NATURAL GAS SERVICES BULLETIN BOARD USER GUIDE

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AEMO
AUSTRALIAN ENERGY MARKET OPERATOR

IMPORTANT NOTICE

Purpose

AEMO has prepared this document to provide guidance on the use of the Gas Bulletin Board under the National Gas or Electricity Rules (Rules), as at the date of publication.

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Abbreviations and Symbols

These abbreviations, symbols, and special terms assist the reader's understanding of the terms used in this document. Terms defined in the National Gas Law or the National Gas Rules have the same meanings in this document unless otherwise specified in this document.

Abbreviation	Abbreviation explanation
AEMO	Australian Energy Market Operator
AEST	Australian Eastern Standard Time
BBO	The Natural Gas Bulletin Board Operator
CSV	Comma-Separated Values, a comma delimited text
N/A	Not Applicable
BB	Natural Gas Services Bulletin Board
TJ	1000 Giga Joules, 1012 Joules, Joule is a unit of energy

Special terms

The words, phrases and abbreviations set out below have the meanings set out opposite them when used in these Procedures.

Terms defined in the NGL or the NGR have the same meanings in these Procedures unless otherwise specified in this clause.

Term	Definition
Default flow	The direction that gas normally flows through a pipeline (as per the Schedule of Default Pipeline Flow Direction, found in the references section). Those flows in the opposite direction, will be shown as either negative values or labelled as Reverse flows.
Demand Zone	A region where the natural gas load is delivered by one or more BB pipelines.
Gas Day	A period of 24 consecutive hours that commences in accordance with the respective agreements or rules that apply to the facilities and pipelines covered by the BB. The Gas Day Start Hour that applies to each facility or pipeline is published in the INT901 – Plant List report.
Procedures	The Bulletin Board procedures made under Part 18 of the National Gas Rules.
Production Zone	A region in which natural gas is produced from one or more facilities and is injected into one or more BB pipelines that transport the gas to other Production or Demand Zones.
Rules	The National Gas Rules.
TJ	1 Terajoule, 1000 Gigajoules, 1000000 Joules, A Joule is a unit of energy.
Victorian DTS	The Victorian Declared Transmission System.

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1. INTRODUCTION

1.1 Purpose

This guide aims to help users of the Natural Gas Services Bulletin Board (BB) website understand and navigate the BB website.

This guide also details the specifications for the BB CSV reports published by AEMO through the BB FTP File Share.

This guide covers navigation, data uploading, use of web forms, and reporting pages.

Where there is a discrepancy between the National Gas Rules or the BB Procedures and information or a term in this document, the National Gas Rules or BB Procedures or the Exchange Agreement take precedence.

1.2 Audience

This guide is relevant to all users of the BB website, public and registered users, authorised BB participants who will upload data to the reporting site of the BB website, and IT developers involved in the design and implementation of systems or processes to interface with the BB from Participant's organisations and the Bulletin Board Operator.

For more detailed explanation of CSV file transactions, see Guide to NGSBB CSV File Transactions. For more information on BB registration and exemption process, see NGSBB Participant Registration Kit.

1.3 How to use this guide

Follow the steps in this guide to use the BB website, or to upload BB data (Authorised BB participants only) to the reporting site, or to understand the reports on the BB and to develop automated tools for processing the report data.

Text in this format indicates a direct hyperlink with details of the resource listed in '**Error! Reference ource not found.**' section

1.4 What's in this guide

- Chapter 2 'About the BB Website' provides an overview of the BB Website and the self-service password management facility.
- Chapter 3 'BB Map Interaction' provides an overview of the map functions.
- Chapter 4 'BB Reports' provides an overview of the report format, naming convention, a summary of all BB reports and provides detail specifications of each report.
- Chapter 5 'Data Upload' provides an overview on how to submit or deliver report data using the BB web forms, CSV files and submitting medium term capacity outlook and detailed facility information to AEMO.
- Chapter 6 'Pages of Interest' provides other BB website pages that users may be interested in.
- Chapter 7 'References' is a list of related information and documents mentioned throughout this guide.
- Chapter 8 'Need help' provides information on who to contact when requiring assistance.

