POC Executive Forum No.8 Meeting Notes

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| MEETING: | POC Executive Forum |
| DATE: | Tuesday 31 October 2017 |
| TIME: | 9.30 AM – 11:00 am (AEST) |
| LOCATION: | AEMO Offices Melbourne, Sydney, Brisbane, Adelaide- Video/Teleconference |

Attendees:

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| **Attendees** | | **Company** | |
| Ammar Aljuboori | | Covau | |
| Andrew Suwignjo | | Pacific Hydro | |
| Anna Russo | | Endeavour Energy | |
| Arun Wadhwa | | Origin Energy | |
| Bernard Sheppard | | ERM Power | |
| Bob Poker | | Alinta Energy | |
| Cameron Dorse | | Jemena | |
| Camille Hymer | | Tango Energy | |
| David Nair | | Activestream | |
| David Woods | | SA Power Networks | |
| Doug Ross | | Vector | |
| Emma Youill | | Ausnet Services | |
| Fiona Walker | | Australian Energy Regulator | |
| Gino Fragapane | | AGL Energy | |
| Glenn Pallesen | | ActewAGL Distribution | |
| James Barton | | Simply Energy | |
| Jay Graham | | Select Solutions | |
| John Phillpotts | | Energy Networks | |
| Kate Goatley | | ActewAGL Retail | |
| Michael Paine | | TasNetworks | |
| Murray Chandler | | Ausgrid | |
| Patrick Carrick | | Energy Australia | |
| Peter Van Loon | | Powershop | |
| Phil Gardiner | | Citipower & Powercor | |
| Ron Williams | | Active Stream | |
| Stefanie Macri | | Red & Lumo Energy | |
| Stephen Thomson | | Spotless | |
| Stuart Richardson | | Department of Industry | |
| Warren Ritchie | | Tango Energy | |
| Peter Geers | AEMO (Chair) | |
| Violette Mouchaileh | AEMO | |
| Antara Mascarenhas | AEMO | |
| Ben Healy | AEMO | |
| Paul Le Favi | AEMO | |
| Tui Grant | AEMO | |
| Chin Chan | AEMO | |
| Jennifer Fikret | AEMO (Secretariat) | |

**Red indicates an action.**

1. **WELCOME AND INTRODUCTION**

Attendees were welcomed to the forum.

1. **APOLOGIES AND MINUTES**

Minutes from the previous meeting were confirmed.

1. **ACCREDITATION & REGISTRATION – D. Tagg** (Refer slide 3)

D. Tagg provided an update on the status of Metering Coordinator (MC) registrations. One MC is registered AEMO continue to work with prospective MCs to support their registration – this includes conducting workshops and one-on-one meetings to cover requirements. AEMO are changing the approach of feedback to focus clearly on articulating the remaining requirements from each applicant.

B. Poker is concerned only one MC is registered with 30 days to go-live and limited visibility showing how far applications have progressed with applications being confidential.

AEMO noted that incomplete and, in some cases, poor quality MC registration documentation slows the progress of each applicant. The varying quality, completeness and method in which potential MC’s are responding also makes it difficult to determine accurately how far each participant is from receiving registration. AEMO has allocated additional staff to support the process several months ago in anticipation of many concurrent applications.

E-Hub Accreditation - transactions will still go through the E-hub if accreditation is not received as accreditation is a rules obligation under the reforms. The E-hub is already being used by those applying and participants will be able to continue in the same manner.

F. Walker noted the AER is comfortable with a grace period (until end of March 2018) to allow ENMs to achieve accreditation and it will be announced publicly this week. Embedded network operators will still need to demonstrate that they are making efforts to appoint an ENM.

B. Sheppard (ERM Power) queried who maintains the standing data until March and what market mechanisms will support customers. F. Walker will take this query back to the network area of the AER and AEMO will work with the AER on this. While there will still be an obligation to be registered. The AER agreed to a grace period because EN operators have advised the AER that they are having difficulty finding ENMs that will take on ENs that they are not already affiliated with. A. Wadhwa (Origin) queried why EN operators were stating parties were not willing to take on new ENs. MC application numbers are well progressed. The AER Board will be briefed on the number of MCs that have been registered in a fortnight’s time.

M. Chandler (Ausgrid) sought clarification on where their application for Initial and Type 7 MC is in the process. Action: D. Tagg will follow up and reply.

Action: AEMO to contact MCs to discuss their current registration and accreditation progress. AEMO will make available an anonymous list on the status of each MC’s progress by COB Friday, 3 November.

1. **MARKET TRIAL - T. Grant** (Slide 4 and 5)

Customers should not notice a change has been made at cutover as testing has been passing R36 schema changes and before accreditations, retailers will want to do a round of bilateral testing before they step off the MC “wheel”.

There will be no cycle four in testing, however systems will still be available for bilateral testing until 30 November. AEMO staff will be available to assist if needed.

T. Grant was thanked for a vast improvement on testing for this month with acknowledgement to AEMO and participants who have worked hard to achieve a good outcome so far.

M. Chandler (Ausgrid) is experiencing delays in communication coming back from on testing queries. Action: T. Grant to investigate.

1. **TRANSITION & CUTOVER – P Le Favi** (Slide 6 and 7)

Amendment to slide 6 IT&C Plan is now Version 1.2 which was released yesterday.

Contacts for the cutover period are all contained IT&C Plan.

1. **COMMUNICATIONS PLAN – A. Mascarenhas** (Slide 8)

A. Mascarenhas provided a recap on progress and status of the PoC Industry Communications Group. Key information about the PoC changes has been or is being prepared to cover all audiences. AEMO has released its fact sheets and FAQs, following consultation with industry, and material from the AER, Commonwealth Department of Environment and Energy and Competitive Metering Industry Group is in progress.

F. Walker noted the AER intends to publish information to consumers in mid-November.

When questioned whether AEMO and AER Fact Sheets will be consistent, A. Mascarenhas responded that the AER and AEMO factsheets are aimed at different audiences. The AER covers how contestability will work and advises customers on their rights with respect to metering contestability and their obligations regarding meter access. B. Poker requested the draft AER Fact Sheets be circulated for comment. F. Walker indicated that they are unlikely to be circulated for comment but she will investigate if these can be circulated prior to publication.

J. Phillpotts (Energy Networks) sought confirmation from retailers that they have channels in place to communicate with their customers and sought an update on the material being prepared by the Competitive Metering Industry Group (CMIG). S. Macri stated I that each retailer would have their own metering customer communication approach and that Red/Lumo's is for networks to put queries through retailers as they have support information on metering changes and would like to avoid confusion for customers. Energy Australia and Origin agreed.

D. Ross (CMIG) updated the group on the estimated release of contestable metering information for customers and contractors (mid-November).

ENA sought to use industry communications group to confirm retailers have appropriate communication channels. Action: AEMO to raise this with AEC representative on Friday.

1. **OTHER BUSINESS**

Tier 1 Retailer Top 10 Issues. S. Thomson (Spotless)

P. Carrick (Energy Australia) noted the above item has been tabled and worked through by the PCF.

**NEXT MEETING**

An Executive Forum will be scheduled for Friday, 17 November 2017.