

Date	Name	Start Time	End Time	Hours	Activity
21/03/2013		12:20:00 PM	12:45:00 PM	0:25	Reviewing customer/completion data from 2009 Jack Green ROLR event.
21/03/2013		12:45:00 PM	1:00:00 PM	0:15	Reviewing Jack Green ROLR event process documentation.
21/03/2013		1:30:00 PM	3:00:00 PM	1:30	Reviewing high-level ROLR event process documentation, from 2007, and NSW process documentation.
21/03/2013		3:00:00 PM	5:00:00 PM	2:00	Sketching information flow and high-level task summary for proposed process.
22/03/2013		10:00:00 AM	11:00:00 AM	1:00	Progress/steering meeting to go over high-level summary.
		10:00:00 AM	11:00:00 AM	1:00	
25/03/2013		9:00:00 AM	10:15:00 AM	1:15	Developing up-to-date contact list.
25/03/2013		10:45:00 AM	4:00:00 PM	5:15	Developing detailed process document from high-level summary.
25/03/2013		4:00:00 PM	5:00:00 PM	1:00	Progress/steering meeting to go over detailed process document.
		4:00:00 PM	5:00:00 PM	1:00	
		10:00:00 AM	11:00:00 AM	1:00	Meeting to discuss changes released by AEMO for SA Gas ROLR, to identify changes, impacts, testing requirements, potential costs, etc.
		10:00:00 AM	11:00:00 AM	1:00	
		10:00:00 AM	11:00:00 AM	1:00	
26/03/2013		10:00:00 AM	11:00:00 AM	1:00	
		10:00:00 AM	11:00:00 AM	1:00	
		10:00:00 AM	11:00:00 AM	1:00	
26/03/2013 - 12/04/2013				37:30	ROLR Plan development, and development of collateral (e.g. Call centre scripting, FAQ, etc.)
		9:00:00 AM	10:00:00 AM	1:00	ROLR Plan Stakeholder Engagement & Feedback meeting.
		9:00:00 AM	10:00:00 AM	1:00	
15/04/2013		9:00:00 AM	10:00:00 AM	1:00	
		9:00:00 AM	10:00:00 AM	1:00	
		9:00:00 AM	10:00:00 AM	1:00	
		9:00:00 AM	10:00:00 AM	1:00	
15/04/2013		10:00:00 AM	1:00:00 PM	3:00	Updating of ROLR Plan, following stakeholder engagement and feedback.
		3:30:00 PM	4:30:00 PM	1:00	ROLR Plan Stakeholder Engagement & Feedback meeting.
15/04/2013		3:30:00 PM	4:30:00 PM	1:00	
		3:30:00 PM	4:30:00 PM	1:00	
		3:30:00 PM	4:30:00 PM	1:00	
16/04/2013		9:30:00 AM	11:30:00 AM	2:00	Updating of ROLR Plan, following stakeholder engagement and feedback.
		11:30:00 AM	12:30:00 PM	1:00	ROLR Plan Stakeholder Engagement & Feedback meeting.
16/04/2013		11:30:00 AM	12:30:00 PM	1:00	
		11:30:00 AM	12:30:00 PM	1:00	
		11:30:00 AM	12:30:00 PM	1:00	
		11:30:00 AM	12:30:00 PM	1:00	
16/04/2013		1:00:00 PM	3:00:00 PM	2:00	Updating of ROLR Plan, following stakeholder engagement and feedback.
		3:00:00 PM	3:30:00 PM	0:30	ROLR Plan Stakeholder Engagement & Feedback meeting.
16/04/2013		3:00:00 PM	3:30:00 PM	0:30	
		3:00:00 PM	3:30:00 PM	0:30	
		3:00:00 PM	3:30:00 PM	0:30	
16/04/2013		3:30:00 PM	4:00:00 PM	0:30	Updating of ROLR Plan, following stakeholder engagement and feedback.
		4:00:00 PM	5:00:00 PM	1:00	ROLR Plan Stakeholder Engagement & Feedback meeting.
16/04/2013		4:00:00 PM	5:00:00 PM	1:00	
		4:00:00 PM	5:00:00 PM	1:00	
		4:00:00 PM	5:00:00 PM	1:00	
16/04/2013		5:00:00 PM	6:00:00 PM	1:00	Updating of ROLR Plan, following stakeholder engagement and feedback.
17/04/2013		9:00:00 AM	9:30:00 AM	0:30	Updating of ROLR Plan, following stakeholder engagement and feedback.
		9:30:00 AM	10:00:00 AM	0:30	ROLR Plan presentation & steering meeting following stakeholder engagement and feedback.
17/04/2013		9:30:00 AM	10:00:00 AM	0:30	
		9:30:00 AM	10:00:00 AM	0:30	
17/04/2013		2:00:00 PM	4:00:00 PM	2:00	Updating of ROLR Plan, following stakeholder engagement and feedback, and investigation into state-based derogations in gas ROLR processes.
		3:00:00 PM	4:00:00 PM	1:00	Meeting to discuss, confirm and consolidate knowledge of state-based derogations to gas ROLR procedures.
18/04/2013		3:00:00 PM	4:00:00 PM	1:00	
18/04/2013		4:00:00 PM	6:00:00 PM	2:00	Updating of ROLR plan with confirmed gas ROLR procedures.
		11:30:00 AM	12:00:00 PM	0:30	ROLR Plan presentation & steering meeting following stakeholder engagement and feedback.
23/04/2013		11:30:00 AM	12:00:00 PM	0:30	
		3:00:00 PM	3:30:00 PM	0:30	Meeting to discuss the responsibilities of Corporate Communications for a ROLR Event exercise. This is because no representative of Corporate Communications was able to attend the ROLR Exercise.
24/04/2013		3:00:00 PM	3:30:00 PM	0:30	
		9:00:00 AM	9:30:00 AM	0:30	ROLR Exercise planning meeting: catch-up to discuss how the ROLR Exercise, scheduled for the afternoon of 29/04, will be run, and the desired outcomes.
29/04/2013		9:00:00 AM	9:30:00 AM	0:30	
		2:00:00 PM	3:30:00 PM	1:30	ROLR Exercise.
		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
29/04/2013		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
		2:00:00 PM	3:30:00 PM	1:30	
30/04/2013		2:00:00 PM	5:00:00 PM	3:00	Significant update of ROLR Plan document, following Exercise, to include risks etc. identified during Exercise.
1/05/2013		11:00:00 AM	2:00:00 PM	3:00	Continuation of significant ROLR Plan update, including investigation into AGL as ROLR in non-haulage areas.
		11:30:00 AM	12:00:00 PM	0:30	Meeting with our Market Regulation team to discuss AGL as ROLR non-haulage areas, and the implications of the haulage retailer (e.g. Origin in non-metropolitan SA) failing.
6/05/2013		11:30:00 AM	12:00:00 PM	0:30	
		3:00:00 PM	3:30:00 PM	0:30	Meeting with our Regulatory Communications team to discuss development of a letter to notify affected customers, in line with regulatory obligations, to be customised with the details of the ROLR event.
6/05/2013		3:00:00 PM	3:30:00 PM	0:30	
		3:00:00 PM	3:30:00 PM	0:30	
		9:30:00 AM	10:00:00 AM	0:30	Meeting with our Commercial & Industrial team, to discuss their responsibilities in a ROLR Event, and any derogations between Mass and Large market.
7/05/2013		9:30:00 AM	10:00:00 AM	0:30	
		9:30:00 AM	10:00:00 AM	0:30	
8/05/2013		3:00:00 PM	4:00:00 PM	1:00	Update of ROLR Plan document, to include outcomes of 06/05/2013 meetings with Market Regulation and Regulatory Communications.
		11:30:00 AM	12:00:00 PM	0:30	Meeting with Head of Customer Operations (business owner of ROLR Plan) to discuss ROLR Plan and outcomes of Exercise.
14/05/2013		11:30:00 AM	12:00:00 PM	0:30	