2. ABOUT THE BB WEBSITE

2.1 What the BB Website is for

The BB website publishes information on eastern Australia gas infrastructure to facilitate improved decision making and trade in gas across the eastern gas market. The BB website provides readily accessible and up-to-date gas flow and capacity information. Facility operators are obligated under the National Gas Rules to provide AEMO with the relevant information.

The graphical interface also displays information for the gas systems in an interactive manner.

Tip: All documents that contain information about the Bulletin Board, what its data means, and how it works, can be found under the 'Bulletin Board Information' tab. See section 6.2 for more information.

2.2 Who can use the BB Website

All users have access to extensive forecast and historical data, and are able to filter and drill down on data of greatest importance to them, with reports presented in a simple, exportable format.

Authorised BB participants can access the secure site to view secure AEMO reporting data, upload data to the site, use the self-service password facility and manage other AEMO material via the My Account button at the top right of the BB webpage.

Organisations carrying out the following activities must register as BB participants in the relevant categories:

Table 1 BB Participants categories

Categories	Description
Pipeline operator	A service provider or a gas market operator of a BB pipeline.
Production facility operator	A producer, user, or non-scheme pipeline user who operates a BB production facility.
Storage provider	A storage provider who operates a BB storage facility.
BB shipper	Anyone who is entitled to use a service provided by a BB pipeline. DWGM market participants and STTM shippers need to register as BB shippers.

To register as BB participants, refer to the Natural Gas Services Bulletin Board Registration Kit for more information.

2.3 Browser requirements

Access to the BB website requires a web browser and either:

- Microsoft Internet Explorer version 10.x
- Mozilla Firefox version 32.x
- Chrome version 38.x

2.4 AEMO BB website disclaimer

When you first access the BB website, you will need to read and accept the AEMO terms and conditions to progress to the user interface.

Figure 1 AEMO terms and conditions

2.5 BB website access

The BB website is hosted by AEMO on the AEMO website. To access the BB website, simply launch your browser and go to: https://gbb.aemo.com.au

Only authorised participants have access to the pre-production testing environment.

2.5.1 Types of BB users

There are three types of BB users for the Natural Gas Services Bulletin Board. These three types and the access it provides them are listed below:

Table 2 Type of BB users

User	Access
Public / general	Access to all areas on the Natural Gas Services Bulletin Board website except secure site. Users can access and download all reports published on the BB website.
Registered	Access to all areas on the Natural Gas Services Bulletin Board website, Users can log in to change password and access public reports via the FTP File Share.

User	Access
Authorised Participants	Access to all areas on the Natural Gas Services Bulletin Board website, Authorised BB Participants can log in to change password, access public reports via the FTP File Share, upload data via the website and FTP File Share, and access participant specific reports from their own private folder.

2.5.2 Authorised BB website access

Both registered and authorised BB participants can access the secure site to use the self-service password facility. However, only authorised BB participants can access the secure site to upload data onto the BB website.

Access the secure site via the 'My Account' button on the BB homepage which takes you to the login page.

Figure 2 Login page

Once successfully logged in, authorised participants will be able to change their password and submit data to the Natural Gas Services Bulletin Board.

Tip: Pre-production username starts with ind_Jsmith12 whereas production username is Jsmith12.

Figure 3 My Account page

2.5.3 Changing your password

Registered and authorised BB participants can now use the self-service password management facility to change or reset their password and to unlock their account. Before you can use the facility to change or reset your password or unlock your account, you must first register to use the facility.

Registering to use Self Service Password Management Facility.

To register, you must first know your current password. If you do not have your password, you will need to contact AEMO Information and Support Hub or call 1300 236 600.

1. In the Login page, click 'Reset Password'.

Figure 4 Reset password

2. It will then take you to the self-service password management facility. Sign in with your username and current password.

Figure 5 Self Service Password Management

3. Select the 'Enrolment' tab and complete the 'Security Question and Answer' tab as shown below.

Figure 6 Self Service Password Management Enrolment

Once you have completed the 'Security Questions and Answer' tab, click on the 'Verification Code' tab. Enter the email address (es) you want the verification code to be sent to when you are resetting a password or unlocking the account.

