
STTM guidance

28 March 2019

Guide to STTM Contact Types

The following table lists the STTM Contact types and associated communications. The following details are provided for each contact type:

- A short description of the purpose of the contact type.
- The communications that the contact will receive, and the method of notification (e.g. SMS, email).
- The types of STTM roles to which the contact applies (e.g. allocation agents, trading participants, facility operators)
- Whether the contact type may be hub specific or whether it must be associated with all hubs. Note a hub specific contact type may also be associated with all hubs.
- Whether a single contact or multiple contacts may be registered under the contact type.

For each contact type please provide first name, last name, job title, email address, and business phone and mobile number. Please ensure that each person whose details are provided is made aware of AEMO's Privacy Policy (at [http://www.aemo.com.au/Privacy and Legal Notices/Privacy-Policy](http://www.aemo.com.au/Privacy%20and%20Legal%20Notices/Privacy-Policy)) which explains how AEMO manages personal information.

Participants must have at least one of each contact type. Registered Participants can review their current contacts in MIS report INT713.

Contact Type	Description	Notifications (method of notification)	Applicable Roles	Hub Specific	Number of Contacts
CEO	The CEO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). 	All roles	All hubs	Single
CFO	The CFO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). 	All roles	All hubs	Single
Company Secretary	The Company Secretary does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). 	All roles	All hubs	Single
Facility Operator Data Contact (STTMP)	Recipient of notifications regarding the validity of pipeline operator data submissions.	<ul style="list-style-type: none"> Notification of pipeline allocation and pipeline hub capacity submission which breaches high or low threshold (email and SMS). 	Facility Operator	All hubs	Multiple
IT After Hours / Emergency Contact	Contact for IT related issues. This contact must be available at all hours.	<ul style="list-style-type: none"> May be contacted on an ad hoc basis regarding emergency IT issues. 	All roles	All hubs	Multiple
IT Security Contact	Primary IT contact regarding security and system access.	<ul style="list-style-type: none"> Issued with IT setup information, including system access credentials, upon registration. May be contacted on an ad hoc basis regarding IT security matters (email or phone). 	All roles	All hubs	Multiple
Registration Contact (MKREG)	Point of contact for all registration correspondence.	<ul style="list-style-type: none"> May be contacted regarding registration queries on an ad hoc basis (email or phone). 	All roles	All hubs	Single
STTM 24 Hour Contact (S24H – all hubs, S24H1 – SYD hub only, S24H2 – ADL hub only, S24H3 – BRI hub only)	Contact for all operational notifications including STTM Market Notices and system generated alerts. This contact must be available at all hours.	<ul style="list-style-type: none"> STTM Market Notices to alert of scheduling issues, MOS tenders, and general market information (email and SMS) Notification of Market Administered States (email and SMS) Notification of missing or invalid facility allocation data, and execution of the delayed ex post process (email and SMS). Notification of missing reports (email and SMS). Notification of Systems Recovery events (cutover to backup IT systems) (email and SMS) 	All roles	Hub specific	Multiple

Contact Type	Description	Notifications (method of notification)	Applicable Roles	Hub Specific	Number of Contacts
STTM Allocation Agent Contact (SALL – all hubs, SALL1 – SYD hub only, SALL2 – ADL hub only, SALL3 – BRI hub only)	Contact regarding the submission of allocation data.	<ul style="list-style-type: none"> Notified when assigned as the allocation agent for a trading right (email and SMS). Notified of missing allocation data (email). 	Allocation agents	Hub specific	Single for all hubs. Multiple for individual hubs
STTM Contingency Gas Contact (SCG – all hubs, SCG1 – SYD hub only, SCG2 – ADL hub only, S24H3 – BRI hub only)	Contact if there is a contingency gas event in the relevant STTM hub(s) for the purposes of participation in any conferences or in the scheduling of contingency gas.	<ul style="list-style-type: none"> Facility Operators notified of CG Assessment Conference details (email and SMS). All participants notified of Industry Conference details (email and SMS). All participants receive STTM Market Notices regarding CG events (e.g. CG determination, call for CG offer confirmations) (email and SMS). 	All roles	Hub specific	Multiple
STTM Contract Manager (SCM – all hubs, SCM1 – SYD hub only, SCM2 – ADL hub only, SCM3 – BRI hub only)	Contact for all service and trading right registration and modification communications.	<ul style="list-style-type: none"> Facility Operator notified when service is submitted (email and SMS). Trading Participant notified when service is confirmed or rejected (email and SMS). Trading Participant notified when a trading right is activated or modified (email and SMS). 	All roles	Hub specific	Multiple
STTM Management Contact (SMGMT)	Contact in the event of issues requiring attention at the participant management level.	<ul style="list-style-type: none"> STTM Market Notices regarding STTM management issues (email and SMS). Follow up on STTM management issues (phone) 	All roles	All hubs	Multiple
STTM MIS User (SMISU)	Contact who is a SWEX User.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). Requires STTM User Access Request form to be added as this user type. 	All roles	All hubs	Multiple
STTM Settlements Manager Contact (SSTLM)	Contact for all settlement and prudential notifications and issues.	<ul style="list-style-type: none"> Notification that settlement statements have been published to the MIS system (email). Issuance of a prudential warning notice or margin call notice (email and phone). There can only be one Settlements manager per ORG ID. 	Trading Participant	All hubs	Single

Contact Type	Description	Notifications (method of notification)	Applicable Roles	Hub Specific	Number of Contacts
SWEX / SWEXIE Authorised Signatory (SWEXA)	Responsible for approving systems access applications (SWEX and SWEXIE).	<ul style="list-style-type: none"> Request for approval sought when an application for systems access is submitted (email). May be contacted on an ad hoc basis regarding user permissions queries (email or phone) Requires STTM User Access Request form to be added as this contact type. 	All roles	All hubs	Multiple
SWEX User (SWEXU)	Contact who is a SWEX User.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). Requires STTM User Access Request form to be added as this user type. 	All roles	All hubs	Multiple