

Australian Energy Market Operator

COMPLIANCE ISSUES FOR DECISION

DATE: 26 July 2017
RESPONSIBILITY: Group Manager Market Management

COMPLIANCE ISSUES SUMMARY TABLE:

Breach	Description	Recommendation
Retail Market Procedures (WA) 14(1)(b) by AEMO on 09/05/2017	<p>On 09/05/2017, the Gas FRC Hub was unavailable between 10.19am (AEST) and 9.24pm (AEST).</p> <p>This was caused by a technical change undertaken to apply a new monitoring agent onto the active Gas FRC Hub server performed on 02/05/2017 and the inactive Gas FRC Hub server applied a week later (on 09/05/2017). This change triggered an event which caused the servers to become unresponsive, resulting in the active site outage and an unviable inactive site for service recovery.</p> <p>AEMO appears to have breached clause 14(1)(b) of the WA Retail Market Procedures ("Procedures") as a result of communications made by AEMO not complying with the requirements of the FRC HUB Operational Terms and Conditions section 3.3.3 which specifies that AEMO will operate the FRC Hub with a Recovery Time Objective (RTO) of 4 hours.</p>	<p>Submissions were called for, and the submission window closed on 25/07/2017.</p> <p>One submission was received by Alinta Energy supporting the recommendations proposed by AEMO in the Apparent Breach Notice issued on 11/07/2017.</p> <p>After having regard to the other matters in clause 329(1) of the Procedures, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

COMPLIANCE ISSUES:

1. Procedures breaches reported by AEMO:

Retail Market Procedures (WA) 14(1)(b) by AEMO on 09/05/2017.

Description	See the description above.
Action taken	AEMO performed the backup removal ("disk consolidation") process and the Gas FRC Hub was recovered at 9.24pm (AEST) on 09/05/2017.
Impact	Transactions between Participants and AEMO were delayed and queued until the Gas FRC Hub was restored. Gas meter transfers, service orders and associated requests were delayed and so

Participants were required to identify manual workarounds. There was no delay in the publication of the reports.

In response to the request for submissions, one submission was received by Alinta Energy supporting the recommendations proposed by AEMO in the [Apparent Breach Notice](#).

Decision

After having regard to the matters in clause 329(1) of the Procedures, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.