Figure 7 Verification Code page

4. Click the 'Enrol' button. Enrolment is now complete. You are now registered to use the self-service password management facility.

Self Service Password Facility

Once you are registered to use the self-service password facility, you can then use the facility to change or reset your password and unlock your account.

1. In the Login page, click 'Reset Password'.

Figure 8 Login page

2. In the Self Service Password Management page, click ‘Reset Password’ again.

Figure 9 Self Service Password Management

3. It will take you to the Reset Password page. Enter you BB username (either production or pre-production) and the “CAPTCHA” code shown in the graphic into the field below the graphic.

Figure 10 Password Reset

4. Select the email address you want the verification code to be sent to:

Figure 11 Password Reset

5. When the email with the verification code is received, copy or type the code in the Verification Code field. Click ‘Continue’.

Figure 12 Verification Code for Password Reset

6. Enter your new password, taking care that it adheres to AEMO’s password complexity rules (i.e. minimum 8 characters which includes at least one number, one upper case and one lower case alpha character and one special character). Click on ‘Reset Password’.

Figure 13 Password Reset

7. Finally, you will receive confirmation of the success of the operation. Click ‘Back to Home’ to return to the BB website.

Figure 14 Confirmation of Password Reset

3. BB MAP INTERACTION

3.1 Map functions

When you access the BB website, the **Home Page** displays the following map.

Figure 15 Natural Gas Services Bulletin Board Home Page

3.1.1 Layers/legend Menu

The layers/legend menu allows you to interact with the map to view the information of your choice. Click on the expand button to view information about the different items on the BB map, and to select and view gas basins, pipeline flow direction and geographical terrain. The items on the menu when expanded, is shown below.

Click on the 'Collapse' button to collapse the layers/legend box.

Figure 16 Layers/Legend Menu

3.1.2 Demand Zone information box

The demand zone information box on the right hand screen (when expanded) displays aggregated forecast delivery nominations by zone. Expand the zone by clicking the plus sign on the right to see the breakdown of the forecast delivery nominations by pipeline for the zone.

A complete description of all demand zones is given in Schedule 2 of the BB Procedures on the BB website (INT 902).

The meaning of a positive or negative quantity reported on the Bulletin Board is in the Schedule of Default Pipeline Flow Direction on the BB website.

Figure 17 Demand Zone Information Box

Demand Zone	TJ	− Collapse
Sydney	230.8	+
ACT	35.4	−
EGP	16.2	
MSP	19.2	
Vic DTS (Net)	877.6	−
NSW-Vic	12.3	
LMP	761.2	
SWP	104.1	
Curtis Island	3261.0	−
WGP	1554	
GLNG GTP	914	
APLNG Pipe	793	
WAL (Net)	440.4	+
Adelaide	233.3	+

3.1.3 Zoom bar, zoom in-out, and drag the map

A zoom bar is available on the top left corner of the map. Click on the + or – symbols to zoom in and out. Alternatively, double-click the left mouse button to zoom into the BB Map. Double click the right mouse button to zoom out. You can also hover over the map and scroll to zoom in and out.

Figure 18 Zoom bar

Click and drag the map to view a particular area of interest:

Figure 19 Zoom in view

3.1.4 Expand or shrink map

Click on the 'Expand/Shrink' button on the top right corner of the map to expand the map to full screen size (shown below). Collapse back by clicking again.

Figure 20 Expand or shrink button

3.1.5 Pipeline map boxes

The pipeline boxes on the BB map provide the capacity outlook information (C) and the latest delivery nominations (N) for the pipeline for the current gas day.

Figure 21 Pipeline box

3.1.6 Detailed pipeline information

When a user clicks on a pipeline within the BB map, the detailed pipeline information such as the maximum daily quantity, previous day flows, and forecast deliveries for the next seven days will be shown on the right hand bar.

Pipelines on the Natural Gas Services Bulletin Board can report against multiple zones. Therefore, when viewing the detailed pipeline information, users must be aware which zone the detailed pipeline information is referring to.

In the example below, when a user clicks on the South West Queensland Pipeline, the information provided is showing South West Queensland Pipeline (WAL). The pipeline information is therefore showing information for South West Queensland Pipeline against the Wallumbilla Demand Zone. To see information for all the zones associated with a pipeline, refer to section 4.1.5. For definitions of the demand and production zones, refer to Schedule 2 of the BB Procedures.

