

# Meeting Minutes

<b>Forum:</b>	<b>Gas Retail Consultative Forum (GRCF)</b>
<b>Meeting #:</b>	158
<b>Date:</b>	18 March 2024
<b>Time:</b>	13:00 Melbourne time
<b>Location:</b>	Teleconference
<b>Contact details:</b>	grcf@aemo.com.au

## Attendees:

<b>Name</b>	<b>Company Department</b>
<b>Nandu Datar (Chair)</b>	AEMO
<b>Louise Webb</b>	AEMO
<b>Luke Stevens</b>	AEMO
<b>Meghan Bibby</b>	AEMO
<b>Lincon Hasan</b>	AEMO
<b>Alice Wang</b>	Origin Energy
<b>Anthony Boin</b>	APA
<b>Becky Caant</b>	Synergy
<b>Catherine Rousch</b>	Alinta Energy
<b>Deanna Power</b>	KleenHeat
<b>Emille Kueh</b>	Jemena
<b>Gavin Wise</b>	Alinta Energy
<b>John Smith</b>	Nexif
<b>Kate Goatley</b>	ActewAGL
<b>Kathi Mahalingham</b>	Synergy
<b>Kelly Murray</b>	Multinet
<b>Lipakshi Dhar</b>	ERA
<b>Marc Flynn</b>	Jemena
<b>Mario Iogha</b>	Origin Energy
<b>Mark Riley</b>	AGL
<b>Paul Bresloff-Barry</b>	Agora Retail
<b>Prachi Kamat</b>	ActewAGL
<b>Rick Abbott</b>	AGIG
<b>Robert Gubbins</b>	CGI
<b>Sagar Shah</b>	HansenCX
<b>Sean Harris</b>	Brave Energy
<b>Sean Jennings</b>	Red and Lumo Energy
<b>Stephen Murray</b>	Globird Energy
<b>Suvid Satyawadi</b>	Tally Group
<b>Troy Olcorn</b>	Energy Australia

## Disclaimer

This document provides an overview of the main points of discussion at an industry forum convened by AEMO on 13 February 2024 to provide information and invite perspectives and feedback on matters relating to the GRCF.

Readers, please note that:

- This document is a summary only and is not a complete record of discussion at the forum.

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- For presentation purposes, some points have been grouped together by theme and do not necessarily appear in the order they were discussed.
- The views expressed at the forum and reflected here are not necessarily those of AEMO.

## 1 Confirm Agenda

Nandu Datar acting as GRCF session Chair as Danny McGowan noted as an apology. The GRCF noted this meeting would be recorded and were reminded about complying with AEMO's Competition Law Meeting Protocol. GRCF confirmed the meeting agenda.

## 2 Previous minutes and action items

- a) The GRCF accepted the meeting minutes for the previous meeting held on 13 February 2024.
- b) Regarding action item 157.7.2 - Victorian Gas Substitution Roadmap, following brief discussion the participants agreed that it impacts both Distribution and Retail Businesses. Distribution and Retail Businesses will send summary of findings to the GRCF mailbox prior to April GRCF meeting. **(Action 158.2.1)**. AEMO will forward each of those responses to the GRCF participants **(Action 158.2.2)**.
- c) Regarding action item 156.5.3 - Potential change for tariff changes related to Volume Boundary Meters/Tariffs
  - (1) Jemena submitted a GMI late on previous working day to AEMO
  - (2) AEMO will review the GMI and request further updates as required from Jemena prior to submitting to the GRCF for review **(Action 158.2.3)**.
- d) Action items have been updated in the table attached below.

## 3 Issue / Change Register

In summary and with details provided in meeting pack:

- Since the previous GRCF meeting in February 2024:
  - One new initiative IN005/24 (Inclusion of Contract MDQ in RoLR transaction T1010) added to the Issue/Change Register
  - No items completed or withdrawn from Issue/Change Register
  - 11 initiatives awaiting implementation with all consultations completed and targeting 1st May 2024 (links provided in pack)
- Package 4 (Proposal to add hydrogen blending in the distribution networks)
  - GRCF Participants noticed a date error in the slide (should read effective date in 2025)
  - AEMO noted that an updated slide will be available shortly.

