

AEMO COMPLIANCE QUARTERLY REPORT: GAS RETAIL MARKET PROCEDURES

PREPARED BY: Markets
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Introduction

Role of AEMO

Section 91MB(3) of the National Gas Law (NGL) requires that, if AEMO has reasonable grounds to suspect a breach of the Retail Market Procedures, it must, after making such inquiries and investigations as it considers appropriate, make a decision as to whether the breach is a material breach. AEMO must publish that decision and its reasons.

AEMO is required to assess the materiality of breaches of the Procedures and if it determines that the breach is material may direct a person suspected of a breach to take remedial action. AEMO is not required to undertake this assessment for breaches of the NGL and National Gas Rules (NGR).

Purpose

This report includes immaterial breaches identified in the last quarter, i.e. between September and November 2017. Breaches that have a material impact on market participants, the market as a whole, or end use customers are reported separately.

Quarterly Report – Immaterial Breaches

Date and time of breach	Market	AEMO/Market Participant	Procedures and clause	Summary	Impact
19/10/2017	QLD Gas Retail Market	AEMO	Clause 6.10.2(a) of the QLD Retail Market Procedures (RMP)	<p><u>Description</u> On 19/10/2017, the provision of the Network Allocation Data (NAD) file for the QLD Gas Retail Market to the Short Term Trading Market (STTM) system was delayed by 2 hours and 6 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u> The late NAD file was due to a database deadlock caused by the failure of an import data process.</p> <p><u>Actions</u> On 19/10/2017, AEMO resolved the database deadlock issue, re-processed the missing import data and re-ran the daily process for gas day 18/10/2017.</p> <p>AEMO will modify its alerting to determine when the import data process is taking too long.</p>	Immaterial AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 19/10/2017 had no material impact on any other market participants, the market as a whole, or end use customers as the network allocation data was available before the daily prudential run. There was no impact on the STTM daily prudential calculations and processing.
12/11/2017	QLD Gas Retail Market	AEMO	Clause 6.10.2(a) of the QLD RMP	<p><u>Description</u> On 12/11/2017, the provision of the NAD file for the QLD Gas Retail Market to the STTM system was delayed by 54 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u> The late NAD file was due to the reset of an account password as part of a planned site transfer on the day that halted the daily process</p>	Immaterial AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 12/11/2017 had no material impact on any other market participants, the market as a whole, or end use customers as AEMO is not required to run STTM daily prudential on non-business days (including weekends).

				<p>because the account was locked out.</p> <p><u>Actions</u> On 12/11/2017, AEMO reset the account password to the original password and the account was unlocked. The daily process ran after that.</p> <p>AEMO will investigate using separate account/s to minimise the risk of a widespread impact from a single account being locked out.</p>	
23/11/2017	SA Gas Retail Market	AEMO	Clause 98(d) and 100(2)(d) of the SA RMP	<p><u>Description</u> On 23/11/2017, 342 Transfer Confirmation Notification (TFR-CONF-NOTIF) transactions did not meet the transaction acknowledgement time of 270 minutes for medium priority transactions.</p> <p>This caused a non-compliance with the SA RMP relating to immediately notifying the relevant parties of a pending transfer request.</p> <p>The definition of ‘immediately’ in the SA RMP refers to clause 11(1) of the SA RMP. Clause 11(1)(a) of the SA RMP references section 2.5.5 of the “FRC B2M-B2B Hub System Specifications”, specifying that all medium priority transactions shall be acknowledged within 270 minutes.</p> <p><u>Cause</u> This incident was due to a number of services (the AseXML Send services and the GRMS webMethods Checker service) in the Gas Retail Market System (GRMS) not being activated when returning the SA GRMS to production after the completion of the SA GRMS industry disaster recovery test on 22/11/2017. While incoming messages were being processed, there were no messages being sent out.</p> <p><u>Actions</u></p>	<p>Immaterial AEMO’s non-compliance with clause 98(d) and 100(2)(d) of the SA RMP on 23/11/2017 had no material impact on any other market participants, the market as a whole, or end use customers.</p> <p>Incoming and outgoing transactions were processed normally. AEMO did not receive any queries nor incidents raised by participants due to this incident.</p>

