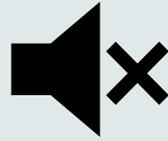




ERCF Meeting 3

25 March 2021

Online forum housekeeping



1. Please mute your microphone, this helps with audio quality as background noises distract from the information being shared.



2. Video is optional, but having it turned off helps with webinar performance and minimises distractions.



3. We ask that you utilise the Chat function for any questions or comments you may have if you are unable to use audio.



4. If you have dialled in via phone or don't have your full name and organisation, could you please email your name and organisation to ercf@aemo.com.au for our records.



5. AEMO will be recording this workshop to support production of meeting notes.



6. Be respectful of all participants and the process.

Agenda

No	Time	Agenda Item	Responsible
Preliminary Matters			
1	9:30am-9:40am	Welcome, AEMO Competition Law Meeting Protocol, Acknowledgement of country, confirm agenda	Meghan Bibby (AEMO)
2	9:40am-9:50am	Actions from previous meeting	Meghan Bibby (AEMO)
Matters for Noting			
3	9:50am-10:00am	2021 January & March Consultations, ICF Register	Meghan Bibby (AEMO)
Common Items			
MSATS Only Items			
4	10:00am-10:15am	Updates to Definitions of SMALL and LARGE NMI Classification Codes (Table 4E – MSATS Procedure)	Steve Blair (Energy Queensland)
Metrology & Service Level Procedures Items			
5	10:15am-10:45am	Estimation Reason Codes (ICF_042) and Survey Results	Joe Castellano (Origin)
6	10:45am-11:00am	BREAK	
7	11:00am-11:15am	New Substitution method (ICF_044)	Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)
8	11:15am-11:30am	Agreed Substitution Reasons (ICF_045)	Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)
9	11:30am-11:45am	Clarifying objective of estimation/substitution (ICF_046)	Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)
Other business			
10	11:45pm-12:00pm	General questions, actions & next meeting (22 April 2021)	Meghan Bibby (AEMO)

Preliminary Matters

AEMO Competition Law Meeting Protocol

Before we start this meeting, an important notice relating to *compliance with Competition Law*

We must not discuss, or reach or give effect to any agreement or understanding which relates to:

- Pricing
- Targeting (or not targeting) customers
- Tendering processes
- Sharing competitively sensitive information
- Breaching confidentiality obligations

Each entity must make an independent and unilateral decision about its commercial positions

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to Elders past, present and emerging.

Closed actions from previous meetings

Item	Topic	Action	Responsible	Response
2201-01	MSDR/MCPI	AEMO to circulate information on the Data Transition Group and related workshops when it becomes available	Meghan Bibby, Jordan Daly (AEMO)	Closed. Invitations have been circulated.
2502-01	Customer Switching	Meghan Bibby (AEMO) to confirm whether the ESC proposal to criminalise wrongful disconnections is expected to have an impact on Customer Switching.	Meghan Bibby (AEMO)	Closed. The ESC proposal will not change Customer Switching.
2502-02	ICF_042: Estimation Reason Codes	Meghan Bibby and Jordan Daly (AEMO) to discuss ICF_042 with Metering to provide feedback for Joe Castellano (Origin) to produce a CIP on the basis of the survey and ERCF feedback.	Meghan Bibby and Jordan Daly (AEMO)	Closed. Survey feedback provided to Joe Castellano.
2502-03	ICF_042: Estimation Reason Codes	Jordan Daly (AEMO) to circulate survey fleshing out costs/benefits, targeting retailers.	Jordan Daly (AEMO)	Closed. Survey circulated and responses received 18 th March 2021

Closed actions from previous meetings

Item	Topic	Action	Responsible	Response
2502-05	ICF_044: New substitution method	ICF to be updated to clarify that the process applies to weekends and to remote, manual interval and type 6 data and further outworked	Mark Riley (AGL), Shaun Cupitt (Alinta)	Closed. AEMO received updated ICF on 15 March 2021
2502-07	Other business	AEMO to request participants update contact details for C1 replication Report	Jackie Krizmanic, Meghan Bibby and Jordan Daly (AEMO)	Closed. C1 Report contains participant ID and company name, neither of which need to be updated.

Open actions from previous meetings

Item	Topic	Action	Responsible	Response
2502-04	ICF_042: Estimation Reason Codes	Subgroup to review existing Estimate codes outside the scope of ICF_042.	Joe Castellano (Origin), Mark Riley (AGL), Christophe Bechia (Red/Lumo), Graeme Ferguson (Essential), David Woods (SAPN), Wayne Turner (Augsgrid), Paul Greenwood (VectorAMS), Linda Brackenbury (PLUS ES), Laura Pierano (UE), Tinku Dhir (Jemena).	Initial meeting booked for 20 April.
2502-06	eHub Interface Testing	AEMO to review eHub Interface Testing document to ensure clarity	Jackie Krizmanic, Meghan Bibby and Jordan Daly (AEMO)	Initial discussion held, further discussions to occur.

