

Minutes

Retail Market Review – Stakeholder Reference Group Meeting #11

Date and Time: Tuesday 19 February 2019, 9:30 am – 11:00 am

Location: Brussels Room, Dialogue Conference Centre, 50 Lonsdale Street, Melbourne VIC 3000

Present:

Name	Organisation
Ben Barnes	AEC
Jake Lilley	CALC
Elizabeth Molyneux	AGL
Zac Gillam	EWOV
Phil Gardiner	Onsite Energy Solutions
Haiden Jones	Powershop
Stefanie Macri	Red Energy
Emma O'Neill	VCOSS
David Bryant	Brotherhood of St Laurence
Paula Cosgrove	DEWLP (observer)
Sarah Shepherd	DEWLP (observer)
Michaela Tuke	AER (observer)
Aaron Yuen	ESC
Dean Wickenton	ESC
Asanga Seneviratne	ESC

Apologies:

- Centre for Urban Research – RMIT
- DHHS – observer
- St Vincent de Paul
- Onsite Energy Solutions

Agenda items

1.1. Welcome and general update

- Current focus on draft decision related to recommendations 3 and submissions to the staff working paper on the Victorian Default Offer.

1.2. Pricing

1.2.1. Victorian Default Offer (VDO)

- The commission provided an update on the Victorian Default Offer (VDO). 19 submissions were received on the staff paper and are being reviewed (public submissions were made available on website).
- Commitment to release a draft decision in March with a recommendation to Government with a price for the VDO. Commitment to a clear explanation of the methodology, followed by another stakeholder forum following the release of the draft decision.
- A question was raised regarding which cost elements in the draft decision will remain static for the near future? Staff noted that the approach to the VDO will be assessed each time a decision is made, given any applicable guidance or orders etc.
- Members queried when the final decision on the VDO be released. It was noted that the exact release date is yet to be determined.
- It was also noted that there could be potential relationships between the VDO and recommendation 4 according to the Terms of Reference, and this will be considered as part of that recommendation.

1.3. Bills & marketing

1.3.1. Updates on recommendation 3 technical consultation

- We have held a forum and received stakeholder submissions following the release of our first draft decision in December.
- We will release a technical draft decision shortly which will include implementation details based on the draft decision and proposed code changes.
- Broad support was expressed in the submissions to our high-level draft decision.
- Members raised concerns regarding the implementation timeframe for ensuring the Victorian Retailer Portal (VRP) will be ready for retailers to test its functionality prior to the start date of the new obligations on the 1st of July. Retailers noted that the testing period for the proposed changes within the national Energy Made Easy website was two months. Department of Environment, Land, Water and Planning (DELWP) confirmed that the VRP development team is aware of the short turnaround period and the time required for testing.

Members and stakeholders were encouraged to take part in any direct consultation by DEWLP regarding implementation procedures.

1.4. Customer self-meter reads

- An update of the commission's progress with the implementation of the new estimated meter read rules proposed in the draft decision released in December was provided.
- Staff noted stakeholder concerns regarding customer self-meter data provision related to market settlement.
- The following questions were raised, with staff responses:
 - When will the code amendments proposed regarding estimated meter reads be finalised? There will be a separate final decision regarding recommendation 3 that will have the finalised code changes regarding estimated meter reads included. This will be released shortly after the technical draft decision on the Victorian Energy Factsheets.
- Members noted some confusion on the release schedule of recent draft decisions, and suggested following an approach commencing with an issues paper which is then followed by a draft decision with proposed code changes where relevant.

1.5. Clear and fair contracts

- Members questioned how the proposed changes would interact with the VDO and current practices, and these questions were noted.

1.6. Draft Terms of Reference of the reference group

- A draft version of the Terms of Reference for 2019 was circulated to stakeholders and noted that all members committed to remain members of the reference group for the rest of the year.
- No substantial changes were made, but members suggested that a standing invitation remain open to a network or distributor if they choose to be involved in the group in the future.

1.6.1. Discussion of future agenda items

- Members suggested that within the next Reference Group meeting or in another stakeholder session, that the commission facilitates a stocktake of the reforms and changes that have occurred and will be implemented on 1 July 2019. Members noted that it was important to note how retailers respond to their obligations, and how the changes are communicated to customers to ensure appropriate consumer outcomes and experience. It was noted that both retailers and consumer groups should be involved in this discussion.

Appendix A - Agenda

No.	Item	Presenter	Duration
1	Welcome & general update	Aaron Yuen (Chair)	5
2	Pricing		
	• Victorian Default Offer (VDO)	Dean Wickenton (SRM)	5
	• Any other business	Members	10
3	Bills & marketing		
	• Update on recommendation 3 technical consultation	Sugi Sivarajan (PM)	5
	• Any other business	Members	10
4	Clear & fair contracts		
	• Update on recommendation 4	Aaron Yuen (Chair)	5
	• Any other business	Members	5
5	Draft Terms of Reference		
	• Review of Terms of Reference for 2019	Aaron Yuen (Chair)	15
6	Other		
	• Estimated meter reads	Aaron Yuen (Chair)	5
	• Any other business	All	5