				<p>On 23/11/2017 8.30am AEDT, AEMO noticed that the AseXML Send services were suspended. AEMO activated the services and confirmed that incoming messages were being processed but did not check if outgoing messages were processed.</p> <p>On 24/11/2017 at 11am AEDT, AEMO noticed that outgoing messages were not being processed. AEMO investigated the issue and confirmed that the TFR-CONF-NOTIF transactions were not sent out by the SA GRMS as the GRMS webMethods Checker service was not started. CGI Helpdesk started up the service and confirmed that outgoing transactions were being processed normally.</p> <p>AEMO has implemented an additional alert in SA GRMS to proactively check if any of the services have been suspended. Relevant team members have also been reminded to adhere rigorously to the steps in the operation procedures and to check for both incoming and outgoing messages are processed normally after a start-up of a service.</p>	
26/11/2017	QLD Gas Retail Market	AEMO	Clause 6.10.2(a) of the QLD RMP	<p><u>Description</u> On 26/11/2017, the provision of the NAD file for the QLD Gas Retail Market to the STTM system was delayed by 2 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u> The late NAD file was due to a process not sufficiently terminated during a scheduled Gas FRC site transfer carried out on 26/11/2017.</p> <p><u>Actions</u> On 26/11/2017, AEMO terminated the process</p>	<p>Immaterial AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 26/11/2017 had no material impact on any other market participants, the market as a whole, or end use customers as AEMO is not required to run STTM daily prudential on non-business days (including weekends).</p>

				<p>properly and re-ran the job to generate the NAD file.</p> <p>AEMO will include additional validation to the site transfer procedure document to ensure that the process is terminated properly.</p>	
27/11/2017	NSW-ACT Gas Retail Market	AEMO	Clause 8.11.9 of the NSW-ACT RMP	<p><u>Description</u> On 27/11/2017, the provision of the NAD file for the NSW-ACT Gas Retail Market to the STTM system was delayed by 2 hours and 37 minutes.</p> <p>This caused a non-compliance with the NSW-ACT RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u> The late NAD file was due to missing configuration data required for the daily calculation run that generates the NAD file in the Gas Retail Market Business System (GRMBS). The configuration data is required for each day when the daily calculation is run. The configuration data was missing between 27/11/2017 and 04/12/2017.</p> <p><u>Actions</u> On 27/11/2017, AEMO inserted the missing configuration data for the daily calculation run into GRMBS.</p> <p>There is an annual operation process to check and update the configuration data required for the daily calculation run to ensure that the data is available for future days.</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 8.11.9 of the NSW-ACT RMP on 27/11/2017 had no material impact on any other market participants, the market as a whole, or end use customers as AEMO is not required to run STTM daily prudential on non-business days (including weekends).</p>
29/11/2017	QLD Gas Retail Market	AEMO	Clause 6.10.2(a) of the QLD RMP	<p><u>Description</u> On 29/11/2017, the provision of the NAD file for the QLD Gas Retail Market to the STTM system was delayed by 15 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 29/11/2017 had no material impact on any other market participants, the market as a whole, or end use customers as the network allocation</p>

				<p>file to the STTM system.</p> <p><u>Cause</u> The late NAD file was due to a date lock issue preventing the job that creates the net system load to run and this resulted in a delay of generating the NAD file.</p> <p><u>Actions</u> On 29/11/2017, AEMO re-ran the job that creates the net system load and the job that creates the NAD file.</p> <p>AEMO will change the timing of the alert to an earlier time to ensure that the job generating the NAD file has completed or is at least running.</p>	<p>data was available before the daily prudential run. There was no impact on the STTM daily prudential calculations and processing.</p>
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