

# MSATS OMBUDSMAN ENQUIRY USER INTERFACE GUIDE

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Final

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Documents made obsolete: The release of this document changes only the version of the MSATS OMBUDSMAN ENQUIRY USER INTERFACE GUIDE. No documents are made obsolete by releasing this document version 1.03.

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# 1 Introduction

## 1.1 Purpose

This document is a user interface guide providing instructions for ombudsman organisations using the Ombudsman Enquiry system in the MSATS Web Portal version 3.0 – software build 46.77.

## 1.2 Audience

The audience for this guide is:

- Ombudsman administrators
- Ombudsman users

## 1.3 Scope

### 1.3.1 What's in this guide

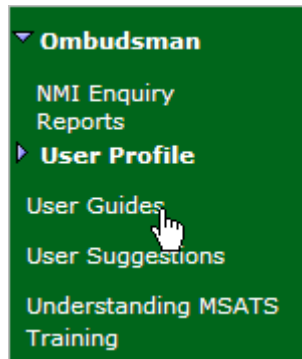
This guide covers use of the **Ombudsman NMI Enquiry** and **Reports** menus only.

Refer to “Related resources” below for information about how to:

- Log in or out of the Ombudsman Enquiry system.
- Use the **User Profile** menu to view or change your password, e-mail address or telephone number.
- Use the **User Suggestions** menu to provide valuable feedback on the Ombudsman Enquiry system.
- Provide users with access to your organisation's Ombudsman Enquiry system (ombudsman administrators only).

### 1.3.2 Related resources

- “Web Portal Login User Guide” provides information on how to log on to the Web Portal. Contact your organisation's administrator to ask for a copy.
- “MSATS Introduction Guide” available from AEMO's website by clicking **User Guides** on the main menu, provides help on:
  - Using the menu and screen functions.
  - Providing feedback via the **User Suggestion** menu.
- “MSATS User Interface Guide” available from AEMO's website by clicking **User Guides** on the main menu, provides help on:
  - Using the **User Profile** menu to change your password, phone number or e-mail.
- “Participant Rights Administration User Interface Guide” provides information about managing an ombudsman user account. It is available from AEMO's website by clicking **User Guides** on the main menu.



## 1.4 Organisation

The document is organised in the following way:

- An overview of the Ombudsman Enquiry system.
- Abbreviations used in the Ombudsman Enquiry system.
- How to make a NMI enquiry.
- How to obtain a report of your organisations enquiries.
- Finding further references.

### 1.4.1 Conventions



**Important Note:** important information.



**Note:** notes, hints and tips.

**Menu item:** text formatted in this style refers to a menu item in the web portal.

**Button:** text formatted in this style refers to a button to click on a screen.

**Link:** text formatted in this style refers to a link to click on a screen.

**Screen:** text formatted in this style refers to a field or description on a screen.

**Reference:** text formatted in this style refers to another document or section in this document.

## 2 Context

### 2.1 What the Ombudsman Enquiry system is for

The Ombudsman Enquiry system provides ombudsman organisations with secure self-serve access to NMI standing data.

Using the Ombudsman Enquiry system, ombudsman organisations can:

- View and download NMI information.
- Download reports on NMI enquiries made by their organisation.
- Maintain their user profile.
- Ombudsman administrators can maintain their organisation's users.

### 2.2 How do you use the Ombudsman Enquiry system

The Ombudsman Enquiry system in the MSATS Web Portal is part of AEMO's market software solution. It is accessed by using Microsoft Internet Explorer (other web browsers are not supported); see "System requirements" below.

### 2.3 Who can use the Ombudsman Enquiry system

Users having access to the Ombudsman Enquiry system include:

- Registered ombudsman administrators
- Registered ombudsman users
- Registered participants
- AEMO

Ombudsman administrators may authorise other ombudsman users, access to NMI information via the Ombudsman Enquiry system. This is achieved by using the **Administration** menu, to create and grant rights to other ombudsman users.

### 2.4 System requirements

Use of the system requires:

- Microsoft Internet Explorer version 6 or later, although the recommended version is Microsoft Internet Explorer 7.
- A monitor capable of 1024 x 768 screen resolution.
- Access to VPN.
- The URL of the website where the application is located on AEMO's network.
- A user ID and password provided by your administrator, which is set up to have access to the Ombudsman Enquiry system.

### 2.5 Abbreviations

Term	Definition
AEMO	Australian Energy Market Operator
AEMC	Australian Energy Market Commission
CSV	Comma Separated Values; a file format for data using commas as delimiters

Term	Definition
EMMS	Electricity Market Management System (formerly MMS); software, hardware, network and related processes to implement the NEM.
FRMP	Financially Responsible Market Participant
LNSP	Local Network Service Provider
MRIM	Manually Read Interval Meter
MSATS	Market Settlement and Transfer Solution
NEM	National Electricity Market
NER	National Electricity Rules
NMI	National Metering Identifier

Table 1: Abbreviations

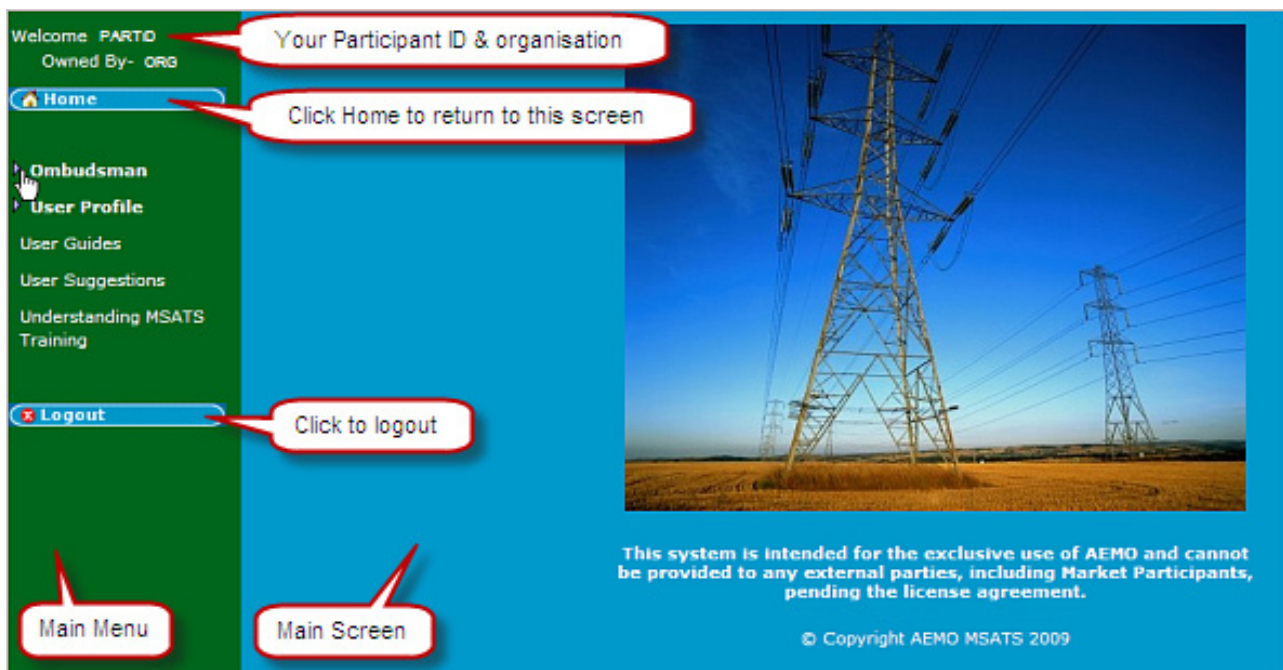
## 2.6 Special Terms

Term	Definition
Rules	National Electricity Rules

Table 2: Special terms

## 2.7 Accessing the Ombudsman Enquiry system

The **Ombudsman** menu on the MSATS main menu is used to access the Ombudsman Enquiry system described in this document.