No other questions raised on the Issue/Change Register.

## 4 Retail Consultation Calendar

Nandu Datar (AEMO) noted the Retail Consultation Calendar reflects updated timeframes specifically for Package 6 (Minor WA Issues).

None of the participants raised questions on the Retail Consultation Calendar

## 5 GMI Package 6 2023 WA Minor Changes

Nandu Datar (AEMO) noted:

- IN002/21W does not require a formal Chapter 9 consultation and have removed this item from Package 6. GRCF participant feedback on removal of this initiative from Package 6 has been requested.
- The following three initiatives require Procedure changes:
  - IN009/20W – A typographical error and amending period for submitting report from two to three months in clause 9 of Appendix 4
  - IN002/22W – Amend Clause 377B to all 3 additional days to ensure URAA and SRQ are successfully allocated before the participant exits the market.
  - IN001/24W – New initiative included to correct the numbering in Appendix 2 and rectify errors in clause 16.
- The following initiative requires Specification Pack change:
  - IN002/23W – Correction of discrepancy between technical protocol documents and service order codes.

GMI has been issued. Feedback requested by 26<sup>th</sup> March. AEMO intend to issue PPC in the middle of April and the IIR at the beginning of May. The effective date is expected to be mid August/early September.

## 6 GMI IN002/22 – Collated GRCF responses for Appendix 1 of GMI

Louise Webb (AEMO) noted:

- Total Number of GRCF Responses: nine
- Of the 27 proposed Substitution/Estimation codes, 16 codes received detailed GRCF feedback
- 8 new Substitution/Estimation codes proposed
- All GRCF questionnaire responses collated into excel spreadsheet and distributed to GRCF.
- Mark Riley (AGL) noted:
  - GRCF generally appear to support the GMI noting comments about costs and implementation timeframes.
  - GRCF feedback has been reviewed and accepted except where it was found the feedback could change the meaning of the Substitution/Estimation code.
  - Some Substitution/Estimation codes have moved from MDL to Remote to assist in the smart meter rollout.
  - Mark recommended before consultation, Distributors to perform another round of review on the proposed/updated Substitution/Estimation codes, provide feedback (including order of magnitude of change where possible) by 8<sup>th</sup> April for discussion during the next GRCF meeting. At the next GRCF meeting, the intention will be to review any GRCF feedback received and walk through the Substitution/Estimation codes sufficiently as to provide basis for DB order of magnitude assessment.
- General GRCF comments regarding support, timeframes and next steps:
  - Mark Riley queried if after second round feedback review completed, can this GMI move to a PPC?

- Nandu Datar responded that it will depend on the feedback to the GMI.
- Participants noted more time is required to assess implementation timing and costs to implement.
- Confirmation of IT changes and field change/training is required.
- DBs indicated they would need time – potentially closer to May - to perform a full blown analysis to determine order of magnitude of change and require the complete list of Substitution/Estimation codes to be understood.
- WA support this initiative moving towards PPC as this aligns to a pending ERA Compendium Final decision which places timeframes on Retailers to advise customers for the reasons for an estimate. This final decision may add weight to the go live date for this initiative.
- GRCF will need to consider a schema change over next 12 months for address changes – it maybe sensible to link all implementations into one bundle. A meeting specific to those changes will be required in the next x12 months.
- AEMO took action to:
  - Redistribute GRCF Questionnaire feedback for a 2nd round review by GRCF requesting feedback by 8th April 2024 (if possible) **(Action 158.6.1)**
  - At the next GRCF session, include agenda item to review GRCF Feedback and walkthrough of the Substitution/Estimation codes **(Action 158.6.2)**

## 7 GMI -IN002/24 -Resolving issues with meter status in MDNs

Mario logha (Origin) noted:

