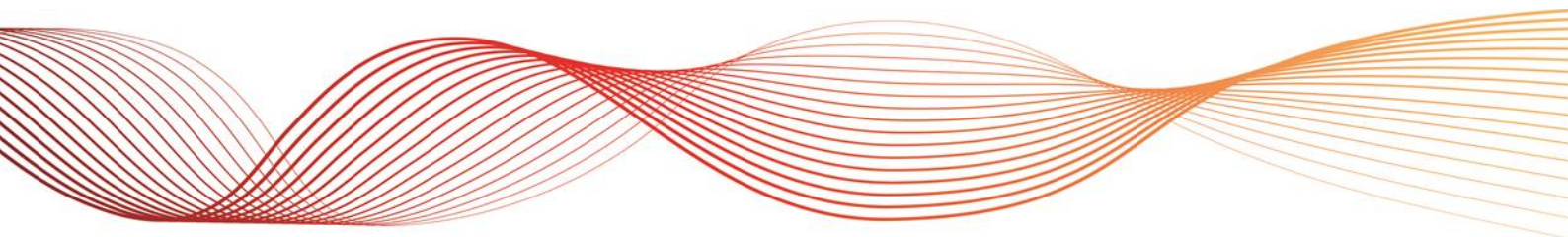




WEM AND GBB PARTICIPANT SUPPORT GUIDE

VERSION 3.1

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1. GUIDE OVERVIEW

The Wholesale Electricity Market (WEM) and Gas Bulletin Board (GBB) Participant Support Guide aligns with the stakeholder engagement principles documented in the AEMO Stakeholder Service Charter. This guide outlines the arrangements by which the AEMO will provide operational support to market participants using the WEM and the GBB(WA), and the communications protocol in the event of system outages, both planned and unplanned.



2. SUPPORT

For WEM and GBB (WA) related issues and enquiries, please contact Market Operations (WA) directly. The AEMO Information and Support Hub is available for IT and business related issues, enquiries and service requests related to the NEM and east coast gas markets. The Support Hub may be contacted on **1300 236 600** or emailed at suppothub@aemo.com.au.

2.1 Contacting AEMO Market Operations (WA)

AEMO has 24/7 support in place for participant issues that arise in the WEM or GBB (WA).

Market Participants have the options of phoning Market Operations (WA) on **1300 989 797**, or, for issues which are not urgent, sending an email to wa.operations@aemo.com.au.

Any issues arising during office hours will be investigated as soon as possible. After hours, incidents with severity levels 1 and 2 will be progressed, with remaining incidents logged and then addressed during office hours.

Standard Market Operations (WA) hours are:

- 6:30am-5pm (WST) weekdays
- 6:30am-1pm (WST) weekends and public holidays

During standard Market Operations (WA) hours, the call will go directly to a market operator. The market operator will assess the situation, and resolve, or refer for further investigation where necessary.

Outside of the standard Market Operations (WA) hours, the Market Operations (WA) contact number will be diverted to a call centre service provider (CCS), who will perform an initial triage of issues and either refer the issue to Market Operations (WA) immediately by phone (with a confirmation email), or via email for assessment during standard hours, dependant on the severity level.

In the event that the CCS cannot be reached via the standard Market Operations (WA) phone number, the direct number is **1 800 266 496**.

2.2 Incident Severity Levels

In accordance with the AEMO Stakeholder Service Charter, all enquiries received will be triaged and given priority based on severity. With each severity level (1 to 4, 1 being of highest severity) having a response and resolution timeframe. A detailed outline can be found in section 1.2 of the Service Charter.

For severity levels 1 and 2 issues raised via the CCS, a market operator will contact the Participant within 15 minutes of notification from the CCS. If a response is not received within 30 minutes of the call being lodged, please contact Market Operations (WA) again in case contact details have been incorrectly captured.

Email will be read and assessed during standard Market Operations (WA) hours, with the participant contacted where necessary for further information, and then resolved, or referred for further investigation. The market operator will, as appropriate, communicate the issue to the Market and provide updates and notification of resolution.



2.3 Severity Level Assessment

Upon receipt of a call the market operator, or CCS agent, will ask the caller a specified set of questions in order to make an initial assessment of the issue and to have the caller determine whether the issue is severity level 1 to 4 (see Section 1.2 of the Service Charter for severity level classifications).

The questions asked by the CCS Agent relate to:

- Identification of the caller - name, contact number and organisation.
- Determination of the system impacted (WEMS or GBB (WA)).
- Determination of the environment impacted – production or trial.
- Determination of impact on the participant.

For severity level 1 or 2 issues, or any issues for which the severity level is unclear, the CCS agent will progress the issue immediately.



3. SYSTEM OUTAGE NOTIFICATION

System outages are required to enable hardware and software upgrades, and for disaster recovery processes to be tested.

Hardware and software upgrades can be required for a number of reasons, such as replacement of equipment, change of provider, maintenance, legislative change or process improvement.

Disaster recovery testing provides assurance that, should catastrophic system failure occur (due to an event such as flood or fire), the processes in place will ensure minimal disruption to the market.

3.1 AEMO Communication with Participants

AEMO will communicate with participants to advise of planned system outages (e.g., upgrades), and provide service updates for unplanned outages and system faults. The following table outlines AEMO’s communications protocol for WEMS and GBB (WA).

Table 1 Communication to participants

	Target notice period	Communication method
Emergency IT change	1 hour (if possible)	WEMS: Market Advisory GBB (WA): Email to participants
Scheduled outage: <ul style="list-style-type: none"> Disaster Recovery testing Software upgrade 	2 weeks	Email to participants (including release notes for software upgrades) For WEMS an additional Market Advisory will be sent 48 hours before outage (MR 6.19.2) and another immediately at the conclusion of the outage (MR 6.19.4).
Unplanned outage	N/A	WEMS: Retrospective Market Advisory GBB (WA): Retrospective email
Return to service	N/A	WEMS: Market Advisory cancellation GBB (WA): Email notifying return to service

Participants’ requests to modify a scheduled system outage date or time should be sent as soon as practicable. Early response will increase the likelihood of AEMO being able to accommodate the request.

3.2 Planned System Outages

There are two types of planned outage which occur regularly:

- Disaster Recovery (DR) failover testing
- Software upgrade deployment

DISASTER RECOVERY FAILOVER TESTING

To mitigate risk to the WEMS and GBB (WA), AEMO duplicates the services in two data centres. At any time one WEMS and GBB (WA) site is active, and the other is inactive. To assure our ability to operate



from either site, AEMO will activate (switch to) the opposite site. This test is usually performed four times each year and requires a planned system outage of up to two hours.

In the event of a serious system failure a 'fail-over' would be initiated and AEMO would activate the standby site. WEMS and GBB (WA) users will automatically connect to the newly active site and need take no action in the event of either a planned or unplanned fail-over.

SOFTWARE DEPLOYMENT

Software versions will be available for test in the Trial environment, usually one month prior to the scheduled production release date. Release notes will be provided with the release notification. AEMO will support the WEMS and GBB (WA) Trial environments during standard Market Operations (WA) hours, though production issues will always be given priority.

3.3 Unplanned Outages

In the event of a system failure AEMO will notify participants as soon as practicable after becoming aware of the situation. An estimated time to resolve and advice of change in expected resolution time will be provided as soon as practicable.

For WEMS, these notifications will take the form of Market Advisories.