The screenshot shows the MSATS user interface. The top left corner displays 'Welcome PARTID' and 'Owned By- ORG'. A callout points to 'PARTID' with the text 'Your Participant ID & organisation'. Below this is a 'Home' button with a callout 'Click Home to return to this screen'. A green sidebar menu contains 'Ombudsman', 'User Profile', 'User Guides', 'User Suggestions', and 'Understanding MSATS Training'. A callout points to the 'Ombudsman' menu item. At the bottom of the sidebar is a 'Logout' button with a callout 'Click to logout'. The main content area features a background image of power lines and a copyright notice: '© Copyright AEMO MSATS 2009'. A callout points to the 'Main Menu' label at the bottom left, and another callout points to the 'Main Screen' label at the bottom center. A disclaimer at the bottom right states: 'This system is intended for the exclusive use of AEMO and cannot be provided to any external parties, including Market Participants, pending the license agreement.'

### 3 NMI Enquiry

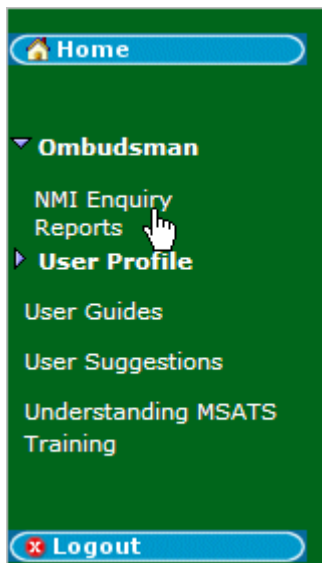
#### 3.1 Making a NMI enquiry

You can search for NMI information using the customer's NMI, meter serial number or Address.

This section assumes that you are already logged into the Ombudsman Enquiry system. For help logging in obtain the Web Portal Login User Guide, see "Related resources" on page 1.

To make a NMI enquiry:

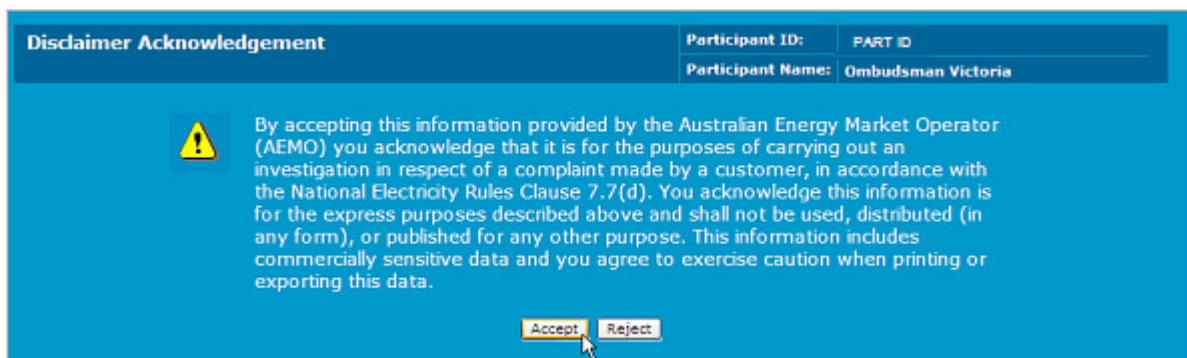
1. On the main menu, click **Ombudsman** and then click **NMI Enquiry**.



2. The **Disclaimer Acknowledgement** displays; read the disclaimer and click **Accept** to agree and display the **Ombudsman Search** screen.

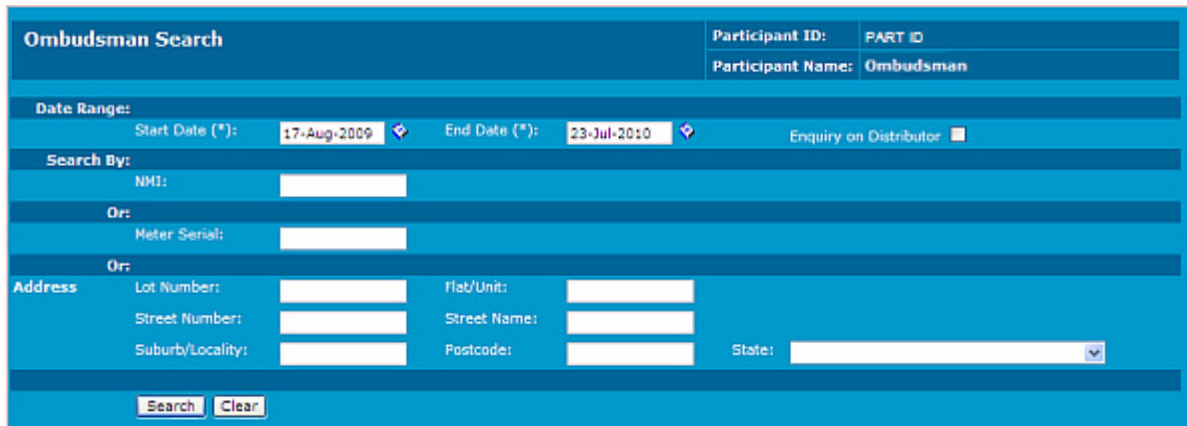


**Note:** to access NMI information the Disclaimer Acknowledgement must be accepted each time you login to the ombudsman system and access the NMI Enquiry menu.

