

# AEMO STAKEHOLDER SERVICE CHARTER

PROVIDING A SEAMLESS STAKEHOLDER EXPERIENCE

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## VERSION RELEASE HISTORY

Version	Effective Date	Summary of Changes
1.0	August 2014	Stuart Allot – Published Version
1.1	January 2018	Rachael Uhr – Clarifications of business hours

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## 1. SERVICE CHARTER

The Australian Energy Market Operator (AEMO) is committed to providing a seamless stakeholder experience. Increasing value and improving consultation and engagement methods is an integral value proposition of AEMO's, and we acknowledge the first point of contact is of the utmost importance.

Whether it is via phone, email, our Information and Support Services team is committed to providing diligent service to all stakeholders, from market participants to industry experts and prospective graduates.

### 1.1. AEMO's stakeholder engagement principles

All enquiries will be handled in accordance with our established stakeholder engagement principles.

**Acknowledge** – the issue, question, idea, criticism or complaint

**Respond** – by actioning the enquiry/setting timelines around resolution

**Follow up** – by providing updates on the enquiry as required

**Close out** – to ensure all parties are satisfied with the outcome

**Review** – with the intent to always look for continuous improvement opportunities.

### 1.2. Adopting an open and transparent framework

It is important that expectations in relation to priority levels, and response and resolutions times are clearly communicated to all stakeholders.

All enquires are categorised as either 'incidents' or 'service requests' and are given a priority level based on severity.

#### 1.2.1. Incidents

##### Severity level 1

Unknown critical system, network, interface or IT outage, impacting service, i.e. market relevant system resulting in participants being unable to trade.

##### Severity level 2

Critical system, network interface or application is degraded, unusable or unavailable to a great number of users, i.e. application failure impacting one participant unable to trade.

##### Severity level 3

A non-critical service failure that has no impact on external markets, i.e. degrade in performance of an application or service.

##### Severity level 4

A non-business critical system that causes a minor inconvenience, i.e. non business system or service issues, where workaround is available.

#### 1.2.2. Service Requests

##### Priority level 1

A request for information that will have an impact to a stakeholder's core business or participant involvement in the market, i.e. bank guarantees or issues with settlements.

**Priority level 2**

Request for advice, guidance or information, i.e. freedom of information requests, general advice or enquiries about business processes, such as registering as a participant, AEMO Gas Systems User Access Request – STM/Retail or VIC Wholesale Gas/Gas Bulletin Board, password resets.

**Priority level 3**

Request for procurement, data and historical information, i.e. electricity - MSATS Snapshot Report, MSATS account status queries.

**1.2.3. Response & Resolution Timings**

The response and resolution times refer to business hours and are defined as:

**Response Time**

AEMO defines this as time between receipt of the call and the time the stakeholder is notified (usually by email) that the call has been logged and is being actioned.

**Resolution Time**

AEMO defines this as time between logging the call and the time it is resolved.

Please find below a table summarising the response and resolution framework:

INCIDENTS			SERVICE REQUESTS		
Severity	RESPONSE TIME	RESOLUTION TIME	PRIORITY	RESPONSE TIME	RESOLUTION TIME
1	15 minutes	4 hours (24/7)	1	15 minutes	4 business hours
2	30 minutes	8 hours (24/7)	2	4 business hours	2 business days
3*	4 business hours	2 business days	3*	8 business hours	10 business days
4	8 business hours	3 business days			

\*Default priority which can often be resolved by the information and service operators.

Business hours are defined as:

8am to 6pm Monday - Friday Eastern Standard Time (excluding national public holidays).

**1.3. The importance of stakeholder feedback**

Stakeholder feedback is imperative for continuous improvement. We ask that all stakeholders are open, considered and honest with their feedback on the service AEMO provides.

**1.4. Contact Details**

You can contact the Information and Support Hub during business hours via the online form or via email.

You can also call 1300 236 600 within Australia only.

If you require IT support and assistance select Option 1 and for general enquiries select Option 2