Matters for Noting

Meghan Bibby

2021 Consultations

- 5MS/GS & Customer Switching B2M Consultation draft open for submissions at <https://aemo.com.au/consultations/current-and-closed-consultations/5ms-gs-customer-switching-b2m-consultation>
- Electricity Retail Market Procedures March 2021 Consultation first stage open for submissions at <https://aemo.com.au/consultations/current-and-closed-consultations/electricity-retail-market-procedures-march-2021>
- Retail Procedures (Wholesale Demand response) final published at <https://aemo.com.au/consultations/current-and-closed-consultations/retail-procedures-wholesale-demand-response>
- Regulatory Implementation Roadmap v4 published at <https://www.aemo.com.au/initiatives/major-programs/regulatory-implementation-roadmap>

5MS/GS & Customer Switching B2M Consultation

Type	Date
Initial Notice	Tuesday, 12 January 2021
Submissions Close	Thursday, 18 February 2021
Draft Determination	Thursday, 18 March 2021
Submissions Close	Thursday, 1 April 2021
Publish Final Determination	Monday, 17 May 2021

Changes to:

- Meter Data File Format Specification NEM12 & NEM13
- Metrology Procedure: Part B
- MSATS Procedures: CATS Procedure
- MSATS Procedures: MDM Procedure

Available on AEMO website, located at:

<https://aemo.com.au/consultations/current-and-closed-consultations/5ms-gs-customer-switching-b2m-consultation>

Electricity Retail Market Procedures March 2021 Consultation

Type	Date
Issues Paper	Monday, 1 March 2021
Submissions Close	Thursday, 22 April 2021
Draft Determination	Thursday, 20 May 2021
Submissions Close	Friday, 4 June 2021
Publish Final Determination	Friday, 16 July 2021

ICF/CIP	Name
M001	Defining obligations on the MC to have a process to detect illegal reconnections
023	Process when remote collection of metering data fails
030	Configuration of data channels and meter data obligations.
037	Connection Configuration
N/A	Guideline to the National Measurements Act update

Customer Switching update

Meghan Bibby, AEMO

- **No further updates from last meeting**
- IT changes linked in 5MS release
- Pre-production scheduled to be made available July 2021
- Participants will be able to undertake their testing in pre-production from July through to September
- Updates are available on AEMO website, located at: <https://aemo.com.au/consultations/current-and-closed-consultations/nem-customer-switching>



Milestone	Date	Description
B2M schema change r39_p1	May 2021	Released as part of the 5MS MSATS 46.98 release The Customer Switching fields, Previous Read Date and Quality Flag are not utilised or populated until Thursday 29 September 2021
Revised Technical Specification	TBC	Published as required with further details of the changes to assist IT staff with their own technical implementation
Customer Switching pre-production implementation	Early July 2021	AEMO implements components of the Release to pre-production for participant testing AEMO has full access to the system during this period through to the Production deployment
Customer Switching production implementation	Wednesday, 29 September 2021	AEMO implements the 5MS/CS MSATS 46.99 release to production
Customer Switching Effective	Thursday 30 September 2021 Friday 1 October 2021 00:00:01	Customer Switching MSATS Procedures 4.9 are effective

MSDR & MCPI update

Meghan Bibby, AEMO

- **No further updates from last meeting**
- Proposed delay to MSDR & MCPI to 1 May 2022 to manage risks between GS and MSDR/MCPI
- Consultation on effective date occurring shortly
 - Does not include a review of content changes
- Data Transition Workshops:
 - Limited to 5 people per business
 - First scheduled for 30 March 2021
 - Attendees should expect a request to provide input shortly
 - Second tentatively scheduled for 29 April 2021
- Updates are available on AEMO website, located at:
<https://aemo.com.au/consultations/current-and-closed-consultations/msats-standing-data-review>

Wholesale demand response: Settlement workshop

WDR SETTLEMENT WORKSHOP

Purpose	<p>To provide:</p> <ul style="list-style-type: none">• Refresher on WDR settlement process• Examples of WDR settlement against baselines• Details of WDR settlement reports
Audience	<p>Retailers and prospective Demand Response Service Providers</p> <p>Nominees should:</p> <ul style="list-style-type: none">• Be prepared to participate in discussion• Have a reasonable understanding of the NEM and WDR program• Have a reasonable understanding of their own WDR program's timelines, deliverables and business impacts and how it interfaces with AEMO's program
Timing	Wed 28 Apr, 10am-12:30pm AEST
Format	Webex
Attendee nominations due	COB Tue 20 Apr to wdr@aemo.com.au
More details on WDR	https://aemo.com.au/initiatives/trials-and-initiatives/wholesale-demand-response-mechanism