- GMI is relevant to receipt of MDN from DBs and is specific to the Meter Status field contained in the MDN
- Typically, the meter status will be populated with 'Turned On', 'Turned Off', 'Plugged' etc.
- The AEMO build packs are not clear on what Meter Status should be populated in an MDN resulting in inconsistency in how the Meter Status is populated in a resend of historical data typically observed in the following scenarios:
  1. Meter Status reflects meter Status as at the date/time of the meter read date
  2. Meter Status reflects current day Meter Status as at date/time of the MDN being sent
- Majority of DBs are sending MDN as per Scenario 1 (from the GMI) (preferred) with one DB providing MDN as per Scenario 2 (from the GMI)
- Jemena noted:
  - They currently provide historical MDNs as per scenario 2 aligning to the 'Energy History Response' transactions (where it is clearly stated the Meter Status should reflect the current Meter Status)
  - In order to meet scenario 1, a DB would need to retain/have the memory/timeslice of the meter status over its entire history with consideration to goods warehousing. This would be an IT change and will cost money (scale of which needs to be confirmed)
  - What would the MeterStatus be in a De-Energisation (De-En) scenario where the read is typically taken after the event? (GRCF confirmed the meter status would logically reflect the meter status after the De-En completion). In reverse, the same question applies to Re-Energisation (Re-En).
- GRCF to consider updating of the build packs to clarify the MDN Meter Status inconsistency and if so, how would the inconsistency in the AEMO artefacts be implemented (x3 options provided)

#### General GRCF comments

- In all markets, when information is requested/provided for a historic period, the response must provide data as at the historic date/time. E.g. When a Retailer asks for historical data, they want to know what was the standing data applicable on that day.
- Is industry expecting historical transactions to provide historical standing data? If yes, this becomes the basis of future build pack updates.
- Retailers need to check internally if they use Meter Status in MDN's to turn off customer accounts.

Mario took action to update GMI including: **(Action 158.7.1)**

- In Options 1,2 and 3 include additional column to include receipt date
- To consider increasing scope of GMI to include updating transactions other than MDN including 'Energy History Response' transactions (where it is clearly stated the Meter Status should reflect the current Meter Status) noting potential impacts to other Distribution Businesses
- Consider what would the MeterStatus be in a De-En scenario where the read is typically taken after the event? (GRCF confirmed the meter status would logically reflect the meter status after the De-En completion). In reverse, the same question applies to Re-En.
- Clarify 'In all instances'. Does it refer to both current and historical instances.

Mario to provide questionnaire for GRCF response **(Action 158.7.2)**.

AEMO to distribute updated GMI with questionnaire for GRCF response and order of magnitude to implement the change **(Action 158.7.3)**.

## 8 Other Business

### 1. Next Meeting

- Nandu Datar (AEMO) proposed to move the next GRCF from 9th April to the 17th April
- GRCF Participants confirmed 17<sup>th</sup> April
- AEMO to reschedule GRCF session to the 17th April

### 2. Victorian HVZ Transition Plan

- Louise Webb (AEMO) noted:
  - Victorian HVZ Transition Plan will be updated to strike out Section 1.3 as there are no known CTM changes in the transition period
  - Email will be sent to GRCF when the updated Victorian HVZ Transition Plan has been published to AEMO website
- Louise Webb (AEMO) noted:
  - Any queries regarding VIC HVZ Transition Plan, please send email to [GRCF@aemo.com.au](mailto:GRCF@aemo.com.au)
  - Sagar from Hansen requested confirmation of outstanding email sent to GRCF email.
  - Louise Webb (AEMO) noted that AEMO will shortly distribute a Frequently Asked Questions (FAQ) document which may provide answers to Sagar's queries.

## 9 Next Meeting

Nandu Datar (AEMO) noted:

