



AEMO GAS RETAIL MARKET COMPLIANCE QUARTERLY REPORT GAS RETAIL MARKET PROCEDURES

PREPARED BY: AEMO

Introduction

ROLE OF AEMO

For New South Wales (NSW), Australian Capital Territory (ACT), South Australia (SA), Victoria (VIC) and Queensland (QLD) gas retail markets, section 91MB(3) of the National Gas Law (NGL) requires that, if AEMO has reasonable grounds to suspect a breach of the Retail Market Procedures (Procedures), it must, after making such inquiries and investigations as it considers appropriate, make a decision as to whether the breach is a material breach. AEMO must publish that decision and its reasons. AEMO is required to assess the materiality of breaches of the Procedures and if it determines that the breach is material may direct a person suspected of a breach to take remedial action. AEMO is not required to undertake this assessment for breaches of the NGL and National Gas Rules (NGR).

For Western Australia (WA) gas retail market, Chapter 6 of the WA Retail Market Procedures deals with Compliance and Interpretation and places a number of obligations on AEMO. AEMO's role under Chapter 6 of the WA Retail Market Procedures includes:

- To create a Compliance Panel and support that panel¹.
- To make determinations on whether to refer Procedure compliance and interpretation matters to the Compliance Panel.

The Compliance Panel makes all decisions under Chapter 6, except that it may delegate authority to AEMO to make determinations on whether a Procedure breach is material².

PURPOSE

This report includes immaterial breaches identified in the last quarter, i.e. between June and August 2021. Breaches that have a material impact on market participants, the market as a whole, or end use customers are reported separately.

For WA gas retail market, any breaches that are referred to the Economic Regulation Authority (ERA) or have material impact on any other market participants, the market as a whole, or end use customers are reported separately and are included as a line item in this report for completeness.

VERSION CONTROL

Version	Release date	Changes
1.0	14 September 2021	Initial version

¹ The Compliance Panel has established the "WA Gas Retail Market Compliance Panel Guidelines" to set out its governance and administrative arrangements, as required by clause 338 of the Procedures. The WA Gas Retail Market Compliance Panel Guidelines are available on the AEMO website (www.aemo.com.au), and should be read in conjunction with the WA Gas Retail Market Compliance Guidelines.

² Clause 343(3) of the WA Retail Market Procedures.

QUARTERLY REPORT – IMMATERIAL BREACHES

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
16 July 2021	SA	AEMO	1.3.2 of SA RMP	<p><u>Description</u></p> <p>On 16 July 2021, 4 medium priority transaction acknowledgements breached the transaction acknowledgement time of 270 minutes by 10 minutes.</p> <p>This is a breach of clause 1.3.2 of the SA RMP. Clause 1.3.2 of the SA RMP references the AEMO Specification Pack and section 2.5 of the "FRC B2M-B2B Hub System Specifications" specifies that all medium priority transactions shall be acknowledged within 270 minutes.</p> <p><u>Cause</u></p> <p>A snapshot removal process was initiated for the SA virtual server at 4.33pm AEST which ran for 2 hours and 16 minutes. The snapshot was removed because its size was considered to be a risk to the performance of the SA system. Upon investigation, it is believed that removing a snapshot of that size may have contributed to the application services in the SA system going into a hang state and preventing the normal operation of the SA system.</p> <p><u>Actions</u></p> <p>On 16 July, AEMO restarted the SA virtual server and normal processing resumed at 8.30PM.</p> <p>When a large snapshot is to be deleted, AEMO will monitor the system while the snapshot deletion process is running. AEMO has documented this in a process procedure.</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 1.3.2 of the SA RMP on 16 July 2021 had no material impact on any other market participants, the market as a whole, or end use customers.</p>

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
				AEMO has retained the course of action taken to resolve this incident to be performed in the event of a recurrence of the incident. This will reduce the time required to restore the system to normal operation. AEMO has documented this in a knowledge base document.	
Between 24 Aug 2021 8.20PM and 25 Aug 9.45AM	NSW- ACT	AEMO	1.3.2 of NSW- ACT RMP	<p><u>Description</u></p> <p>Between 24 Aug 2021 8.20PM and 25 Aug 9.45AM, 595 medium priority transaction acknowledgements breached the transaction acknowledgement time of 270 minutes by between 3 and 540 minutes.</p> <p>This is a breach of clause 1.3.2 of the NSW-ACT RMP. Clause 1.3.2 of the NSW-ACT RMP references the Gas Interface Protocol and section 2.5 of the "Participant Build Pack 3 FRC B2B System Specification" specifies that all medium priority transactions shall be acknowledged within 270 minutes.</p> <p><u>Cause</u></p> <p>Application connection to database was not restored after NSW server reboot on 24 Aug as part of NSW server maintenance activity. Application services were set to 'manual' restart by default after the NSW Windows server upgrade on 8 Aug and was not manually started up after the NSW server reboot on 24 Aug.</p> <p><u>Actions</u></p> <p>On 25 Aug, AEMO restarted the application services which restored the application connection to database. At 9.45AM,</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 1.3.2 of the NSW-ACT RMP between 24 Aug 2021 8.20PM and 25 Aug 9.45AM had no material impact on any other market participants, the market as a whole, or end use customers.</p>

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
				<p>aseXML messages were being processed and sent to market participants.</p> <p>AEMO has set the application services to 'automatic' start-up.</p> <p>AEMO will update procedures for installation and upgrade of Windows servers to ensure that application services are set to "automatic" start-up after a Windows server upgrade.</p> <p>AEMO will review and update the application health checks to ensure that aseXML message processing has resumed after a restart of the system. AEMO will also update the health checks to include a check to confirm the successful operation of the application services after a start-up of the system.</p>	