Figure 22 Detailed Pipeline Information

Note that the scroll bar on the right allows you to scroll between the expanded legend and the detailed information.

3.1.7 Pipeline flow direction

Pipeline flow direction is represented on the BB map with moving arrows, which move according to the detailed pipeline information for each BB Pipeline.

The positive or negative sign for the flow data corresponds to their default flow direction. Positive quantities represents forecast pipeline flow in the default direction, negative in the opposite direction. For more information on the default flow direction for each BB Pipeline, refer to the Schedule of Default Pipeline Flow Direction on the BB Website.

Figure 23 Pipeline Flow Direction

3.1.8 Facility information

Click on a 'Demand' or 'Production' box within the BB map to retrieve detailed information on that demand zone or production zone. The scroll bar on the right allows you to scroll down for more information.

Figure 24 Facility Information

3.1.9 Geographic or schematic map display

To view the BB Map in either geographic or schematic format, select either option from the drop-down menu (at the top right of the BB map).

You can view detailed facility information by clicking on the respective pipelines and facilities.

Figure 25 Schematic View

4. BB REPORTS

4.1 Accessing BB web reports

BB web reports are available to the public from the BB website. Users do not have to be registered or authorised BB participants to view or download these reports. The BB reports present information submitted by BB facility operators.

From the Home Menu banner, select 'Reports'.

Figure 26 Accessing BB web reports

In the 'Reports' page, users will see a list of BB reports and which category they belong to. There are a few actions users can do in the reports page. Users can choose to view, email, or download reports they are interested in. Users can also access Archive Reports from this page.

Figure 27 Reports page

4.1.1 BB web reports overview

This section provides an overview of the BB reports available on the BB website. The document titled Natural Gas Services Bulletin Board Reports published on the BB website contains further details about the reports.

Table 3 BB web reports overview

Report Id	Report Name	Purpose
INT 901	BB Facilities List	This report displays the list of all plant (BB pipelines, BB production, and BB storage facilities) within the Bulletin Board system including plant that is the subject of an exemption declaration. This report also identifies the organisation (company) responsible for the operation of the respective plant.
INT 902	BB Zones	This report displays the list of all Production and Demand Zones within the Bulletin Board system.

INT 903	Detailed Facility Information	The Detailed Facility Information report displays the following information for BB pipelines, storage facilities and production facilities:
		• For each BB production and storage facility:
		  ○ each BB pipeline to which the facility is connected; and
		  ○ the receipt or delivery points at which the facility is connected.
		• For each BB pipeline:
		  ○ all receipt or delivery points on that pipeline and any production facilities, storage facilities and transmission pipelines to which those receipt or delivery points connect; and
		  ○ all gate stations on that pipeline.

INT 910	Gate Station Standing Capacities	The Gate Station Standing Capacities report displays the nameplate rating, owner and operator for each gate station connected to a BB pipeline.
INT 911	Standing Capacities	This report displays the standing nameplate capacity of all BB facilities (as defined in the INT901 report). Nameplate rating relates to maximum daily quantities in TJ under normal operating conditions. Where multiple Capacity Types apply to individual plant (eg. bidirectional pipelines or interconnects will have a corresponding MDQ and RMDQ whereas storage facilities will have corresponding MDQ, HCAP and WMDQ), then all the relevant nameplate capacity details are required to be provided.
INT 912	Standing Peak Day Demand Forecasts	This report displays the 1 in 2 peak summer day and/or winter day demand forecasts for each of the demand zone. The summer period is considered to be from November to March (inclusive) and the winter period is considered to be from May to September (inclusive).
INT 913	Secondary Pipeline Capacity Bid and Offer Summary	The Secondary Pipeline Bid and Offer Summary report displays secondary trade bids and offers for BB pipelines on a weekly basis. This data is used to identify shippers wishing to buy or sell spare capacity on a pipeline. This data is limited to BB pipelines where the pipeline operator owns, controls or operates a secondary pipeline capacity trading platform.

