facility at the earliest opportunity but at least within the timeframes set out in Table 4.

**Table 4**

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| **Period**  | **Response time (hours)** |
| Business Hours Mon -Fri (excluding Public Holidays)  | 1 |
| Non-Business HoursMon – Fri | Within 1 hour of the commencement of the next Business Day.Exception; 4 hours if after 7pm and the next day is Sat, Sun or a Public Holiday.  |
| Sat, Sun, (starting 0:00 Sat and finishing 7:00 am Mon)Public Holidays | 4 |

Business Hours are defined as 7am to 7pm Monday to Friday.

Non-Business Hours are defined as 7pm to 7am Monday to Thursday, 7pm to 11:59pm Friday.

Public Holidays include National Public Holidays and those defined in the *Public Holidays Act 1993* (Vic). (Note: this does not include Melbourne Metropolitan holidays such as Melbourne Cup Day).

*For the avoidance of doubt Business Hours refers to the business hours of the market jurisdiction in which the Subscriber is active and are the business hours specified in the market impacted by the service interruption. For example an issue in a market based on Eastern Standard Time (Vic or Qld) would precede a market based in Central Standard Time (SA).*