- Next GRCF rescheduled from 9th April to the 17th April

**Attachment**

**Action items raised at meeting #158**

Item #	Topic	Action required	Responsible	By
158.2.1	Victorian Gas Substitution RoadMap – Analysis sent to AEMO	As per action 157.7.2, GRCF Victorian Retailers and Distributors to send summary of findings to ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) following internal analysis of new connections processes to confirm if any changes have been implemented to stop prohibited connections (Refer also to 157.7.2)	GRCF Victorian Retailers and Distributors	8 April 2024
158.2.2	Victorian Gas Substitution RoadMap – Analysis sent to GRCF	AEMO to forward each summary of New Connection Process findings to all GRCF participants	AEMO	9 April 2024
158.2.3	Potential change for tariff changes related to Volume Boundary Meters/Tariffs – AEMO review and distribute	AEMO to review Jemena’s GMI and seek further updates as required from Jemena prior to submitting to GRCF for review.	AEMO	TBA
158.6.1	GRCF GMI Questionnaire Feedback to Appendix 1 of GMI IN002-22 Gas Est and Sub Codes – 2 <sup>nd</sup> round review	AEMO to distribute GRCF GMI Questionnaire Feedback for GRCF review (Tab: ‘Proposed SubEst & GRCF Feed’bck’, Columns P – S) <i>&lt;Secretariat note: This has been done. See GRCF e-mail sent 19 March 2024 &gt;.</i>	AEMO	COMPLETED
158.6.2	GRCF GMI Questionnaire Feedback to Appendix 1 of GMI IN002-22 Gas Est and Sub Codes – Discuss 2 <sup>nd</sup> round review	AEMO to include agenda item for GRCF to discuss GRCF 2 <sup>nd</sup> round review/feedback GRCF GMI Questionnaire Feedback to Appendix 1	AEMO	17 <sup>th</sup> April 2024

Item #	Topic	Action required	Responsible	By
158.7.1	GMI -IN002/24 -Resolving issues with meter status in MDNs	Mario to update GMI including: <ul style="list-style-type: none"> <li>- In Options 1,2 and 3 include additional column to include receipt date</li> <li>- To consider increasing scope of GMI to include updating transactions other than MDN including 'Energy History Response' transactions (where it is clearly stated the Meter Status should reflect the current Meter Status) noting potential impacts to other Distribution Businesses</li> <li>- Consider what would the MeterStatus be in a De-En scenario where the read is typically taken after the event? (GRCF confirmed the meter status would logically reflect the meter status after the De-En completion). In reverse, the same question applies to Re-En.</li> <li>- Clarify 'In all instances' and does is this reference including both current and historical instances</li> </ul>	Mario logha (Origin)	TBA
158.7.2	GMI -IN002/24 -Resolving issues with meter status in MDNs – GRCF Questions	Mario to provide questionnaire for GRCF response	Mario logha (Origin)	TBA
158.7.3	GMI -IN002/24 -Resolving issues with meter status in MDNs – GMI & GRCF Questions	AEMO to distribute updated GMI and questionnaire for GRCF response and order of magnitude to implement the change	AEMO	TBA



### Action items raised prior to this meeting 158<sup>1</sup>

Item #	Topic	Action required	Responsible	By
157.5.2	Questionnaire feedback - Appendix 1, GMI - IN002-22	GRCF members to provide response to AEMO ( <a href="mailto:grcf@aemo.com.au">grcf@aemo.com.au</a> ) Appendix 1 GMI - IN002-22 GRCF questionnaire feedback	GRCF Members	Completed
157.5.3	Questionnaire discussion - Appendix 1, GMI - IN002-22	AEMO to collate GRCF responses and Include in GRCF March 2024 meeting pack	AEMO	Completed
157.7.1	Update to East Coast Field Investigation Report on AEMO website	AEMO to publish the updated Field Investigation Report on AEMO website after 1 March 2024 and notify GRCF.	AEMO	Completed
157.7.2	Victorian Gas Substitution RoadMap	GRCF Victorian Retailers and Distributors to validate new connections processes to confirm if any changes have been implemented to stop prohibited connections and provide update at the April GRCF.  March 2024 update – refer to action 158.2.1	GRCF Victorian Retailers and Distributors	17 <sup>th</sup> April 2024

### Action items raised prior to this meeting 157<sup>2</sup>

Item #	Topic	Action required	Responsible	By
156.5.1	Participant Survey to supplement AEMO prioritisations	AEMO and Mario logha (Origin) to draft a strawman survey for future prioritisations	AEMO	July 2024
156.5.3	Potential change for tariff changes related to	Mark Flynn to raise a GMI to progress for potential inclusion in B2B changes scheduled for 2025.This is item IN004/22 on the register.	Mark Flynn (Jemena)	Completed

<sup>1</sup> Shaded grey rows signify the action item is closed/completed.

<sup>2</sup> Shaded grey rows signify the action item is closed/completed.

