

Terms of Reference

Electricity Retail Consultative Forum

Objectives

In keeping with the National Electricity Objective (NEO) and the National Energy Retail Objective (NERO), the objectives of the Electricity Retail Consultative Forum (ERCF) are to:

- Enable effective and efficient engagement and consultation between the Australian Energy Market Operator (AEMO) and interested and impacted organisations and stakeholders on the development of, and changes to, the Electricity Retail Market Procedures (except for the B2B Procedures¹), industry processes, guidelines and arrangements governing the retail electricity markets that operate in:
 - New South Wales and Australian Capital Territory,
 - Queensland,
 - South Australia,
 - Victoria, and
 - Tasmania.
- Provide stakeholders the opportunity to raise and address issues relating to the operation and functionality of applicable Retail Electricity Markets.
- Enable AEMO, participants and stakeholders to consider and outwork potential procedural changes before formal consultation².

Function

The **role of the ERCF** is to:

- Provide a forum for electricity retail market participants and other interested stakeholders to identify, record and discuss operational issues and review and propose changes relating to Retail Electricity Market Procedures and services including:
 - MSATS Procedures,
 - Metering Services, and
 - Metrology Procedures.
- Provide and review material related to MSATS market processes and transactions, metrology and metering services activities or relevant AEMO projects and provide recommendations to AEMO³.
- Provide an industry perspective and mechanism for feedback to AEMO on change proposals made in relation to the MSATS Procedures, Metering Services and Metrology Procedures.

¹ These Procedures include the Market Settlement and Transfer Solution (MSATS) Procedures; Metering Services Procedures and Metrology Procedures.

² This does not replace the Rules Procedure Consultation obligations set out in 8.9 of the National Electricity Rules.

³ The manner in which this review is conducted should be consistent with the change process outlined on the ERCF webpage [here](#).

- Provide input to AEMO on development of Business-to-Market Procedures and services including MSATS Procedures, Metering Services and Metrology Procedures to assist participants in operating in a more efficient and effective retail market. This may include making recommendations for changes to the Procedures, industry processes, guidelines, and other arrangements affecting those Procedures.

The **role of attendees of the ERCF** is to:

- Keep abreast of current items being progressed and be prepared for discussions at meetings.
- Advise AEMO and interested and affected parties of operational issues in relation to Retail Electricity Markets.
- Work collaboratively with AEMO and other ERCF attendees to prioritise procedural changes (current and proposed) and actions required to progress procedural changes in accordance with the relevant legislative frameworks. This includes participating in workshops and subgroup discussions outside regular ERCF meetings.
- Identify jurisdictional differences which may impact on the efficacy or operations of Business-to-Market Procedures and services including the MSATS Procedures, Metering Services and Metrology Procedures.

The **ERCF's role excludes the following**, which are functions of AEMO:

- Authorising a proposed change to go to consultation.
- Conducting formal Rule or Procedure consultations.
- Implementation of Procedures or updates to FAQs etc.
- Undertaking work on matters assigned to AEMO project working groups.

The **ERCF's role excludes the following**, which are functions of Information Exchange Committee:

- Define, develop or consider Rule changes or enhancements to Business-to-Business (B2B) Procedures.

Participation

Participation in the ERCF is open to all interested organisations and stakeholders. Any expenses incurred as a result of attending meetings or activities associated with the ERCF are at the expense of the ERCF attendee or their employer.

ERCF attendees⁴ are:

- Expected to have sufficient expertise and authority to consider matters on behalf of the organisation(s) that they represent and provide the views of those organisations for the public record.
- Entitled to represent the views of any business they represent. The forums will record the positions and views of interested organisations and stakeholders. Where positions and views vary, minority views will be noted in the ERCF meeting notes (refer to Governance arrangements), and
- Expected to work collaboratively with other forum attendees and AEMO.

⁴ In relation to the approving body, nothing said, or done, or omitted to be said or done, by the approving body, binds the approving body's discretion in approving or not approving an endorsed procedure change submitted to the approving body for approval, or otherwise makes the approving body or the State liable in any way to any person including for negligence.

Governance

AEMO's roles and responsibilities are outlined in this section of these Terms of Reference.

AEMO will provide Chairperson and Secretariat services to the ERCF. In relation to these services, AEMO will:

- Prepare and distribute all meeting correspondence via email.
- Publish meeting records on the AEMO website.
- Use its best endeavours to provide a draft agenda to the ERCF mailing list 10 business days before a meeting.
- Circulate relevant meeting papers and a finalised agenda at least five business days prior to a meeting⁵.
- Use its best endeavours to circulate meeting notes including decisions and actions within ten business days of a meeting. The meeting notes will include a record of the positions expressed at the meeting of interested and impacted organisations.

ERCF attendees have a responsibility to:

- Notify AEMO of proposed topics for the agenda not less than 11 business days before an ERCF meeting, and
- Provide supporting papers/presentation relating to proposed agenda topics to AEMO not less than eight business days before an ERCF meeting.

Meetings

Outcomes

Where AEMO is seeking recommendations or positions from meeting participants, the recommendation will be based on the views of those present at that meeting and as notified to AEMO prior to the meeting, or the due date. If circumstances require feedback or information from the ERCF at short notice, AEMO will determine whether it is appropriate to seek feedback from meeting participants outside of a formal meeting via an email or web-based mechanism.

Meeting operational matters

AEMO, on behalf of the ERCF, will create and maintain a Change Log, which will be reviewed from time-to-time. This Change Log will form the basis for AEMO's forward work program for electricity retail market changes. Feedback will be sought at least annually from ERCF participants on the prioritisation of the matters within the Change Log.

From time to time a proposed change or issue may be technical in nature and require specific system and/or business process knowledge. The ERCF or AEMO may request the establishment of one or more working groups to assist in considering matters brought before it.

The ERCF or AEMO may also put forward recommendations for other consultative working groups to join in forum discussions on related matters.

Meeting schedules and facilities

Unless otherwise advised by AEMO, meetings are typically held monthly.

AEMO will provide teleconference and / or videoconference facilities (Microsoft Teams) and in-person meeting locations (if requested by Participants and subject to local availability). Meeting room details will be noted on the meeting agenda.

⁵ Where this is not possible due to mitigating circumstances, AEMO will advise the ERCF mailing list of the delay.

Version control and contact details

Version	Effective date	Comments
1	1 May 2019	Draft document (AEMO)
2	1 July 2021	ERCF Terms of Reference Update (AEMO)

For more information on the ERCF please see the ERCF webpage [here](#) or email ERCF@aemo.com.au. For a list of Retail Electricity Procedures refer to AEMO's [website](#).