Guide to STTM Contact Types

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Version:	3.0
Effective date:	30 January 2024
Status:	FINAL

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1. Guidance on contact type management

The following table lists the STTM 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 STTM participant roles to which the contact applies (e.g. allocation agents, trading participants, facility operators)

- Whether the contact type may be hub specific or whether it must be associated with all hubs. Note a hub specific contact type may also be associated with all hubs.

- 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, and mobile number. Please ensure that each person whose details are provided is made aware of AEMO's Privacy Policy which explains how AEMO manages personal information (see http://www.aemo.com.au/Privacy_and_Legal_Notices/Privacy-Policy).

Participants must have at least one of each contact type. Registered Participants can review their current contacts in MIS report INT713 Participant Company Contact Details which shows only STTM contact types.

Please note participants also registered in the DWGM can use MIBB report INT134 company contact details which includes both STTM contact types and DWGM contact types to provide the contact update.

A participant can update contacts via the following process:

(a)   Download and save INT713 Participant Company Contact Details from the pariticpants MIS folder as a '.xml' file.

(b)   Add a column called "Contact Changes" to the file and list additions (highlighted in green), removals (highlight in red) and amendments (highlight changes only in yellow).

(c)   A participant's Authorised MIBB Security Contact is to email the change request to AEMO's Support Hub (Support.Hub@aemo.com.au).

(d)   AEMO will raise a Support Hub ticket, which will be receipted by the participant contact, and action the request.

The Support Hub ticket aims to action the change request within 5 business days, except where a large number of changes are required.

2. Summary of contact types

Contact Type	Description	Notifications (method of notification)	Participant Role	Hub Specific	Number of Contacts
Chief Executive Office (CEO)	The CEO does not receive any routine notifications, rather this contact is kept for AEMO's records.	• 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 SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hubs	Single
Chief Financial Officer (CFO)	The CFO does not receive any routine notifications, rather this contact is kept for AEMO's records.	• 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 SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hubs	Single
Company Secretary (COS)	The Company Secretary does not receive any routine notifications, rather this contact is kept for AEMO's records.	• 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 SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hubs	Single
Facility Operator Data Contact (STTMP)	Recipient of notifications regarding the validity of pipeline operator data submissions.	• Notification of pipeline allocation and pipeline hub capacity submission which breaches high or low threshold (email and SMS). • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	Facility Operator	All hubs	Multiple
IT Security Contact (ITAUT)	The IT Security contact that can access the Participant Portal to add or remove user accounts.	• 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 SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hubs	Multiple
STTM 24 Hour Contact (S24H – all hubs, S24H1 – SYD hub only, S24H2 – ADL hub only, S24H3 – BRI hub only)	Contact for all operational notifications including STTM Market Notices and system generated alerts. This contact must be available at all hours.	• STTM Market Notices to alert of scheduling issues, MOS tenders, and general market information (email and/or SMS) • Notification of Market Administered States (email and/or SMS)	All Participants	All hub or hub specific	Multiple

Contact Type	Description	Notifications (method of notification)	Participant Role	Hub Specific	Number of Contacts
		• Notification of missing or invalid facility allocation data, and execution of the delayed ex post process (email and/or SMS). • Notification of missing reports (email and/or SMS). • Notification of Systems Recovery events (cutover to backup IT systems) (email and/or SMS) • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.			
STTM Allocation Agent Contact **(SALL – all hubs, SALL1 – SYD hub only, SALL2 – ADL hub only, SALL3 – BRI hub only)**	Contact regarding the submission of allocation data.	• Notified when assigned as the allocation agent for a trading right (email and/or SMS). • Notified of missing allocation data (email). • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	Allocation agents	All hub or hub specific	Single for all hubs. Multiple for individual hubs
STTM Contingency Gas Contact **(SCG – all hubs, SCG1 – SYD hub only, SCG2 – ADL hub only, SCG3 – BRI hub only)**	Contacted if there is a contingency gas event in the relevant STTM hub(s) for the purposes of participation in any conferences or in the scheduling of Contingency Gas (CG).	• Facility Operators notified of CG Assessment Conference details (email and SMS). • All participants notified of Industry Conference details (email and SMS). • All participants receive STTM Market Notices regarding CG events (e.g. CG determination, call for CG offer confirmations) (email and SMS). • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hub or hub specific	Multiple
STTM Contract Manager **(SCM – all hubs, SCM1 – SYD hub only, SCM2 – ADL hub only, SCM3 – BRI hub only)**	Contact for all service and trading right registration and modification communications.	• Facility Operator notified when service is submitted (email and SMS). • Trading Participant notified when service is confirmed or rejected (email and SMS). • Trading Participant notified when a trading right is activated or modified (email and/or SMS). • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hub or hub specific	Multiple
STTM MIS User **(SMISU)**	MIS User account.	• May be contacted by AEMO on an ad hoc basis (email or phone). • This user can be added or removed by the IT Security Contact or Authorised Signatory through the Participant Portal.	All Participants	All hubs	Multiple

Contact Type	Description	Notifications (method of notification)	Participant Role	Hub Specific	Number of Contacts
STTM Settlements Manager Contact (SSTLM)	Contact for all settlement and prudential notifications and issues.	• Notification that settlement statements have been published to the MIS system (email). • Issuance of a prudential warning notice or margin call notice (email and phone). • There can only be one Settlements manager per company. • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	Trading Participant	All hubs	Single
SWEX / SWEXIE Authorised Signatory (SWEXA)	Responsible for confirming data change request such as contract end date requests (SWEX and SWEXIE). The Authorised Signatory can access the Participant Portal to add or remove user accounts.	• Request for approval sought when an application for systems access is submitted (email). • May be contacted on an ad hoc basis regarding user permissions queries (email or phone) • This contact can be updated by submitting a request from the SWEX Authorised Signatory or IT Security contact to AEMO's Support Hub.	All Participants	All hubs	Multiple
SWEX User (SWEXU)	SWEX User account.	• May be contacted by AEMO on an ad hoc basis (email or phone). • This user can be added or removed by the IT Security Contact or Authorised Signatory through the Participant Portal.	All Participants	All hubs	Multiple
East Coast Gas System Industry Conference (ECGSIC)	Contact when the East Coast Gas System (ECGS) Notice for an identified risk or threat is issued requiring an ECGS Industry Conferences.	• May be provided information by AEMO on an ad hoc basis about identified risks or threats via SMS and/or email. • May be requested to attend on an ad hoc basis a East Coast Gas System Industry Conference and receive information about the event via SMS and/or email.	All Participants	All hubs	Multiple
East Coast Gas System Assessment Conference (ECGSAC)	Contact when the East Coast Gas System (ECGS) Notice for an identified risk or threat is issued requiring an ECGS Assessment Conferences.	• May be provided information by AEMO on an ad hoc basis about identified risks or threats via SMS and/or email. • May be requested to attend on an ad hoc basis a East Coast Gas System Assessment Conference and receive information about the event via via SMS and/or email.	All Participants	All hubs	Multiple