INT 914	Secondary Pipeline Capacity Trade Summary	The Secondary Pipeline Trade Summary report displays a summary of secondary pipeline capacity trades that have occurred in the past week. This data is limited to BB pipelines where the pipeline operator owns, controls or operates a secondary pipeline capacity trading platform.
INT 921	Linepack Capacity Adequacy	This report displays the linepack adequacy (flag) for each of the BB pipelines for the next three gas days.
INT 922	Capacity Outlook	This report displays the capacity outlook for each of BB pipeline and each BB facility for the next seven days. The outlook capacity type will be dependent upon the type of plant e.g. production and storage facilities will report production capacity, pipelines will report transmission capacity whilst interconnects and bi-directional pipelines will report transmission capacity and reverse direction transmission capacity.
INT 923	Forecast Pipeline Flows	This report displays the aggregated forecast pipeline flows outlook for each of the BB pipelines.
INT 924 INT 925	Actual Flow	This report displays the aggregated actual historical delivery and receipt for each BB facility.
INT 927	Forecast Storage Flows	This report displays the aggregated forecast injection and withdrawal outlook for each BB storage facility.
INT 928	Medium Term Capacity Outlook	This report displays the details of any activity expected to affect the capacity of a BB facility past the short term capacity outlook.
INT 929	Uncontracted Capacity Outlook	This report displays the uncontracted primary pipeline capacity for each BB pipelines and uncontracted storage capacity for each BB storage facilities for the next 12 months.
INT 930	Actual Gas Held in Storage	This report displays the actual / historical quantity of gas held in BB storage facilities on the previous gas day.
INT 931	Registered BB Contacts	This report displays the registered user list of responsible contact persons for each BB Participant organisation as identified at registration or otherwise.
INT 933	Registered BB Participants	This report displays details of all registered organisations i.e. the BB Participants of the Bulletin Board.
	BB Shippers with Contracted Pipeline Capacity	This page displays a list of the BB Shippers with contracted primary pipeline capacity on each BB pipeline. The reports are not standardised and AEMO will publish the BB shipper lists as provided by BB Pipeline Operator.
	Voluntary Information from LNG Producers in Queensland	This page displays the timing and scheduling of maintenance events at the LNG facilities on Curtis Island, Queensland.

4.1.2 Email function

There are two email functions, when you click on the email button on the top right of the screen, your mail application will open a new email with a link to the 'Reports' page in the text.

Figure 28 Reports email function

When you click on the email button assigned to the report, your mail application will open an email containing the hyperlink URL for the relevant report as shown below.

Figure 29 Email example

4.1.3 Download function

When you click on download button next to the email button, you can choose to open or save a CSV-formatted copy to your local directory as shown below.

Figure 30 Download function

4.1.4 Archived Reports

Click on the 'Archive Reports' button to access monthly archives containing all the reports shown in the 'Reports' page.

Figure 31 Archive Reports

The archive reports are released monthly. Users can either click on the name of the report in the left column or the download button to download the month they are interested in.

Figure 32 Download button

Report Title	Size	Format	Actions	Last Updated
AEMO_GASBB_201407	3375 kb	zip		9/12/2014
AEMO_GASBB_201408	3415 kb	zip		9/12/2014
AEMO_GASBB_201409	3309 kb	zip		9/12/2014
AEMO_GASBB_201410	3495 kb	zip		9/12/2014
AEMO_GASBB_201411	3421 kb	zip		20/01/2015
AEMO_GASBB_201412	3699 kb	zip		20/01/2015
AEMO_GASBB_201501	3668 kb	zip		11/02/2015
AEMO_GASBB_201502	3593 kb	zip		10/03/2015
AEMO_GASBB_201503	3920 kb	zip		10/04/2015
AEMO_GASBB_201504	3739 kb	zip		8/05/2015

4.1.5 Individual reports

The Figure below shows an example of the publicly viewable Actual Flow report. Users can specify the date range, facility, and zone they are interested in.

When you click on the Export to CSV button, you can choose to open or save a CSV-formatted copy of the data.

Figure 33 Actual Flow report

To view a report for a specific facility, zone, or date, filter the information in the appropriate fields and click the ‘View Report’ button. The Figure below shows an example for Moomba to Sydney Pipeline System.