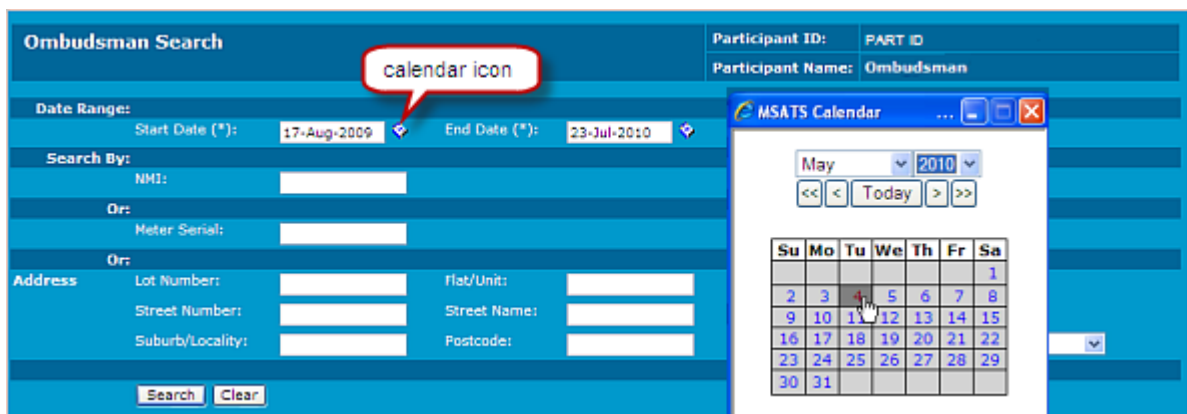


Alternatively, click **Reject** to disagree to the disclaimer conditions. Clicking **Reject** returns you to the **login** screen, logging you out of the ombudsman system.


3. The **Ombudsman Search** screen displays, where you can make the NMI enquiry. The **Date Range** section is pre-filled with:
  - **Start Date:** the current date minus 9 months. The maximum allowable search range is the current date minus 5 years.
  - **End Date:** the current date plus 65 days. The maximum allowable search range is the current date plus 90 days.




4. Enter another **Date Range** by clicking the calendar icons to the right of the **Start Date** and **End Date** and then select a date range from the MSATS calendar. The asterisks (\*) indicate the **Date Range** section is required.
  - To show a different month, click a single arrow (right to go forward and left to go back).
  - To show a different year, click a double arrow (right to go forward and left to go back).
  - Alternatively, use the drop-down arrows and select a month and year from the list.



5. In the **Search By** section, enter criteria for *only one* of the following:
  - **NMI:** enter the 10 character NMI number.
  - **Meter Serial:** enter the Meter Serial number.
  - **Address:** enter a full or partial address. The **State** and either the **Suburb/Locality** or 4 digit **Postcode** (or both) must be entered. If entered, the Street Number must be numeric.

 **Note:** the search takes longer with more fields, therefore start by entering criteria in a few address fields and if necessary narrow your search down by entering more criteria.

6. If you want to display the Distributor name on the NMI Enquiry screen, click **Enquiry on Distributor**. Displaying the Distributor name is optional.

 **Note:** the distributor receives notification of your enquiry when the **Enquiry on Distributor** is selected.



7. Click **Search**.

Alternatively, click **Clear** to set the fields back to their default values.

8. The search criteria are validated and the **Ombudsman Search Results** display. To view a record, Click **Select** in the **Action** column. To learn more about viewing the results, see “Viewing NMI enquiry details” on page 8.

Alternatively, click **Back to Search** to start a new NMI enquiry.



**Important Note:** clicking **Select** in the **Action** column sends notification e-mails to participants who are associated with the selected NMI. If **Enquiry on Distributor** is selected the distributor also receives a notification.

Ombudsman Search Results		
Participant ID:	PART ID	
Participant Name:	Ombudsman	
1 record found.		
NMI Standing Data		
NMI	Address	Action
6203307347	SAMPLE SITE ONLY 9 ALFRED ST ROZELLE NSW 2039	Select

If the search criteria are not valid or there are no records found, a message displays similar to the ones below. Correct the search criteria and click **Search** again.

Figure 1: invalid date range and NMI details

Figure 2: no records found

## 3.2 Viewing NMI enquiry details



**Note:** this section assumes that you have followed the steps for “Making a NMI enquiry” on page 5 and selected a record.

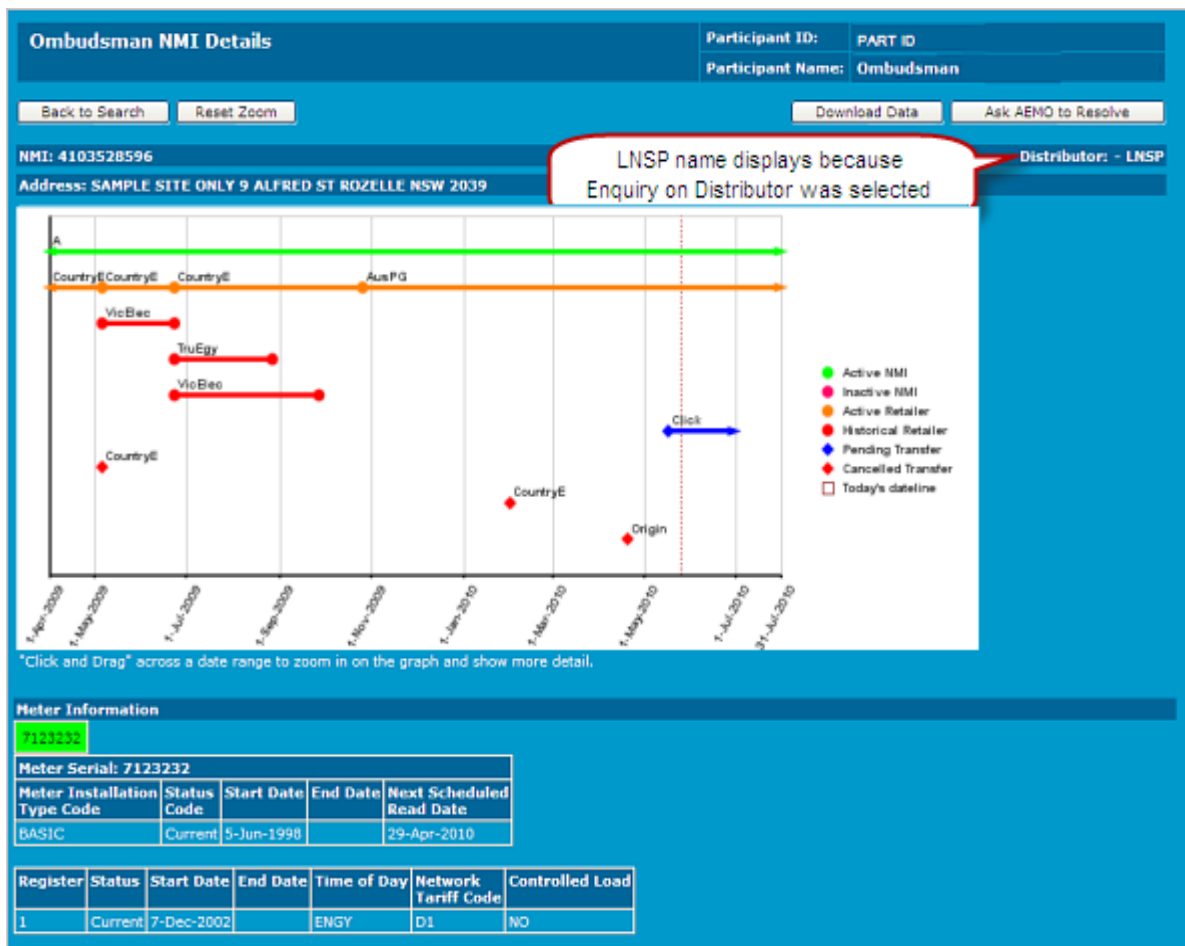
### 3.2.1 Viewing the NMI Graph

To view the NMI graph:

1. The **Ombudsman NMI Details** screen displays a graphical representation of the enquiry. If the **Enquiry on Distributor** check box was selected as part of the search criteria the LNSP name displays next to the **NMI** number and **Address**.

