

11 May 2022

Notice to all Registered Participants under the National Gas Rules (NGR)

This Notice is to advise Participants on AEMO's decision to approve amendments to the:

- Retail Market Procedures (NSW and ACT) v27.0
- Gas Interface Protocol NSW-ACT – V12.0

And discontinue the operating procedure:

- NSW-ACT Lost Gas Customer Service Protocol for Identifying Current Retailer

This Notice advises Gas Market Registered Participants that consultation under the ordinary Procedure Change Consultative Process prescribed under Rule 135EE of the NGR concluded on 22 April 2022 for:

- IN005/21 (NSW Lost Gas Customer Protocol).

As required under Rule 135EE of the NGR, Gas Market Registered Participants and other interested parties were invited to submit comments to AEMO on the Impact and Implementation Report (IIR) for this proposal.

Attachment B of this Notice sets out the consolidated feedback relating to the proposed amendments that AEMO received during this consultation phase. This attachment includes stakeholder comments, AEMO responses and, based on those responses, an indication where respondent feedback resulted in further amendments to the documents mentioned above.

Having considered the feedback provided by each respondent, AEMO has approved the proposed amendments (Attachments A) of this Notice and has set the effective date for the changes to be 4 July 2022.

Updated versions of the documents mentioned in Attachment A will be published on the AEMO website prior to the effective date.

Should you require any further information please contact Nandu Datar on (03) 9609 8851.

ATTACHMENT A – DOCUMENTATION CHANGES

Changes are shown against v27.0 of the RMP (NSW/ACT). Blue underline means addition and ~~red-strikeout~~ means delete.

Extract from Retail Market Procedures (NSW/ACT)

1.1.2 WAGGA WAGGA AND TAMWORTH

- (c) The following provisions of these Procedures apply to *Network Operators* in respect of the Wagga Wagga and Tamworth *network sections*:
- (i) this clause 1.1.2;
 - (ii) clause 1.2.1 (Definitions) – the definitions of *business day*, *gas day*, *hot water meter* and all other defined terms necessary to give meaning and effect to this clause 1.1.2, including any provision specified in this paragraph (c);
 - (iii) clause 1.2.2 (Interpretation);
 - (iv) clause 3.6.4 (Calculation of energy data – hot water meters), consistent with the calculation in example 5 of clause 1.2.2(g) and as if the *common factor* were the water conversion factor as defined in that example;
 - (v) clause 4.2(b) (De-energising or disconnecting basic meters by Users);
 - (vi) clause 4.3 (Meter upgrade or downgrade), provided that the time by which the *Network Operator* is to provide information under paragraphs (c) and (d) is 5.00 pm on the 2nd *business day* before the relevant *meter* is to be upgraded or downgraded (as applicable), not the 2nd *business day* afterwards;
 - (vii) Chapters 6 and 11 (Customer transfer process and Customer transfer error correction process), subject to paragraph (f);
 - (viii) There is no clause 1.1.2 (c) (viii)
 - ~~(viii) Chapter 10 (Lost gas customer process); and~~
 - (ix) Attachment 4 (Wagga Wagga and Tamworth information);

CHAPTER 10. THERE IS NO CHAPTER 10 ~~CHAPTER 10. LOST GAS CUSTOMER PROCESS~~

~~10.1 LOST GAS CUSTOMER SERVICE PROTOCOL~~

- ~~(a) AEMO may provide a service that enables a Customer to find out the identity of the current FRO of the delivery point at which that Customer is supplied with gas (“lost gas customer service”).~~
- ~~(b) The lost gas customer service must be provided in accordance with a protocol (“Lost Gas Customer Protocol”).~~

~~10.1.1 AMENDMENT~~

~~The Lost Gas Customer Protocol may only be amended by AEMO when such amendments are agreed with the recognised energy industry ombudsman for New South Wales and after undertaking one of the following consultative processes:~~

- ~~(a) the ordinary process for making Procedures under section 135EE of the Rules; or~~

~~(b) — the expedited process for making Procedures under section 135EF of the Rules.~~

~~10.1.2 PUBLICATION~~

~~AEMO must publish the Lost Gas Customer Protocol as amended from time to time.~~

~~10.1.3 EFFECT~~

~~Network Operators, Retailers and AEMO must comply with, and are bound by, the Lost Gas Customer Protocol in respect of the provision of information, giving of notice, delivery of notices or documents and making of requests, and the receipt of information, notices and documents or requests.~~

ATTACHMENT B

Consolidated feedback for IN005/21 Impact and Implementation Report (IIR) (NSW Lost Gas Customer Protocol) Section 1 - General Comments on the Impact and Implementation Report IIR).

Topic	Item#	Who	Response Received	AEMO response
Sections 1 to 9 of the IIR sets out AEMOs critical examination of the proposal. Does your organisation supports AEMO's examination of the proposal? If no, please specify areas in which your organisation disputes AEMO examination proposal and include information that supports your organisation rational why you do not support AEMO examination.	1	Jemena	JGN concurs with AEMO's assessment and supports the proposal on the basis of: • anticipated low annual request volumes; • no identified conflict with Access Arrangements; and • no anticipated case charges being applied by EWON onto Jemena for these requests. National Energy Retail Law (NERL) clause 85 covers the obligation on Retailers and Network Operators to provide details of a customer's Retailer when requested by EWON. National Energy Retail Rules (NERR) Rule 101 (1) provides for a shared customer to obtain assistance to resolve an enquiry. There is a very low probability of the Network Operator record of the current FRO being temporarily not aligned with AEMO's records at points in time e.g. error correction transfer in-flight, transfers in-flight or COM transactions not received or not processed. AEMO's registry is the market source of truth for the MIRN to FRO relationship. B2B transactions, retailer and network operator systems and processes follow this primacy. There may be rare circumstances relating to EWON FRO identity requests where the Network Operator needs to	AEMO notes Jemena's support.

			confirm with AEMO the current FRO or the FRO history. There is an established email request process to AEMO Support Hub to deal to these circumstances. Based on the above, AEMO's ongoing (albeit indirect) support of this process will reduce considerably, to be near-zero. JGN notes the efficacy of the process can be improved if the requesting customer/EWON can also provide a meter number in addition to the premises address.	
	2	Origin Energy	Origin supports AEMO's assessment.	AEMO notes Origin Energy's support
	3	Red and Lumo	Red Energy and Lumo Energy (Red and Lumo) agree that deleting Chapter 10 from the NSW/ACT RMP and discontinuing the use of the Lost Gas Customer Service Protocol will eliminate duplication of processes and will have a non-material impact on the NSW/ACT gas market.	AEMO notes Red and Lumo's support.