ICF Register

Meghan Bibby, AEMO

- Refer to Change Log provided with meeting pack
- About half of items in Register are currently being consulted on
- Majority of remainder under discussion at the ERCF

Common Items

MSATS Only Items

Definitions of SMALL and LARGE NMI Classification Codes

Steve Blair (Energy Queensland)

- Discussion on the Updates to Definitions of SMALL and LARGE NMI Classification Codes (Table 4E – CATS Procedure v4.94)

Metrology & Service Level Procedures Items

ICF_042 Estimation Reason Codes

Joe Castellano (Origin)

- Meter Data File Format Specification NEM12 & NEM13 – Appendix E
- New reason code for extreme events: a new industry code be created to provide a more reflective indication of an event leading to large volume estimation being undertaken or refine and clarify the existing reason codes.
- Market Participants will be required to update their systems to be able to send/receive a new estimation code.
- Market benefits: A more accurate estimation reason code will allow more efficient operation of electricity services for price of supply.
- Customer benefits: The new estimation reason code will provide industry and customers with more accurate information as to why their meter read was estimated. This also aims to reduce the need for customers calling their Retailers to seek for further information. It will also create consistency across MDP's on the codes used for certain scenarios.

ICF_042 Estimation Reason Codes

Options:

- Option 1: Industry to create a new estimation reason codes to best reflect adhoc extreme events. These events may include Pandemics, Bushfires, Floods, Cyber, Terrorism etc. . These events include potential IT system or security breaches, enactment of national or state protocols and other related issues which prevents the collection and delivery of meter data to the National Market.
- Option 2: Expand the current Reason Codes and add new codes (as per Option 1) to assist with providing clarity, consistency and ensure the correct application of the codes.

Workarounds:

- Where a customer calls in relation to their estimated read, if information is insufficient Retailers can follow up with MDP's to obtain further information or if available (dependent on why read was estimated) a special read can be raised.
- Customers can provide self-reads if not satisfied with their estimation.

ICF_042 Estimation Reason Codes

Survey2 Result Summary:

- Options:
 - Option 1: Industry to create a new estimation reason codes to best reflect ad-hoc extreme events.
 - Option 2: Expand the current Reason Codes and add new codes.

Respondents: 18 (8 distributors, 7 retailers, 3 metering businesses)

Question 1: Preference between the proposals and the status quo and why?

Preference	No of Respondents	Reasons
Status Quo	7 respondents (5 distributors, 2 metering)	<ul style="list-style-type: none"> The current set of codes is sufficient and works today. The new scenarios are rare and the amount of effort and cost invested will not justify the benefit. For Victoria, the majority of the meter population is remotely read VICAMI meters. The definition of some existing codes could be expanded to clarify without requiring system changes.
Option 2	6 respondents (4 retailers, 2 distributors)	<ul style="list-style-type: none"> Reason Codes 2 and 3 are already available in our MDP and meter collection systems and could be selected now without system upgrades. Option 2 provides further clarity on current Reason Codes. Option 2 covers off on recent events and allows clarity of Reason Code usage.
Hybrid: Combination of Options 1 & 2	3 respondents (2 retailers, 1 distributor)	<ul style="list-style-type: none"> A new code is required since the 'pandemic' reason doesn't fit in any current code and the current list and descriptions needs reviewing, Should be done separately.
Option 1	1 retailer	Option 1 is much cleaner and concise.
Other	1 metering business	There is no need for a new reason code and if there will be, it should not be a mandatory field. There is already a free text description field which can be used to be populated with relevant information.

ICF_042 Estimation Reason Codes

Question 2: Cost of current lack of granularity to organisation in 'extra' effort?

- No real extra effort currently, other than dealing with FRMP VMDs or emails querying the use of certain codes.
- No network benefit but note that the proposed changes will cost \$300k - \$500k/\$1m.
- This change would result in a reduction in escalated customer complaints, and a slight increase in business efficiency.
- There is significant effort in creating and implementing process and procedure surrounding the proposed new reason code for little gain.
- During the pandemic lockdown across the nation, there were higher than expected estimated bills (7-8% estimated bills compared to 5-6% on an average) with many instances marked as 'other / access related', due to the lack of the availability of an accurate reason code.
- Manually read meters: the codes are manual inputs and are dependent on the meter reader's interpretation, the current lack of clarity on existing codes leads to extra efforts. New codes won't improve the clarity.