The graph displays:

- The Start Date adjusted to the first day of the requested month.
- The End Date adjusted to the last day of the requested month.
- Coloured graph lines with a legend explaining each line.
- Meter Information; see “Viewing meter information” on page 12.



2. To zoom in and see more detail, use your mouse to click and drag across a date range. For example, to view further details for 1 Sep 2009 to 1 Dec 2009, click and drag your mouse across the date ranges as shown in “Figure 3: click and drag example” on page 9.



**Note:** you can zoom into a minimum of one calendar month.

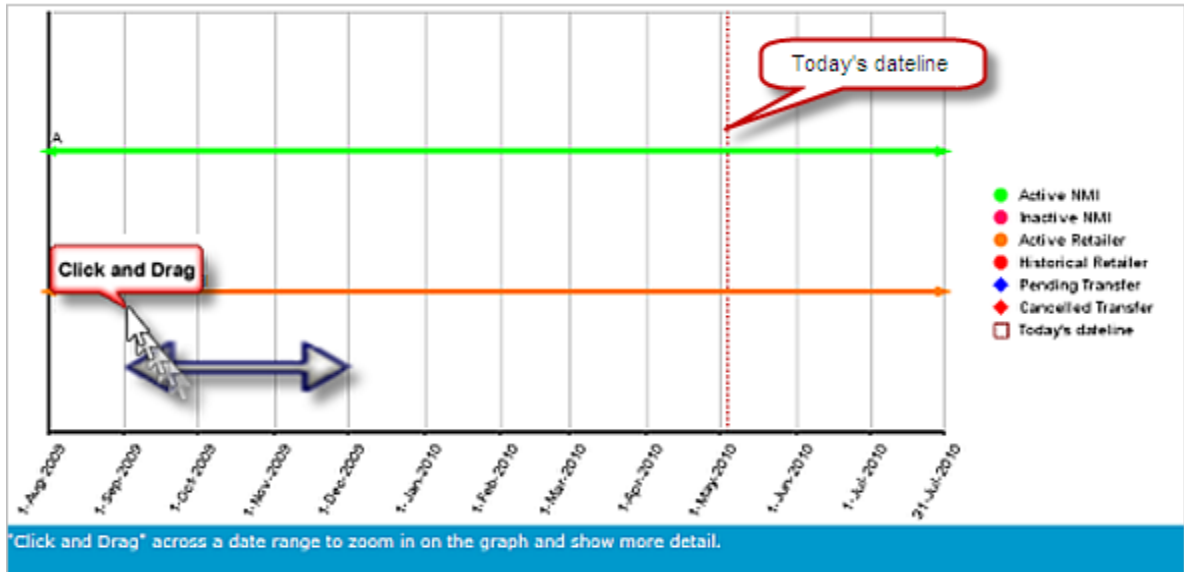
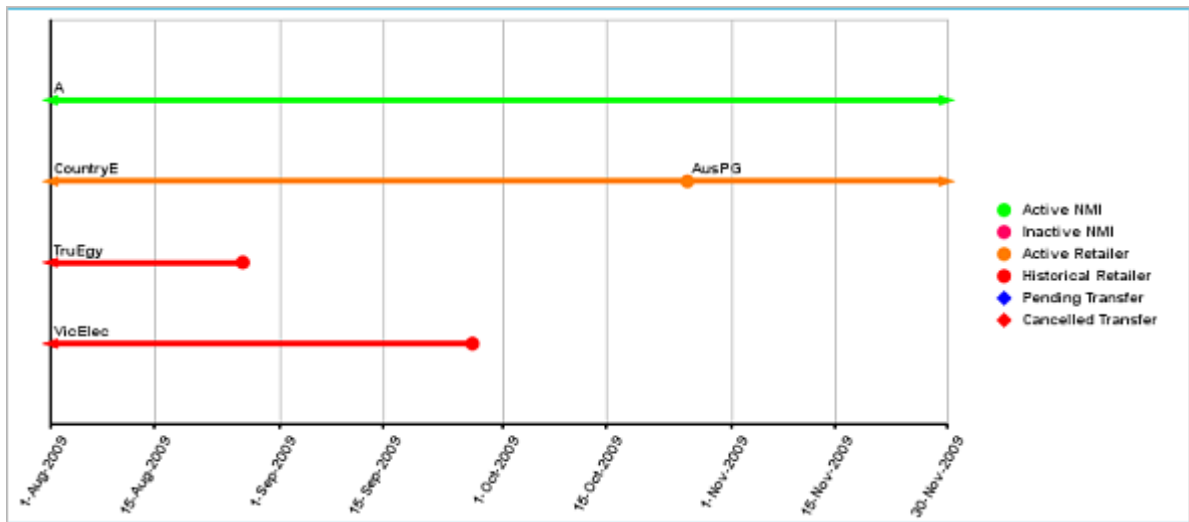


Figure 3: click and drag example

3. The graph redraws to display the selected date range.



To return to the original date range view, click **Reset Zoom**.

**You can also**

View meter information

See "Viewing meter information" on page 12.

Use the pop-up windows

See "Using the graph pop-up windows" on page 10.

Return to the original date range view

Click **Reset Zoom**.

Start a new NMI enquiry

Click **Back to Search**.

Download NMI enquiry details

Click **Download Data**. See "Downloading a NMI enquiry" on page 13.

Ask AEMO for help

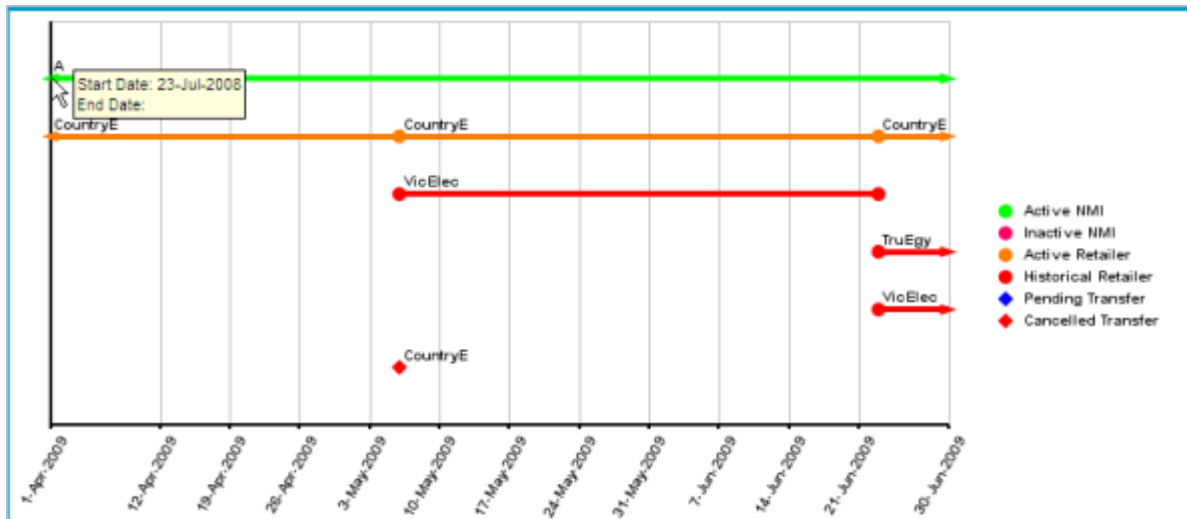
Click **Ask AEMO to Resolve**. See "Asking AEMO to resolve" on page 15.

