

DWGM guidance

1 December 2020

Guide to DWGM contact types

The following table lists the DWGM 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 communication (e.g. SMS, email).
- The types of DWGM participant roles to which the contact applies (e.g. market participants (retailers, market customers and traders), facility operators (DTS Service Provider, Producers, Storage Providers, Interconnected Transmission Pipeline Service Providers, Distributors))
- 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, business phone, fax number, 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) which explains how AEMO manages personal information.

Each participant's IT Security Contact and Authorised MIBB Security Contact can add or remove participant users accounts via the [Participant Portal](#).

Participants must have at least one of each contact type. Registered Participants can review their current contacts in MIBB report INT134. Please note MIBB report INT134 also includes STTM contact types from MIS report INT713 as per the Guidance on Summary of STTM Contacts.

Contact Type	Description	Notifications (method of notification)	Participant Role	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). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	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). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	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). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Single
24 Hour Contact (24HR)	DWGM 24 hour contact will receive information about Scheduling System Wide Notices (SWNs), Industry Conferences and Victorian gas market emergency events.	<ul style="list-style-type: none"> May be provided information by AEMO on an ad hoc basis about scheduling/emergency issues via SMS and/or email. May be provided INT151 by email only in the event the MIBB becomes unavailable or to test Business Continuity Processes. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Multiple
Authorised MIBB Security Contact (AMIBB)	<p>Authorised MIBB security contact is responsible for submitting and confirming market participant specific data changes which include, but are not limited to, new accreditations.</p> <p>The Authorised MIBB security contact can access the Participant Portal to add or remove user accounts.</p>	<ul style="list-style-type: none"> Request for confirmation sought when an application for a participant specific data change is required (email). Update user This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Single
Authorised Web Exchanger User (WEBEX)	Authorised Web Exchanger User (excluding Agency Distribution) does not receive any routine notifications, rather this contact is kept for AEMO's records of end users.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 	Market Participant	Multiple

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
Authorised Web Exchanger Agency Distribution (WEXAD)	Authorised Web Exchanger Agency Distribution (includes the AIHN module) does not receive any routine notifications, rather this contact is kept for AEMO's records of end users.	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (email or phone). • User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 	Market Participant	Multiple
DWGM Confirmation Contact (CONF)	DWGM Confirmation contact will confirm the quantity of gas they will inject for the remainder of the gas day as required by NGR219.	<ul style="list-style-type: none"> • May be provided information by AEMO at the approval of each schedule to confirm they will be able to deliver the aggregate quantity of gas specified for the gas day. • Each DWGM Facility Operator must have at least one and at most two Confirmation contacts. • This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	DWGM Facility Operator (Pipeline Operator, Producer or Storage Provider)	Multiple
DWGM Control Room Contacts (CRC)	Contact details used by the Victorian Gas Control Room for facilities connected to the DTS	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (phone) when inconsistencies occur between scheduled quantities and nominations to a DWGM Facility Operator. • This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	Market Participants	Single
DWGM Facility Operator Control Room Contact (FOCR)	The DWGM Facility Operator's Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (phone). • This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	DWGM Facility Operator (Pipeline Operator, Producer or Storage Provider)	Single
DWGM Distribution Operator Control Room Contact (DOCR)	The DWGM Distribution Operator's Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (phone). • This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	DWGM Distribution Operators (MultiNet, AGN or AusNet)	Single
DWGM Emergency Contact (EMRGY)	DWGM emergency contact is a representative, as required by Rule 334, of each Registered participant must be a person having appropriate authority and responsibility within the Registered participant's organisation to act as the primary contact in the event of an emergency.	<ul style="list-style-type: none"> • A single telephone number, mobile number, email and facsimile number at which a representative of the registered participant is contactable by AEMO, 24 hours a day. • In the event of a Victorian gas emergency will be required to attend a VEECP teleconference. • This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Single

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
IT Security Contact (ITAUT)	The IT Security Contact that can access the Participant Portal to add or remove user accounts.	<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). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Single
MIBB Account Owner (MIPEC)	The MIBB Account Owner does not receive any routine notifications, rather this contact can access participant specific reports on the MIBB.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 	All Participants	Multiple
GBB Facility Operator Contacts (GBBCR)	The non-DWGM Facility Operator's Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	Non-DTS Facility Operators	Single
Gas Quality Contact (SMSGQ)	Gas quality contact who receives communications when a gas quality event occurs at a system injection point.	<ul style="list-style-type: none"> An alert that AEMO has published a System Wide Notices on the MIBB about gas quality issues, and general market information via SMS and/or email. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	All Participants	Multiple
DWGM Gas Powered Generation Control Room Contact (GPGCR)	DTS connected GPG Control Room contact to be used in the event of an issue impacting the DTS.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	Gas Powered Generator	Single
DWGM Settlements Manager (STMGR)	Contact for all settlement and prudential notifications and issues.	<ul style="list-style-type: none"> Notification that settlement statements have been published via email and phone. Issuance of a prudential warning notice or margin call notice via email and phone. There can only be one Settlements Manager per ORG ID. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Supporthub. 	Market Participant	Single

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
DTS Site Contact (SITE)	Contact phone number for each critical Victorian Declared Transmission System (DTS) Site.	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (email or phone). • This contact can be updated by submitting a request to the Victorian Gas Control Room via Supporthub. 	DTSSP Only	Single contact per site
Gas Supply Guarantee Industry Conference (GSGIC)	Contact when the Gas Supply Guarantee process is triggered that will be requested to attend Industry Conferences.	<ul style="list-style-type: none"> • May be requested to attend on an ad hoc basis a Gas Supply Guarantee Industry Conference and receive information about the event via via SMS and/or email. • This contact can be updated by submitting the Gas Supply Guarantee Participation Form to AEMO's Supporthub. 	All Participants	Multiple
Gas Supply Guarantee Assessment Conference (GSGAC)	Contact when the Gas Supply Guarantee process is triggered that will be requested to attend Assessment Conferences.	<ul style="list-style-type: none"> • May be requested to attend on an ad hoc basis a Gas Supply Guarantee Assessment Conference and receive information about the event via via SMS and/or email. • This contact can be updated by submitting the Gas Supply Guarantee Participation Form and Confidentiality Undertaking (if not previously provided) to AEMO's Supporthub. 	All Participants	Multiple