Question 3: Additional feedback (if applicable)

- Changing of codes from one meaning to another has caused issues in previous implementations as the smaller FRMPs quite often don't update their systems to reflect the new codes and then query why a certain status code has been used which they have 'mapped' to a different reason.
- There is already so much change happening in the industry that we should be prudent about any further changes we want to apply.
- How does this have an impact on customer billing. COVID 19 was/is a worldwide event not isolated to meter reading companies so retailers would have visibility or expect there to be impacts.
- There need to be a clean-up of the existing codes - whether that is remove, add, combine, etc. There is a concern that having too many codes will not help to improve how things are today, and may in fact exacerbate it.
- If we can make sure that the reason code is populated correctly and any negative acknowledgement is actioned by the recipient.

Break

Return 11am

ICF_044 – New Substitution Method

Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)

- Metrology Procedure: Part B (Section 3, Section 4 and Section 5)
- METER DATA FILE FORMAT SPECIFICATION NEM12 & NEM13 - Appendix E
- Currently MDP's are limited to the substitution methodologies in the Metrology Procedure Part B which are not always clear or adequate to enable MDP's to provide a reasonable substitution or estimation of a site's consumption in a number of circumstances.
- This new methodology will also allow MDP's to scale metering data for faults, such as the loss of 1 or 2 phases in a CT/VT site, with a standard estimation methodology.
- MDP may need to update their systems to enable them to use the new substitution methodology and other market participants will need to ensure their systems can accept and identify the new substitution methodology
- Market benefits: More accurate and timely estimations and substitutions will allow for a more efficient operation of the commercial aspects of the NEM. Reduction in the administrative burden and associated delays will allow participants to more efficiently operate.
- Customer benefits: The customer benefits by ensuring the estimation/substitution is as close as practically possible to the likely load for those premises. This will reduce bill shock and customer complaints.

ICF_045 – Agreed Substitution Reasons

Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)

- Metrology Procedure: Part B - Clause 3.3.6.
- Due to the process requirements to attend the site to determine faults causes (e.g. to seek authorisation from retailers, issue customer outage notices, etc) it is often difficult to attend the site in the 15 day window, driving the MDP to seek agreement from affected parties for many minor / common fault issues, which can be resolved using standard substitution mechanisms.
- This change proposes that
 - Type 1-3 period be increased to 15 business days to encompass the exemption period)
 - Type 4 (large) be specified as > 40 business days; and
 - Remaining meters have a period of >120 business days
- MDP will need to update their systems/processes to align with the new proposed Type 16 timing.
- Market benefits: More accurate and timely estimations and substitutions will allow for a more efficient operation of the commercial aspects of the NEM. Reduction in the administrative burden and associated delays will allow participants to more efficiently operate.
- Customer benefits: The customer benefits by ensuring the estimation/substitution is as close as practically possible to the likely load for those premises. This will reduce bill shock and customer complaints.

ICF_046 – Clarifying objective of estimation/substitution

Mark Riley (AGL), Shaun Cupitt (Alinta), Jeff Roberts (Evo Energy)

- Metrology Procedure: Part B (Clause 2.1)
- There are existing periods where estimated consumption is unacceptably inconsistent with likely consumption at premises, and this has been exacerbated due to the customers abnormal consumption patterns in 2020, resulting in MDP's supplying substitutions that are grossly inaccurate.
- When a MDP substitutes data, there should be an underlying obligation and objective that the MDP provide a substitute that is as close as practicable to the likely actual consumption of the site to ensure that retail billing and wholesale allocations of the NEM are carried out with information that aligns as close a practicably with the actual site consumption.
- May require some MDP's to change their processes/practices.
- Market benefits: More accurate estimations and substitutions will allow for a more efficient operation of the commercial aspects of the NEM and reduce customer complaints. Therefore all NEM participants and customers will benefit from this change.
- Customer benefits: The customer benefits by ensuring the estimation/substitution is as close as practically possible to the likely load for those premises. This will reduce bill shock and customer complains.

Other Business

Meghan Bibby, AEMO

Other Business – Meeting admin

- Actions
- General Questions?
- Future meeting dates are in the Stakeholder Meetings calendar on AEMO's website at <https://aemo.com.au/consultations/industry-forums-and-working-groups/calendar>.
- Meeting packs & notes available at <https://aemo.com.au/en/consultations/industry-forums-and-working-groups/list-of-industry-forums-and-working-groups/electricity-retail-consultative-forum>
- Next meeting 22 April 2021
- ICFs, CIPs and papers due 8 April 2021