

# TERMS OF REFERENCE

## Power of Choice Program Consultative Forum (POC-PCF)

### 1. Background

The Australian Energy Market Operator (AEMO) is working with industry to implement procedural and system changes arising from a number of Australian Energy Market Commission (AEMC) interrelated rule changes which originated from the AEMC's Power of Choice (POC) review. These rule changes include:

- Expanding competition in metering and related services – to open up competition in metering services and improve consumer access to wider service opportunities.
- Embedded networks – to reduce barriers to embedded network customers from accessing retail market offers and standardise metering arrangements.
- Meter replacement processes – to clarify rights and obligations on certain parties at a customer connection point when replacing a meter during the retail transfer process.
- Updating the B2B framework – by updating Business to Business (B2B) arrangements in the National Electricity Rules (NER) and associated B2B Procedures to provide for parties using advanced metering services, and which AEMO is facilitating by implementing a new system/communications protocol for B2B service requests (that is, the “Shared Market Protocol”).

To implement the above rule changes, AEMO has established a POC Implementation Program. That program consists of three broad work streams:

- Procedural Development – to define the required changes to electricity retail market Procedures.
- Technical Development – to design, develop, implement and test changes to AEMO's retail market systems.
- Market Readiness – to coordinate, assist and prepare industry and AEMO for the start of the revised arrangements, and to monitor and report on preparation efforts.

To support the overall progression of the POC Implementation Program, AEMO has established the Power of Choice Program Consultative Forum (POC-PCF). The POC-PCF provides an opportunity for all impacted participants and other related bodies to contribute to POC Implementation Program planning activities, facilitate risk and issue management, provide review for relevant documentation and management oversight of POC working groups (POC-WG).

### 2. Purpose

To support the planning and mobilisation of all implementation stages of the POC Implementation Program, including resolving issues escalated from POC-WGs.

### 3. Scope

The following activities are deemed in-scope:

1. Contribution to the establishment of Program deliverables and corresponding stage and implementation plans.
2. Resolution of issues escalated to or from POC-WGs.
3. Facilitate discussion of program risks and issues.
4. Participant resource allocation to POC-WGs responsible for progressing Program deliverables in accordance with established implementation plans.
5. Program status reporting in accordance with readiness reporting plans.
6. Quality assurance of relevant documentation (where applicable).

### 4. Membership

#### 4.1. Membership Criteria

AEMO (Chair), together with registered and non registered market participants, including interested PoC stakeholders.

The following membership criteria is targeted to all POC-PCF members on behalf of the represented business, noting that alternate or delegate members will be required to meet the same criteria:

1. Authority to agree parameters relating to the scope, delivery timeframe, expected outcomes and any recommendations of the Program.
2. Authority to commit and mobilise internal resources to progress Program deliverables in accordance with established stage and implementation plans.
3. Authority to confirm the availability of POC-WG members (specifically, subject matter experts) across multiple business areas.

#### 4.2. Membership Accountabilities

On behalf of the represented business, members are accountable for the:

1. Mobilisation of subject matter expert resources across multiple business areas within the represented business.
2. Arbitration of decisions where POC-WGs cannot reach consensus.
3. Timely resolution of escalated issues and risks.
4. Management and resolution of assigned actions.
5. Active support of POC-WG members to ensure the accurate and timely completion of Program deliverables.
6. Quality assurance of relevant Program documentation.
7. Internal communication of POC outcomes.

### 5. Governance

Two governance bodies are responsible for making decisions in relation to changes to the B2B Procedures and the Business-to-Market (B2M) Procedures.

Under the NER, the Information Exchange Committee (IEC) is responsible for making recommendations to AEMO on changes to the B2B Procedures, and AEMO is responsible for making decisions on B2M Procedures, following consultation with industry.

Where agreement is sought, the decision or recommendation will be based on those members present at that meeting and members that provide a proxy to AEMO if not in attendance. In certain circumstances (e.g. where

a decision is required out of session and/or at short notice), agreement may be sought via written correspondence (email). Where consensus is not achieved, AEMO will consider the diversity and weight of reasoning to make a final decision.

All recommendations and outcomes must have regard for the:

1. National Electricity Objective
2. National Electricity Law
3. The National Electricity Rules
4. National Electricity Objective;
5. For B2B matters, B2B factors and principles;
6. National Energy Retail Law.
7. National Energy Retail Rules

## 6. Administration

AEMO will prepare and distribute all meeting calendar invitations, agendas, meeting papers and meeting notes via email.

AEMO will provide Chair, secretariat services and subject matter expert(s) for each meeting.

### 6.1. Meeting facilities

AEMO will provide video-conference facilities for the AEMO offices listed below. A small number of tele-conference lines may also be made available for members where they cannot attend an AEMO office location.

Meeting Location:	AEMO Office:
Adelaide	Level 9, 99 Gawler Place, ADELAIDE SA 5000
Brisbane	Level 10, 10 Eagle Street, BRISBANE QLD 4000
Melbourne	Level 22, 530 Collins Street, MELBOURNE VIC 3000
Sydney	Level 2, 20 Bond Street, SYDNEY NSW 2000

### 6.2. Meeting timings

Meeting frequency: Monthly (unless otherwise agreed by AEMO and POC-PCF members).

Meeting date confirmation: AEMO will confirm each meeting and the available locations at least 10 business days prior to the occurrence of the meeting.

Meeting papers: AEMO will endeavour to provide advice and all meeting documentation no less than five business days prior to each meeting.

Meeting notes: AEMO will endeavour to circulate all meeting notes and outcomes within five business days after each meeting.

All documents will be made available on AEMO's website following each meeting.

### 6.3. Transition

The POC-PCF will transition any remaining and outstanding issues to the relevant Industry Forum and its supporting working groups. AEMO will facilitate this transition prior to the disbandment of the POC-PCF (see below).

## 6.4. Disbandment

The POC-PCF will be disbanded when at least one of the following criteria has been met:

- The Program of work is completed.
- All objectives for the POC-PCF have been met.
- The POC-PCF is no longer required.
- The POC-PCF is not fulfilling its requirements or the requirements have changed.
- No later than 28 February 2018.

AEMO will notify the IEC, Retail Market Consultative Forum (RMCF) and any impacted working groups when it intends to disband the POC-PCF based on one or more of the above criteria being met.

## 6.5. Resourcing

Any expenses incurred as a result of attending meetings or activities associated with meetings are at the expense of the member's employer.

For more information or for other enquiries, please email the POC inbox: [poc@aemo.com.au](mailto:poc@aemo.com.au)

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