Item #	Topic	Action required	Responsible	By
	Volume Boundary Meters/Tariffs	Update Feb 2024 – Marc advised GMI was in progress.		
156.5.5	Inclusion of IN010/21 MJ into Package 2 and bundle with delivery of IN015/22	AEMO to review recommendation to add IN010/21 (Unit of Measure (MJ)) and IN015/22 (Harmonising of Heating Values definitions) should be added to the 2024 Package 2 initiatives to 2024 Package 2.	AEMO	Q1 2024
156.5.6	Inclusion of IN001/21W Error correction notice into 2024 Programme of work	AEMO to review recommendation to include IN001/21W Error correction notice into 2024 Programme of work with AEMO legal.	AEMO	Early 2024
156.5.7	IN006/20W analysis required by AEMO to enable GMI to be raised	AEMO to arrange session with AGL to discuss in January to confirm the scope of work in reference to IN006/20W (Clause 115 clarity) (on pending list of initiatives) which relates to a 2-year-old issue where networks lodge disconnection notices and AEMO cancels those disconnection notices which subsequently impacts allocations. There may be a problem with the AEMO process. AGL cannot raise a GMI until AEMO perform some investigation to determine why and when this situation is occurring ideally to be performed in Q1/Q2 in order to create a GMI for Q3/Q4 or 2025. March 2024 update: AEMO discussed the issue with AGL And noted that since 2020 there were over 14500 disconnections requested with only 12 disconnections were cancelled by AEMO for lack of meter reading. All cancelled disconnections involved small consumption MIRNs. AEMO to discuss with ATCO to confirm why meter data was not sent. AEMO will provide ongoing updates.	AEMO	January 2024
152.9.1	List of gas retail initiatives that are not part of the GRCF 2023 program of work	Review the feedback provided by the GRCF and identify those initiatives that have reasonable outline of the requirement and a reasonable level of confidence that if implemented, the potential benefits will outweigh the cost; but this can only be established by further defining the requirement.  April 2023 update: The Status Update document circulated at the April 2023 GRCF functions as a tracker for the above. This action item remains open. AEMO will continue to review the proposals that it is responsible for and will provide an update on these matters as	AEMO	Provide further comments on the initiatives that were not part of the GRCF 2023 program of work by next GRCF meeting.

Item #	Topic	Action required	Responsible	By
		relevant.		
137.7.1	GMI on customer self-reads	<p>Nina Telford (Wesfarmers Kleenheat) to develop a GMI on Kleenheat’s desired changes regarding customer self reads.</p> <p>November 2020 update: Wesfarmers Kleenheat continues work on this item and will continue to keep AEMO and the GRCF informed of progress.</p> <p>March-June 2021 update: No update.</p> <p>August 2021 update: Mark Riley (AGL advised that he would contact Kleenheat, about actioning this action item when the NSW/ACT self-read consultation (IN001/21) concludes.</p> <p>March 2022 update: Deanna Power dpower@kleenheat.com.au nominated as an additional Kleenheat GRCF representative.</p> <p>June 2022 update: On hold noting that Joe Sanches (ATCO) agreed to progress this issue via an ATCO GMI which will be drafted by the relevant parties.</p> <p>August 2022 update: Joe Sanches advised that a GMI will be shared with WA retailers, next week, then a GMI will be submitted to AEMO.</p> <p>October 2022 update: Joe Sanches advised this will have to be put on hold due to internal changes. There is interest in circulating this before the next meeting.</p> <p>November 2022 update: No updated provided by Joe Sanches.</p> <p>Mark Riley (AGL) noted that this has shifted to be a network-led process. Likely to be dormant for a year or so but will need to be acted on at some point.</p> <p>February 2023 update: Mark Riley (AGL) noted that ATCO are looking into developing an app for CoRs. This will require a review of the existing Procedures. Fabian D’Mello (ATCO) noted that Joe Sanches will reach out to Mark to discuss this.</p> <p>March 2023 &amp; April 2023 update: No update. Waiting on ATCO.</p> <p>December 2023 - Joe Sanches ATCO noted a GMI will be raised by early 2024.</p>	Wesfarmers Kleenheat & ATCO	On hold until next raised by ATCO