### 3.2.2 Using the graph pop-up windows

When the mouse is moved or hovers over the arrow head marking the start of a graph line, the following information displays in a pop-up window:

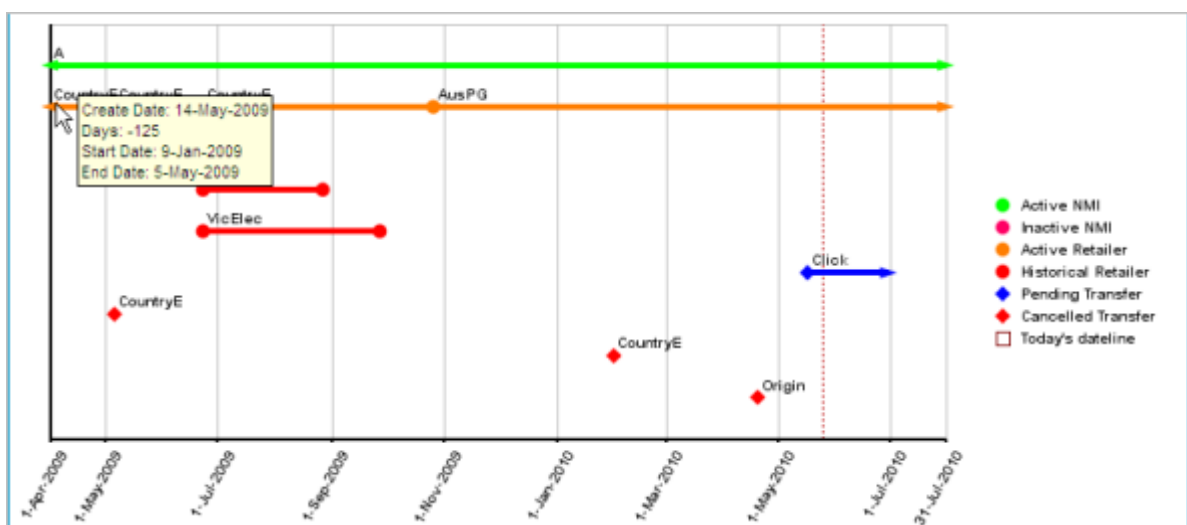
#### 3.2.2.1 Active and inactive NMI

- **Start Date** of the selected date range.
- **End Date** of the selected date range.



#### 3.2.2.2 Active retailer

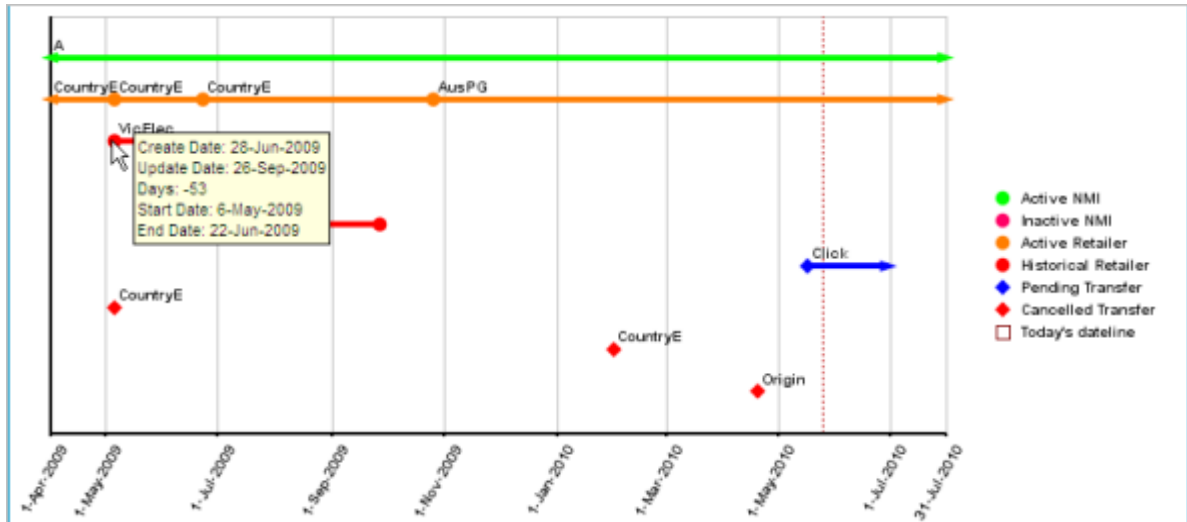
- A round icon marker indicates a change of Retailer.
- **Create Date** of the original record.
- **Days**: the number of days from the **Create Date** to the **Start Date**. A negative value represents a retrospective transfer i.e. the start day is before the change request was submitted.
- **Start Date** of the Retailer' responsibility.
- **End Date** of the Retailer's responsibility.



#### 3.2.2.3 Historical retailer

- A round icon marker indicates a change of Retailer.
- **Create Date** of the record or the original record if an End Date exists.
- **Update Date**: the date the record was updated, if change by another Retailer.

- **Days:** the number of days from the **Create Date** to the **Start Date**. A negative value represents a retrospective transfer i.e. the start day is before the change request was submitted.
- **Start Date:** the date the Retailer is responsible.
- **End Date:** the date the Retailer's responsibility ends.