When you click on the Export to CSV button, it will only provide you a CSV-formatted copy of data the user has specified in the filter.

Figure 34 Moomba to Sydney Pipeline System Actual Flow report

Users can also choose to view the data in a graph format instead of the table format. Users can select the date range, facilities and zones they are interested in, click View Report and then choose Graph view. The graph will then show the selected information.

Users can also print and download the graph in different formats.

Figure 35 Moomba to Sydney Pipeline Systems Actual Flow graph view

4.2 Accessing BB FTP File Share

AEMO publishes public reports through the BB FTP File Share. These BB CSV reports in the FTP folders are only available to registered users and authorised BB participants. Registered users can directly access public reports from the public folder at **..\Default FTP Directory\Public,** and authorised BB participants can access their participant specific reports from their own private folder at **..\Default FTP Directory\<PARTICIPANTFOLDER>.**

BB CSV public reports are added to a zipped archive file at the end of each calendar month. Archived zip files are accessible from the following folder: **..\Default FTP Directory\Public\Archive\Zip**. The naming convention of the monthly zip files is AEMO_GASBB_YYYYMM.zip (for example AEMO_GASBB_201407.zip).

FTP can also be accessed via the web portal at: ftp://ftp.gbb.aemo.com.au/. For more information, refer to Section 5.3.

BB report data is also available via the AEMO Data Interchange. For further details on setting up and using Data Interchange please refer to the Data Interchange page on the AEMO website.

5. UPLOADING DATA

This feature is restricted to authorised BB participants.

5.1 Web forms

From the **Home Page**, go to '**My Account'** and log in as an authorised BB participant.

Figure 36 Submitting data via webform as an authorised BB participant

Click on '**Submit Data**'.

Figure 37 Submitting data via webform as an authorised BB participant

The 'Submit Data' page provides authorised BB participant with the format type and type of data users would like to upload. Select the webform format for your data upload.

Figure 38 Submitting data via webform as an authorised BB participant

Choose the type of data from the drop down menu. For example, to access the Actual Flow webform, select Actual Flow and then click Next Step.

Figure 39 List of data available for webform submission

This will bring you to the Actual Flow webform. Enter the information in the relevant fields and click on Submit Data to submit the webform.

Figure 40 Actual flow webform submission

You will receive confirmation that the data has been submitted as a banner message. Your data will also be visible in the results menu at the foot of the page.

Figure 41 Actual Flow webform submission successful screen

You can view all submitted data via the Reports page. For more information on the report trigger times, refer to Guide to Natural Gas Services Bulletin Board Reports.

5.2 Web CSV Submission

Before an authorised BB participant can upload a CSV file as a web submission, there must be one already prepared on your local drive. The CSV file must be in the format specified in the Guide to Natural Gas Services Bulletin Board CSV File Transactions published on the BB Website.

From the **Home Page**, go to '**My Account'** and log in as an authorised BB participant.

Figure 42 Submitting data via web csv upload as an authorised BB participant

Click on '**Submit Data'**.

Figure 43 Submitting data via web csv upload as an authorised BB participant

The Submit Data page provides authorised BB participants with the format type and type of data participants would like to upload. Select the CSV format for your data upload.

Figure 44 Submitting data via web csv upload as an authorised BB participant

Choose the type of data from the drop down menu. For example, to upload Capacity Outlook CSV file, select Capacity Outlook and click 'Next Step'.

Figure 45 List of data available for web csv submission

This will bring you to the CSV file submission page. Click on 'Choose File' to select the CSV file you wish to upload and select upload.

Figure 46 Capacity Outlook web csv upload submission

The following message will display when your file has been successfully uploaded. Otherwise, you will receive an error message with some guidance on what may require correcting.

Figure 47 Capacity Outlook csv upload submission successful screen

5.3 FTP CSV data submission

The BB CSV interface provides a file gateway allowing authorised BB participants to submit market data to AEMO using FTP.

The process for uploading a CSV file using FTP includes the following steps:

- The authorised BB participant prepares a data file in CSV format utilising any available third-party tool, for example Microsoft® Excel[1], or any text editor.
- Each file can contain multiple records but may only contain data pertaining to the transaction type specified in the <TRANSACTIONNAME> component of the filename.

