



## Retail Energy Market Company

### SELF REPORTED BREACH BY ATCO GAS AUSTRALIA

## Apparent breach of Rule 158 of the Retail Market Rules by ATCO Gas Australia on gas day 24 February 2016

### Overview:

On Wednesday 24 February 2016, ATCO Gas Australia experienced issues with interval metering data transmission that resulted in:

- the metering data for 42 interval-metered MIRNs not being included in the INTMR file transmitted to REMCo within 3.5 hours after the end of the gas day, which is an apparent breach of Rule 158(1)(c).

ATCO Gas Australia data and system management staff became aware of a data process issue at approximately 10:45 AM but were unable to rectify and include the missing 42 MIRNs for data file transmission by the 11:30 AM deadline.

The issue was resolved by re-processing the interval metering data and completing re-transmission of all interval-metered MIRNs (including the missing 42 MIRNs) at approximately 11.31 AM.

On review of this issue ATCO Gas Australia confirms:

1. There was an issue with data processing which resulted in the use of some estimated heating values when actual heating values were in fact available;
2. Incorrectly deployed manual work-around procedures hindered the timely delivery of INTMR;
3. The difference between the estimated and actual energy consumption was below the 2TJ manifest error threshold; and
4. The issue caused the generation of multiple interval meter files to the retailers via the IMD website (interval meter repository for INTMR data collection).

### Proposed Further Actions:

1. ATCO Gas Australia has implemented a correction to the energy calculation process in the billing systems to avoid a repeat of this issue;
2. ATCO Gas Australia will revise its work-around procedures and provide further training to data and system management personnel to ensure INTMR file re-transmission work-around procedures are correctly completed.

### Invitation for submissions:

Before determining whether any further action is required, REMCo invites written submissions from participants as to:

- the effect that this incident has on their operations, and
- their view with regard to the determination, if any, REMCo should make under Rule 329 in respect of the apparent Rule breach.

Submissions are requested by no later than **5pm (AEST) Wednesday 16 March 2016**. Submissions should be sent to REMCo at the following address:

Chin Chan  
Retail Energy Market Company Limited  
C/- AEMO  
GPO Box 2008  
Melbourne  
VIC 3001

Alternatively, e-mail submissions may be sent to [REMCo\\_Administration@aemo.com.au](mailto:REMCo_Administration@aemo.com.au).

If you have any questions regarding this matter, please contact Dale Martin on (03) 9609 8846.

**Chin Chan**  
**Group Manager – Market Management**  
**Australian Energy Market Operator**  
*(Acting as Agent for the Retail Energy Market Company Limited)*  
Phone: (03) 9609 8345  
Email: chin.chan@aemo.com.au