

Notice of apparent breach of WA Retail Market Procedures clauses 103(1) and 269(1) by AEMO for gas days 10/11/2016, 12/07/2017 and 19/07/2017

Overview:

The OMP-STATUS and TRF-CONF-NOTF reports were delayed on 09/11/2016, 11/07/2017 and 18/07/2017:

- On 09/11/2016, AEMO scheduled a Disaster Recover Test between 2pm and 6pm WST. The testing completed shortly after 4pm WST. The OMP-STATUS reports (“first check”) for gas day 10/11/2017 were delivered to participants at 4.40pm WST, 40 minutes late, when the system was returned to operation. This appears to be a breach of clause 269(1)(a) of the WA Retail Market Procedures (“Procedures”) by AEMO.
- On 11/07/2017, AEMO carried out a database maintenance on the WA Gas Retail Market System (“GRMS”) between 4.15pm and 5.52pm AEST. The temporary database file did not come back online at the end of the database maintenance activity. As a result, the OMP-STATUS (“final check”) and TRF-CONF-NOTF reports for gas day 12/07/2017 were delayed by 16 hours and 21 minutes and by 10 hours and 11 minutes respectively. This appears to be a breach of clauses 103(1)(d) and 269(1)(a) of the Procedures by AEMO.
- On 18/07/2017, the OMP-STATUS (“first check”) reports were delayed by 24 minutes due to a period of connectivity issues. This appears to be a breach of clause 269(1)(a) of the Procedures by AEMO.

Clauses 103(1) and 269(1) of the Procedures read as follows:

103. The transfer

(1)

(d) AEMO must give a transfer confirmation to the incoming user, the network operator and the current user by the following time:

(i) if AEMO receives metering data under clause 103(1)(b) before close of business on a day — then before the start of the gas day on the next day; and

(ii) otherwise — before the start of the gas day

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269. AEMO validates users’ procurement requests and provides status report

(1) For each gate point for each gas day:

(a) first, by no later than 16 hours before the start of the gas day (“first check”);

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Impact:

The delivery of the below market reports were delayed:

For gas day 10/11/2017-

- 14 OMP-STATUS (“first-check”) reports were delayed by 40 minutes

For gas day 12/07/2017-

- 12 OMP-STATUS (“final check”) reports were delayed by 16 hours 21minutes
- 225 TRF-CONF-NOTF reports were delayed by 10 hours 11 minutes

For gas day 19/07/2017

- 15 OMP-STATUS (“first check) reports were delayed by 24 minutes

Resolution:

On 09/11/2016, the OMP-STATUS reports were generated when the system was returned to operation after the completion of the Disaster Recover Test.

On 11/07/2017, AEMO restarted the database. The OMP-STATUS and TRF-CONF-NOTF reports were delivered to the participants and transactions were processed successfully.

On 18/07/2017, AEMO restarted the application services and the OMP-STATUS reports were delivered to participants.

Proposed Further Action:

AEMO has identified the following:

- To avoid scheduling the Disaster Recovery Test at the time that can impact the delivery of reports.
- To investigate the addition of an alarm to alert the support staff for build-up of on-hold transactions in the system.
- To monitor the connectivity of the servers closely for any further occurrences of this incident to ensure prompt return of the application services.

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 WA Retail Market Procedures in respect of the apparent breaches of the WA Retail Market Procedures.

Submissions are requested by no later than 5:00pm (AEST) **Tuesday 12 September 2017**. Submissions should be sent by e-mail to rmo@aemo.com.au.

Alternatively, submissions can be posted to AEMO at:

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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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