

## Australian Energy Market Operator

### Apparent breach of Retail Market Procedures (WA) 14A by AEMO on 09/05/2017

#### Overview:

On 09/05/2017, the Gas FRC Hub was unavailable between 10.19am (AEST) and 9.24pm (AEST).

This was caused by a technical change undertaken to apply a new monitoring agent onto the active Gas FRC Hub server performed on 02/05/2017 and the inactive Gas FRC Hub server applied a week later (on 09/05/2017). This change triggered an event which caused the servers to become unresponsive, resulting in the active site outage and an unviable inactive site for service recovery.

AEMO appears to have breached clause 14(1)(b) of the WA Retail Market Procedures (“Procedures”) as a result of communications made by AEMO not complying with the requirements of the FRC HUB Operational Terms and Conditions section 3.3.3 which specifies that AEMO will operate the FRC Hub with a Recovery Time Objective (RTO) of 4 hours.

Clause 14(1)(b) of the Procedures reads as follows:

#### 14. Other instruments

(1) Each person required to comply with these procedures, must also comply with the following documents (as applicable):

(a) the AEMO Specification Pack, but not the portions of the AEMO Specification Pack that apply only in South Australia; and

(b) FRC Hub Operational Terms and Conditions.

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#### Impact:

Transactions between Participants and AEMO were delayed and queued until the Gas FRC Hub was restored. Gas meter transfers, service orders and associated requests were delayed and so Participants were required to identify manual workarounds. There was no delay in the publication of the reports.

On 26/05/2017, AEMO requested Participants to provide their feedback advising of their impact on the FRC Hub outage on 09/05/2017. AEMO received feedback from APA, Alinta Energy and Kleenheat. Feedback from APA and Alinta Energy related to the communications on the day – mainly around the communication mechanism. Kleenheat indicated that there had been some operational impact to them – mainly due to processing of the service orders on the day (i.e. having to find a manual workaround solution to process the service order requests and monitoring the progress of the service order requests) and ensuring the service order requests were processed on the following day.

#### Resolution:

At 11.46am (AEST) on 09/05/2017, AEMO notified the Participants of the incident. Updates were sent to the Participants throughout the day. AEMO started the backup removal (“disk

consolidation”) process and the Gas FRC Hub was recovered at 9.24pm (AEST) on 09/05/2017.

At 12.36pm on 10/05/2017, AEMO notified the participants that the Gas FRC Hub was restored and back up and running. At 5.29pm (AEST) on 10/05/2017, further clarification was sent to the participants advising them to resend transactions where no transaction acknowledgement has been received.

### **Proposed Further Actions:**

AEMO conducted a thorough review of this incident and identified a number of recommendations:

- Establish the basis for the decision to upgrade the active site before inactive site. Update the business process procedure to reflect that the inactive site should be updated before the active site wherever possible.
- Conduct an analysis of the standard tasks performed by AEMO (the frequency and associated business risk) to establish if these tasks need to be documented and approved as standard actions. Any tasks that falls outside the criteria should be addressed under change management.
- Update the AEMO standard operational procedures per environment to capture the steps to be undertaken for each environment.
- Training to be undertaken to make sure the AEMO staff supporting the environments are aware of steps to be undertaken while doing maintenance/installations etc.
- Standard changes to follow change risk analysis process where actual impact to the services is identified and understood.
- Review and update the incident escalation, activation and communication process and embed this process into the Duty Manager standard processes.

In relation to the feedback received from Kleenheat for not having a manual workaround to process service order requests during the FRC Hub outage, AEMO recommended to have a single industry agreed process for managing service orders in times of short term outages for the WA Gas Retail Market (a process that is currently in place for NSW-ACT, VIC, QLD and SA Gas Retail Markets). AEMO suggested Kleenheat to raise this at a PCC meeting.

### **Invitation for submissions:**

Before determining whether any further action is required, AEMO invites written submissions from participants as to:

- the effect that this incident has on their operations, and
- their view with regard to the determination, if any, AEMO should make under clause 329 of the Procedures in respect of the apparent breaches of the Retail Market Procedures.

Submissions are requested by no later than 5:00pm (AEST) **Tuesday 25 July 2017**. Submissions should be sent by e-mail to [rmo@aemo.com.au](mailto:rmo@aemo.com.au).

Alternatively, submissions can be sent by post to AEMO at:

Chin Chan  
AEMO  
GPO Box 2008  
Melbourne  
VIC 3001

If you have any questions regarding this matter, please contact Carol Poon on (03) 9609 8509.

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