



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 September and November 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	21 December 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
8 September 2021	WA	ATCO	158(1)(c) of WA RMP	<p><u>Description</u></p> <p>On 8 September 2021, the provision of interval metering data for gas day 7 September to AEMO by ATCO was delayed by approximately 2 hours 30 minutes.</p> <p>This caused a non-compliance with clause 158(1)(c) of the WA RMP relating to timely provision of interval metering data to AEMO.</p> <p><u>Cause</u></p> <p>ATCO’s WA FTP password was changed on 7 September in accordance with AEMO password policy and requirements. This password change caused the scheduler to go into a hung state which prevented the INTMR (interval metering data) file from being sent to AEMO by the required timeframe (11.30AM WST) on 8 September.</p> <p><u>Actions</u></p> <p>After the issue was discovered, ATCO recreated the INTMR file and manually moved the file to AEMO FTP site around 2PM WST.</p> <p>ATCO’s investigation shows that ATCO’s new IT service provider did not perform follow up checks in time to ensure the systems were in normal operations by the required timeframe. ATCO has instructed the new IT service provider to put in place auto monitoring and alert process.</p> <p>Note: AEMO re-calculated user’s withdrawals for gas day 7 September using actual interval metering data on 9 September,</p>	<p>Immaterial</p> <p>On 19 October 2021, AEMO requested participants to provide their feedback on this breach by 2 November.</p> <p>AEMO received feedback from AGL, Perth Energy and APA confirming no impact.</p> <p>After having regard to the other matters in clause 329(1) of the WA RMP, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

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				and allocation and reconciliation were revised based on updated user's withdrawals (as per normal process).	
27 September 2021	WA	ATCO	158(1)(c) of WA RMP	<p><u>Description</u></p> <p>On 27 September 2021, the provision of interval metering data for gas day 26 September to AEMO by ATCO was delayed by approximately 12 minutes.</p> <p>On 28 September, ATCO determined there was approximately 3.9TJ difference between the actual data and the estimates for gas day 26 September for the ATCO network. ATCO declared a manifest data error for gas day 26 September in accordance with clause 301A(1) of the WA RMP. AEMO notified WA participants about the manifest data error in accordance with clause 301A(3) of the WA RMP on the same day.</p> <p>This caused a non-compliance with clause 158(1)(c) of the WA RMP relating to timely provision of interval metering data to AEMO.</p> <p><u>Cause</u></p> <p>On 27 September, ATCO's webMethods service failed to pick up the interval metering data (INTMR) file from ATCO's network management information system to submit the INTMR file to AEMO. The webMethods service failure was detected prior to the required timeframe (11.30AM WST) but was not resolved until after the required timeframe.</p> <p><u>Actions</u></p>	<p>Immaterial</p> <p>On 27 October 2021, AEMO requested participants to provide their feedback on this breach by 10 November.</p> <p>AEMO received feedback from AGL, Perth Energy and Origin confirming no impact.</p> <p>After having regard to the other matters in clause 329(1) of the WA RMP, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

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				<p>After the webMethods service issue was resolved, ATCO resubmitted the INTMR file to AEMO FTP site around 11.42AM WST.</p> <p>ATCO was not able to identify the cause of the webMethods service failure from its investigation. To prevent this issue from happening again in the future, ATCO implemented additional system health checks to monitor end-to-end process to assist the team to identify and resolve errors (if any) in a timely manner.</p> <p>Note: AEMO re-calculated user's withdrawals for gas day 26 September using actual interval metering data on 28 September, and allocation and reconciliation were revised based on updated user's withdrawals (as per normal process). AEMO has also re-calculated the swing service for gas day 26 September using the updated user's withdrawals and there is no change to the swing service for gas day 26 September.</p>	
3 October 2021	QLD	AEMO	6.10.2(a) of QLD RMP	<p><u>Description</u></p> <p>On 3 October 2021, the provision of the network allocation daily (NAD) file for gas day 2 October for the QLD gas retail market to the STTM system was delayed by 38 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u></p> <p>AEMO scheduler did not complete running resulted in basic meter profile (BMP) job failed to complete. An alert was received at 10.01AM (AEST). AEMO IT investigated the issue and re-triggered the BMP job at around 10.52AM. The BMP job</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 3 October 2021 had no material impact on any other market participants, the market as a whole, or end use customers.</p> <p>AEMO does not run STTM daily prudential on weekends and public holidays.</p>

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				<p>completed at 11.07AM and the NAD file was generated at 11.08AM.</p> <p><u>Actions</u></p> <p>On 3 October 2021, AEMO IT re-triggered the BMP job. The BMP job completed successfully and the NAD file processing job was re-triggered and completed at 11.08AM.</p> <p>On 7 October, AEMO IT rebooted AEMO scheduler.</p>	
11 October 2021	QLD	AEMO	6.10.2(a) of QLD RMP	<p><u>Description</u></p> <p>On 11 October 2021, the provision of the network allocation daily (NAD) file for gas day 10 October for the QLD gas retail market to the STTM system was delayed by 1 hour 22 minutes.</p> <p>This caused a non-compliance with the QLD RMP relating to the timely provision of the NAD file to the STTM system.</p> <p><u>Cause</u></p> <p>On 11 October around 9.40AM (AEST), AEMO scheduler crashed and was unreachable on AEMO SSIS (SQL server integration service) server. Upon investigation, this appears to be due to multiple jobs that transfer metering data from one database server to another running at the same time for all networks resulting in memory and CPU resource duress on AEMO SSIS server.</p> <p>AEMO IT transferred AEMO scheduler to another site and rebooted AEMO SSIS server, and re-triggered the failed jobs. The jobs completed successfully and the NAD file was generated at 11.52AM.</p> <p><u>Actions</u></p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 6.10.2(a) of the QLD RMP on 3 October 2021 had no material impact on any other market participants, the market as a whole, or end use customers.</p> <p>There was no impact on the STTM daily prudential calculations and processing as the NAD file was delivered prior to the processing of the STTM daily prudential.</p>