[1] When a text file with .CSV extension is opened in Microsoft Excel, Excel changes the date format to dd-MM-YY, that would make it incompatible with the date format specification as defined in this document, i.e. YYYY-MM-dd

- The authorised BB participant connects to one of the following FTP servers manually or via automated system/s by specifying a username and password:
    - Pre-production – ftp.preprod.gbb.aemo.com.au
    - Production – ftp.gbb.aemo.com.au

AEMO recommends the use of PASSIVE mode for FTP connections.

- Once connected, the authorised BB Participant is directed to the default directory. The authorised BB Participant transfers files using FTP into the "Upload" subdirectory within their own private organisation directory.
- The BB systems continually poll each 'Upload' subdirectory for any new files and processes them accordingly.
- The authorised BB Participant is advised of the success or failure (including details of any error found within the submitted file/s) of the transaction via the BB Participant's INT944 Transaction Log. The INT944 Transaction Log is deposited into the participants private organisation directory for consumption

The CSV transaction file will only be accepted by the system if **all** its records have passed all validations.

For more detail on the FTP CSV data submission, please download and read the Guide to Natural Gas Services Bulletin Board CSV File Transactions. The document provides details on the data formats and the rules of information exchange between the Bulletin Board Operator and BB Participants. The guide provides assistance in understanding the technical specification of BB CSV transactions.

5.4 BB Shippers with contracted pipeline capacity

Pipeline operators must provide AEMO with a list of BB Shippers who have contracted primary pipeline capacity for each BB pipeline.

The template can be found on the Natural Gas Services Bulletin Board under Bulletin Board Information > Documents.

Pipeline operators submit this data by emailing the list of BB shippers with contracted pipeline capacity to AEMO's Bulletin Board Operator team at bbo@aemo.com.au. Please ensure the file submitted to AEMO is in a PDF format. AEMO will upload the file to the BB Shippers with Contracted Pipeline Capacity reporting page (under the Reports tab).

The reports will have the following naming convention: BB Shippers List – YYYYMMDD – Facility Name.

5.5 Detailed facility information

Production facility operators and storage providers must provide to AEMO the following information for each BB production and storage facility they operate:

- Each BB pipeline to which the facility is connected; and
- The receipt or delivery points at which the facility is connected.

Pipeline operators must provide to AEMO the following information for each BB pipeline they operate:

- All receipt or delivery points on that pipeline and any production facilities, storage facilities and transmission pipelines to which those receipt or delivery points connect; and
- All gate stations on that pipeline.

The template can be found on the Natural Gas Services Bulletin Board under Bulletin Board Information > Documents.

Facility operators submit this data by emailing the completed template to AEMO's Bulletin Board Operator team at bbo@aemo.com.au.

AEMO will assign connection point IDs to each receipt or delivery point provided. These connection point IDs must be used by pipeline operators when submitting gate station standing capacities and unaggregated actual flow data.

AEMO will upload the information provided to the Detailed Facility Information reporting page (under the 'Reports' tab).

When providing an update, BB participants must use the template published on the Natural Gas Services Bulletin Board under Bulletin Board Information > Documents.

6. PAGES OF INTEREST

The Natural Gas Services Bulletin Board also provides other information such as:

- Capacity Listing
- Bulletin Board Information
- Emergency Protocols
- Market Prices
- Planning Reports
- About GBB.

6.1 Capacity listing

This page provides any capacity listings that have been entered on the Gas Supply Hub's trading exchange. Users can also visit the APA Capacity Trading Website and Jemena Capacity Trading Website from this page.

Figure 48 Capacity Listing

6.2 Bulletin Board information

This page provides all the information required to use on the Natural Gas Services Bulletin Board. This includes information on:

- Fees and invoices received by AEMO.
- Documents (including user guides, the registration kit and BB Procedures).
- Notices about changes to the BB or BB facilities.

Figure 49 Bulletin Board information

6.2.1 Fees and invoices

This page provides information on annual BB fees and information on any invoices received by AEMO from pipeline operator to recover costs of data aggregation and information services.