15/05/2013	4:30:00 PM	5:00:00 PM	0:30	Meeting to discuss outcomes of discussion with Harry Bonning on 14/05/2013.
	4:30:00 PM	5:00:00 PM	0:30	
11/06/2013	11:00:00 AM	12:00:00 PM	1:00	Creation of document portal for ROLR Plan and associated process documents, to facilitate sharing and version control of these documents.
18/06/2013	9:00:00 AM	9:30:00 AM	0:30	Updated ROLR Plan to include completed template customer letter and completed template press release, and published this new version to the portal. Now considered version 1.0.
12/08/2013	2:30:00 PM	3:00:00 PM	0:30	FY14 budget discussion around cost of implementing T900 changes in SAP.
	2:30:00 PM	3:00:00 PM	0:30	
	2:30:00 PM	3:00:00 PM	0:30	
	2:30:00 PM	3:00:00 PM	0:30	
	2:30:00 PM	3:00:00 PM	0:30	
19/08/2013	3:30:00 PM	4:30:00 PM	1:00	Initial cost recovery meeting with Regulatory Advice team, to determine information required by AER and what costs are recoverable.
	3:30:00 PM	4:30:00 PM	1:00	
	3:30:00 PM	4:30:00 PM	1:00	
19/08/2013	4:00:00 PM	4:15:00 PM	0:15	Brief meeting with Brand & Communications to request cost info development of ROLR Letter.
3/09/2013	12:30:00 PM	1:30:00 PM	1:00	Cost recovery meeting with Business Architecture, to determine cost of implementation of T900 automation (already completed) and to estimate cost of developing automation tools for creation of customers ("Business Partners"), sites and meter data ("Technical Master Data") and accounts ("Contracts").
	12:30:00 PM	1:30:00 PM	1:00	
	12:30:00 PM	1:30:00 PM	1:00	
3/09/2013	3:30:00 PM	4:10:00 PM	0:40	Determined action items and timeline for delivery of cost recovery info to Regulatory Advice by October.
4/09/2013	5:15:00 PM	5:30:00 PM	0:15	Brief meeting with Customer Communications to request cost info of having letter programmed in readiness for ROLR Event..
6/09/2013	9:15:00 AM	9:30:00 AM	0:15	Engagement with Market Industry Advisor Allicia Volvrict to determine time spent by the business on developing the SA gas ROLR testing plan.
24/09/2013	2:00:00 PM	3:00:00 PM	1:00	Follow-up meeting with Business Architecture around various costs of system changes for ROLR event readiness.
	2:00:00 PM	3:00:00 PM	1:00	
27/09/2013	2:00:00 AM	5:00:00 AM	3:00	Assembly of all ROLR cost recovery information from stakeholders.

Total Hours:	147:35
Total Days:	19.68
@ \$400/day:	\$7,871.11