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				<p>On 11 October, AEMO IT re-triggered the failed jobs after transferring AEMO scheduler to another site and rebooted AEMO SSIS server. Failed jobs completed successfully and the NAD file was generated at 11.52AM.</p> <p>AEMO IT added memory and CPU resource to the AEMO SSIS server.</p>	
18 and 19 November 2021	NSW-ACT, SA and WA	AEMO	Clause 1.3.4(d) of NSW-ACT RMP, clause 1.3.4(d) of SA RMP, and clause 14(1)(b) of WA RMP	<p><u>Description</u></p> <p>Between 4pm (AEDT) on 18 November 2021 and 12.20pm on 19 November, connectivity between the NSW-ACT, SA and WA gas retail market system gateways and Gas FRC Hub was lost. NSW-ACT, SA and WA gas retail market systems were not able to send aseXML messages to Gas FRC Hub or receive aseXML messages from Gas FRC Hub.</p> <p>On 19 November 9.07am, AEMO (CGI) identified that aseXML messages had not been processed in NSW-ACT, SA and WA gas retail market systems since 4pm on 18 November. AEMO investigated the issue and found that the connectivity between NSW-ACT, SA and WA gas retail market system gateways and Gas FRC Hub was affected. At 11.03am, AEMO confirmed that the DNS (domain name system) portal was not accessible and raised a call with the data centre service desk. At 12.05pm, AEMO determined that the incident was caused by the domain name used for the DNS for the NSW-ACT, SA and WA gas retail market system gateways had lapsed preventing resolution of the IP address for the NSW-ACT, SA and WA gas retail market system gateways. At 12.15pm, AEMO renewed the domain name. The connectivity issue was resolved and the connectivity between NSW-ACT, SA and WA gas retail market system gateways and</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 1.3.4(d) of NSW-ACT RMP, clause 1.3.4(d) of SA RMP and clause 14(1)(b) of WA RMP between 18 and 19 November 2021 had no material impact on any other market participants, the market as a whole, or end use customers.</p> <p>After having regard to the other matters in clause 329(1) of the WA RMP, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p> <p>On 6 December, AEMO requested participants to provide their feedback on this breach by 20 December.</p>

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				<p>Gas FRC Hub was restored. At 1.23pm, AEMO notified market participants that the incident had been resolved and advised participants to check all transactions submitted during the outage were acknowledged and processed. AEMO commenced the resend processing of unacknowledged transactions. The resend processing completed at 8pm for SA and WA gas retail markets and at 11pm for NSW-ACT gas retail market on 19 November.</p> <p>This is a breach of clause 1.3.4(d) of NSW-ACT RMP, clause 1.3.4(d) of SA RMP, and clause 14(1)(b) of WA RMP which requires AEMO to comply with the FRC Hub Operational Terms and Conditions. Section 4.1.2 specifies the timeframe to rectify a problem and section 4.1.3 specifies the timeframe to deliver a notice via FRC relay notification facility when an issue is identified. AEMO did not meet the timeframe to rectify a problem within 1 hour during business hours and to deliver a notice via FRC relay notification facility within 1 hour during business hours.</p> <p>Please note that market participants did not receive aseXML message acknowledgements until the issue was resolved on 19 November and so should be aware that the aseXML messages were not processed prior to the issue was resolved.</p> <p><u>Cause</u></p> <p>On 19 November, AEMO identified that the domain name used for the DNS for the NSW-ACT, SA and WA gas retail market system gateways had lapsed preventing resolution of the IP address for the NSW-ACT, SA and WA gas retail market system gateways.</p>	<p>AEMO received feedback from AGL confirming no substantive issues. Red Energy and Lumo Energy indicated that there had been some operational impact to ensure transaction acknowledgements and change responses were received, and change requests have been processed.</p> <p>Based on the all the information gathered, AEMO determined that the impact was minimal/immaterial.</p>

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				<p><u>Actions</u></p> <p>On 19 November, AEMO renewed the domain name used for the DNS for the NSW-ACT, SA and WA gas retail market system gateways which restored the connectivity between the NSW-ACT, SA and WA gas retail market system gateways and Gas FRC Hub.</p> <p>AEMO has updated the notification contacts with the Domain Name Registry and a calendar notification has been added to ensure the renewal of the domain name is actioned at the appropriate time.</p> <p>AEMO has reminded support staff to notify market participants as the first action upon identification of a gas retail market system outage.</p> <p>AEMO has reviewed and updated alert implemented to raise an alarm when aseXML messages have not been processed between WA gas retail market system gateway and Gas FRC Hub in a defined window.</p> <p>AEMO will review and update its operational procedures to ensure that the requirement to notify market participants via FRC relay notification facility when a major incident is detected is clearly specified.</p>	