Figure 50 Fees and Invoices

6.2.2 Documents

This page publishes user guides such as a registration kit to assist current and future BB participants and users in understanding the BB registration and exemption process, BB Procedures which regulate the operation of BB, guide for creation of CSV transaction files, guide for the CSV reports published

through the BB FTP file share, guide to navigate and understand the BB website, detailed facility information template and BB shippers template.

Figure 51 Documents

6.2.3 Notices

This page publishes the latest notices about changes to the Bulletin Board or Bulletin Board facilities. It addresses topics including:

- Registration of new facilities.
- Exemptions for existing or proposed BB facilities.
- Flow reporting changes.

Notices about flow reporting changes include guides about the interpretation of data on the bulletin board, for example:

- Offtakes from a pipeline that are included in a particular zone.
- Information assisting participants to interpret data on the Bulletin Board.

Figure 52 Notices

6.3 Emergency protocols

This page provides information on emergency protocols for several states in Australia.

Figure 53 Emergency Management

6.4 Market prices

This page provides users with links to the Gas Supply Hub data, the Short Term Trading Market data, Victorian Wholesale Gas Market data and the AER Weekly Gas Report.

Figure 54 Market Prices

6.5 Planning reports

This page provides users with links to gas reports published by AEMO that may be of interest such as the Gas Statement of Opportunities, the National Gas Forecasting Report and the Victorian Gas Planning Report.

Figure 55 Planning Reports

7. REFERENCES

7.1 Rules, law and government bodies

The Australian Energy Market Commission (AEMC) makes rules under the National Gas Law, the National Electricity Law and National Energy Retail Law that must be followed by all participants in the Australian energy market (excluding WA and NT). The National Gas Rules can be found on the AEMC website: http://www.aemc.gov.au/Energy-Rules/National-gas-rules/Current-rules

The Australian Energy Regulator (AER) oversees compliance by participants in the Australian Energy Market with the National Gas Law and National Gas Rules: https://www.aer.gov.au/

The Gas Supply Hub Exchange Agreement can be found on AEMO's website: http://aemo.com.au/Gas/Gas-Supply-Hubs/Market-operations

7.2 Relevant documents and guides

User guides for the Bulletin Board can be found within the BB Information Tab on the BB website, (here: http://gbb.aemo.com.au/Bulletin%20Board%20Information/Documents.aspx).

This includes:

- Guide to NGSBB CSV File Transactions – detailed explanation for uploading CSV files to provide data to AEMO for the BB website.
- Guide to NGSBB Reports – detailed explanation for accessing, viewing, and saving data reports available on the BB website.
- NGSBB Participant Registration Kit – information for prospective participants in the BB and the BB gas systems.
- BB Procedures – the procedures that regulate the operation of the BB website.
- NGSBB User Guide (this document) – guide to using the BB website.
- Schedule of Default Pipeline Flow Direction – schedule that defines the default direction for all pipelines.

8. NEED HELP?

8.1 AEMO Information and Support Hub

The AEMO Information and Support Hub provides information regarding AEMO operations, and the electricity and gas industry generally to market participants and the general public.

The AEMO Information and Support Hub also provides an IT service to registered Gas and Electricity Market Participants to assist with the resolution of operational IT problems including installation and systems administration support of AEMO supported products.

Support for IT related problems is available 24 hours, 7 days a week.

Contact:

Email	For technical enquiries: supporthub@aemo.com.au For general enquiries: general.enquiries@aemo.com.au	
Online form	http://aemo.com.au/Contact-us	
Phone	1300 236 600 (Australia) +61 3 9609 8000 (International)	For IT support and assistance, select Option 1. For general enquiries, select Option 2.

Please note that AEMO recommends participants call AEMO's Information and Support Hub for all urgent issues whether or not you have logged a call in the Customer Portal.

When requesting assistance from AEMO, please be ready to provide the following information:

- Your name
- Job Title
- Company name
- Email
- Work Phone (include area code)
- Participant ID
- Environment: (production or pre-production)
- Problem description
- Screenshots.

For AEMO software-related issues, please also provide:

- Version of software (that you are using).
- Properties or log files.
- Replication Manager Support dump and instance name (if Data Interchange problem).

To suggest improvements to this document, please contact the AEMO Information and Support Hub.