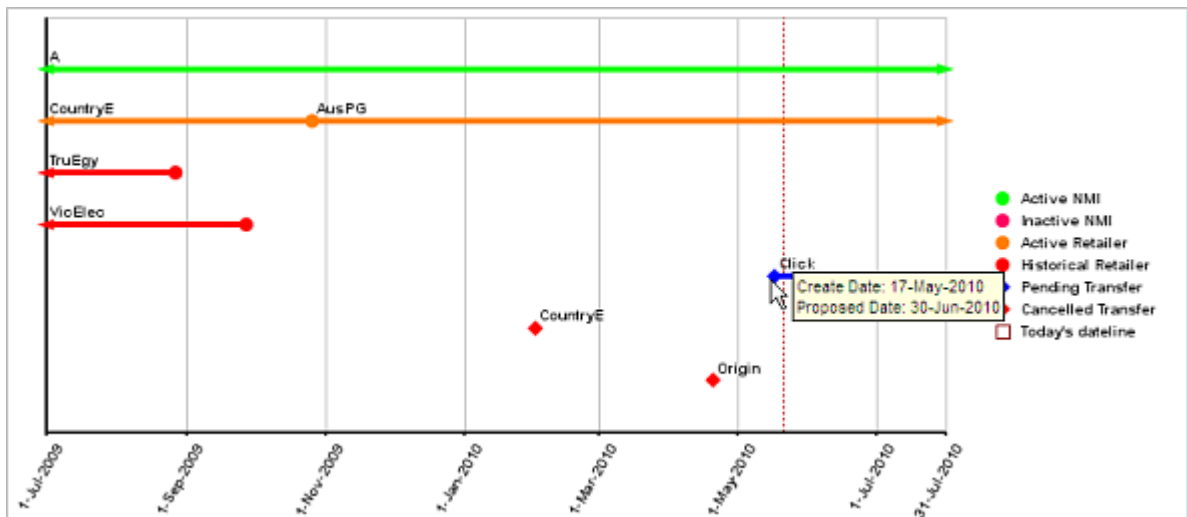


### 3.2.2.4 Pending transfers



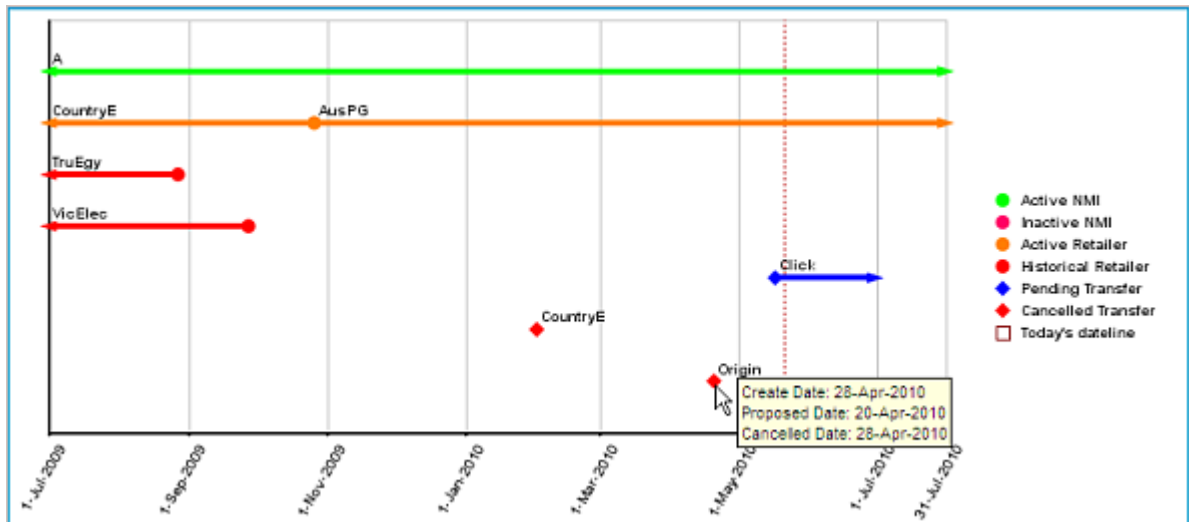
**Note:** pending transfers include the following statuses: pending validation, requested, pending and objected.

- **Create Date:** the original date the transfer was submitted.
- **Proposed Date:** proposed transfer date (start date).



### 3.2.2.5 Cancelled transfers

- **Create Date:** the original date the transfer was submitted.
- **Proposed Date:** proposed transfer date (start date).
- **Cancelled Date:** the transfer cancelled date.



### 3.2.3 Viewing meter information

The **Ombudsman NMI Details** screen displays the **Meter Information** at the bottom of the screen. By default, the first **Meter Serial** tab is selected, indicated by the brighter colour of the tab. The **Meter Serial** tabs are displayed in the following order:

- Current meters (green) ordered by serial number.
- Removed meters (pink) ordered by serial number.
- To display information for another **Meter Serial** number, click a tab in the **Meter Information** table.

This example has two removed basic meters (pink tabs), replaced with a MRIM single interval meter (green tab).

"Click and Drag" across a date range to zoom in on the graph and show more detail.

**Meter Information**

7640190 6072387 745310 Click the tabs to display other Meter Serial information

Meter Serial: 7640190				
Meter Installation Type Code	Status Code	Start Date	End Date	Next Scheduled Read Date
MRIM	Current	1-May-2006		15-Oct-2007

Register	Status	Start Date	End Date	Time of Day	Network Tariff Code	Controlled Load
E1	Current	1-May-2006		INTERVAL	D1	NO
E2	Current	1-May-2006		INTERVAL	DD1	CONTROLLED LOAD

- Each **Meter Serial** tab displays the:
  - **Meter Serial** number
  - **Meter Installation Type Code**
  - **Status Code**: Current or Removed
  - **Start Date** and **End Date**
  - **Next Scheduled Read Date**
- For each corresponding Meter Register Identifier the following displays:
  - **Register** number

- Register **Status**: Current or Removed
- **Start Date** and **End Date**:
- **Time of Day**
- **Network Tariff Code**
- **Controlled Load**

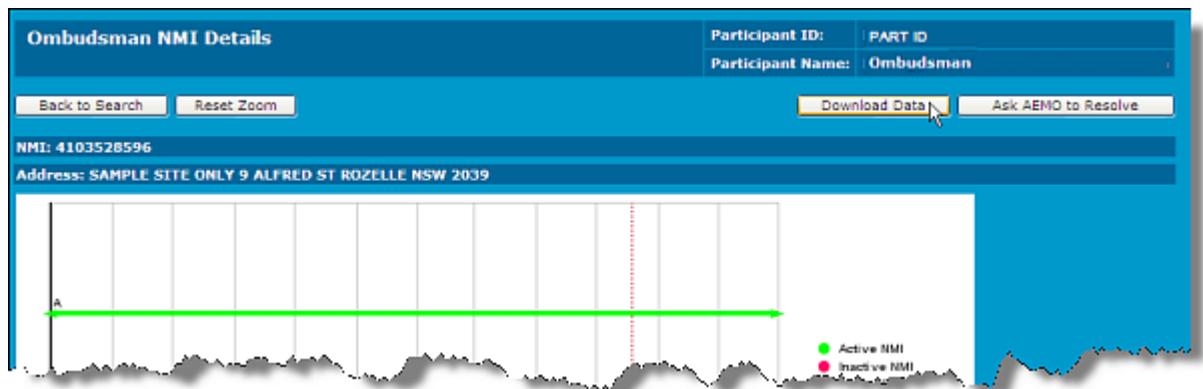
### 3.3 Downloading a NMI enquiry

You can download and save your NMI enquiry in CSV format to your local computer. The system gives each downloaded file a unique file name that includes the date and time; see “Figure 4: csv spreadsheet example” on page 15.

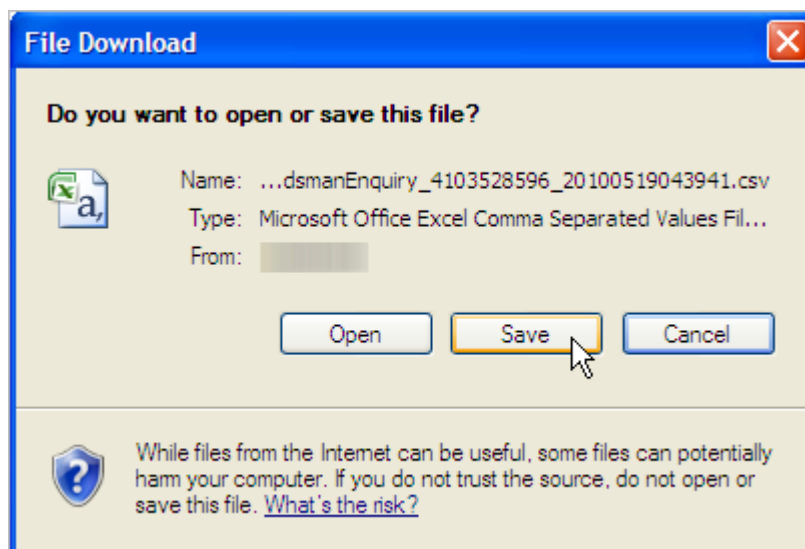
 **Note:** this section assumes that you have followed the steps for “Making a NMI enquiry” on page 5 and selected a record.

To download a NMI enquiry:

1. On the **Ombudsman NMI Details** screen, click **Download Data**.

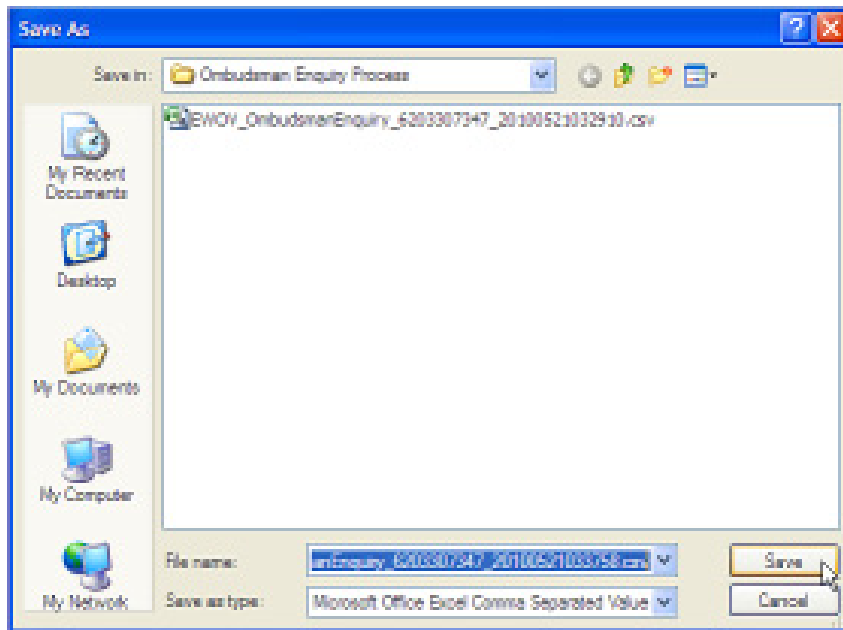


2. The **File Download** window displays.

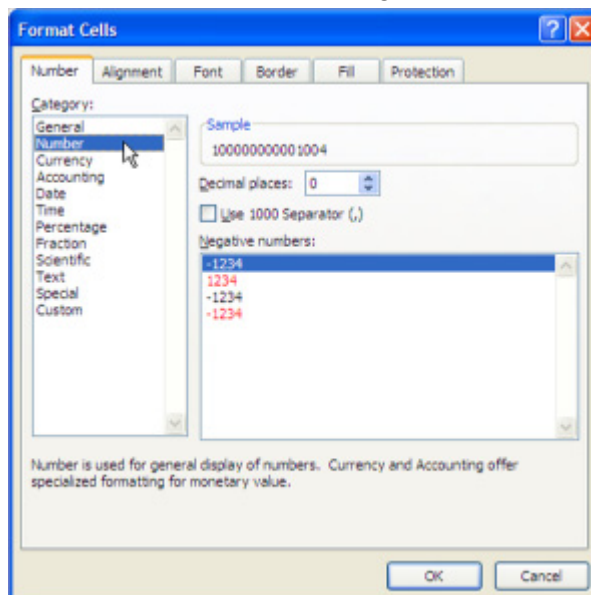


3. Do one of the following:
  - Click **Open**, to open the file in a spreadsheet format such as MS Excel. See “Figure 4: csv spreadsheet example” on page 15.
  - Click **Save** and in the **Save As** window, choose a location on your local computer to save the file in CSV format. Use a plain text application (Notepad etc.) or spreadsheet

(MS Excel) to open the saved file. The standard file name format is ParticipantID\_NMINumber\_Date.csv



- Click **Cancel** to return to the **Ombudsman NMI Details** screen.
- 4. Opening the file displays the NMI Enquiry data. Included is:
  - a NMI **Enquiry Reference** number; shown in red in the example below (the default display is General; to display the **Enquiry Reference** as number, right-click the cell, select Format Cells and change the format to Number).



- the same data displayed on the **Ombudsman NMI Details** screen; shown in bold in the example below

A	B	C	D	E	F	G	H	I	J	K	L
1	C	MSATS	OmbudsmanEnquiry	NEMMCO	PARTID	19/05/2010	04:39:41				
2	I	OMBD	Enquiry	1	EnquiryReference	NMI	StartDate	EndDate	Address	UserID	
3	D	OMBD	Enquiry	1	5E+14	4103528596	01/08/2009	31/07/2010	2039	PARTUSERID	
4	I	OMBD	NMIStatus	1	NMI_Status	StartDate	EndDate				
5	D	OMBD	NMIStatus	1	A	20/11/2006					
6	I	OMBD	CurrentRetailer	1	Retailer	StartDate	EndDate	MaintActFg	MaintCreateDt		
7	D	OMBD	CurrentRetailer	1	SAMPLE	22/12/2001		A	08/03/2002		
8	I	OMBD	HistoricRetailer	1	Retailer	StartDate	EndDate	MaintActFg	MaintCreateDt		
9	I	OMBD	ChangeRequest	1	Retailer	CR_Status	CreateDate	ProposedDate	ChangeDate	CancelDate	NextScheduledRead
10	I	OMBD	Meter	1	MeterSerial	InstallCode	MeterStatus	StartDate	EndDate		
11	D	OMBD	Meter	1	550725	BASIC	Current	19/04/2003	01/08/2006	05/03/2004	02/05/2006
12	D	OMBD	Meter	1	550725	SAMPLE	Current	02/08/2006			
13	I	OMBD	MeterRegister	1	MeterSerial	RegisterID	RegisterStatus	StartDate	EndDate	TimeOfDay	NetworkTariffCod
14	D	OMBD	MeterRegister	1	550725	7	Current	19/04/2003	01/08/2006	OP1	EA250
15	D	OMBD	MeterRegister	1	550725	7	Current	02/08/2006		OP1	EA250
16	C	END OF REPORT		16							Yes

Figure 4: csv spreadsheet example

If your data does not download a message displays **“Data download was not successful”**; Retry your download again.

### 3.4 Asking AEMO to resolve

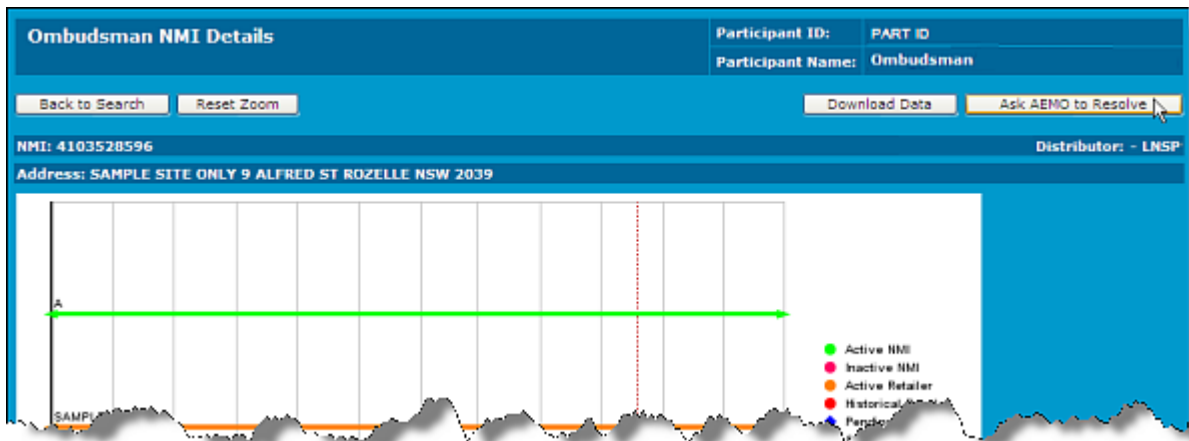
If you encounter complex NMI information you can ask AEMO for help. Asking AEMO for help, results in an automated e-mail sent to an AEMO staff member who manually actions your request.



**Note:** this section assumes that you have followed the steps for “Making a NMI enquiry” on page 5 and selected a record.

To ask AEMO for help:

1. On the **Ombudsman NMI Details** screen, click **Ask AEMO to Resolve**.



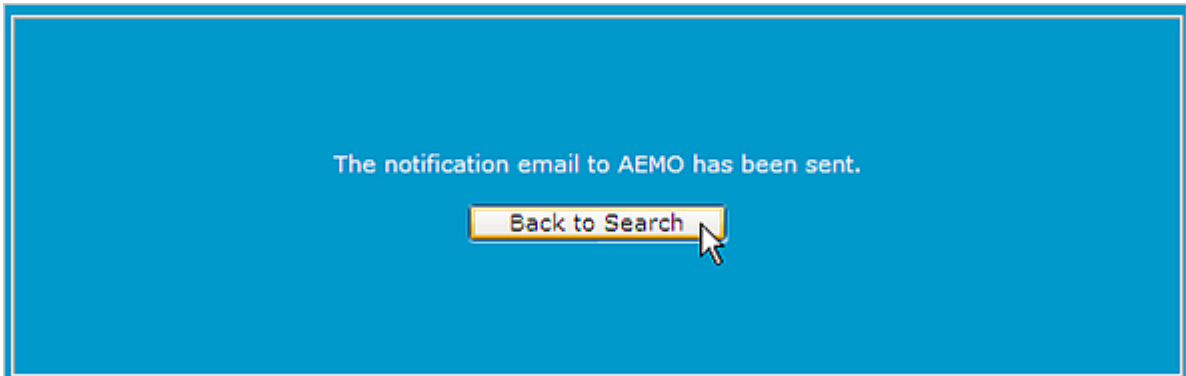
2. **The Ombudsman Enquiry – Ask AEMO** screen displays with your details pre-filled. If required, type an additional note to AEMO and click **Send email**.




**Note:** for your records, a copy of the e-mail is sent to you and your organisation’s administrator; this copy is useful should AEMO contact you to discuss the enquiry.



3. A confirmation message displays. To return to the **Ombudsman Search** screen, click **Back to Search**.



 **Note:** AEMO sends an e-mail response using the details in your user profile. To learn more about viewing or changing your details, on the main menu, click **User Guides** and download the MSATS User Interface Guide from the AEMO web site.

## 4 Reports

The reports menu provides a report of your organisation's enquiries made on each business name. You can request a report for the last week, the last month or the last quarter or you can define your own date range.

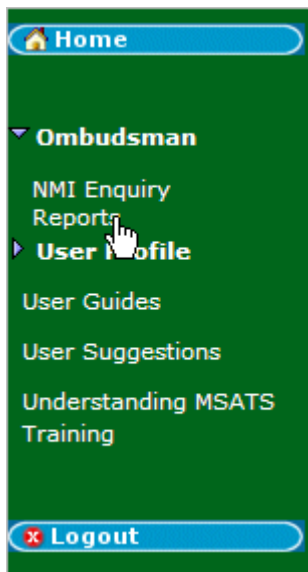


**Note:** this section assumes that you are already logged into the Ombudsman Enquiry system. For help logging in obtain the Web Portal Login User Guide, see "Related resources" on page 1.

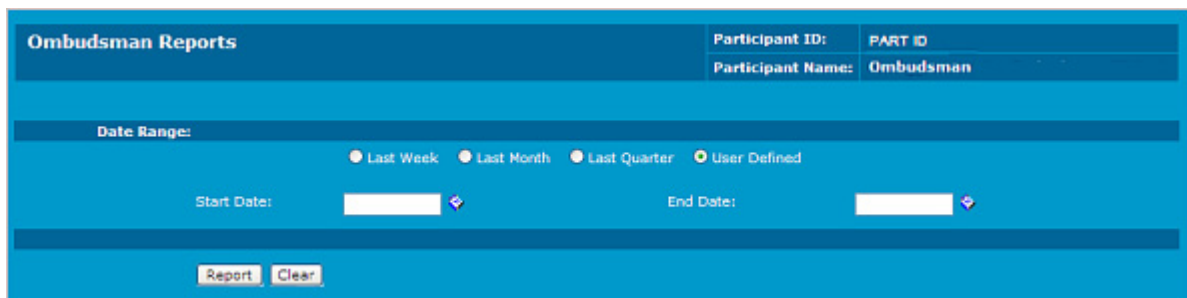
### 4.1 Requesting a report

To request a report:

1. On the main menu, click **Ombudsman** and then click **Reports**.

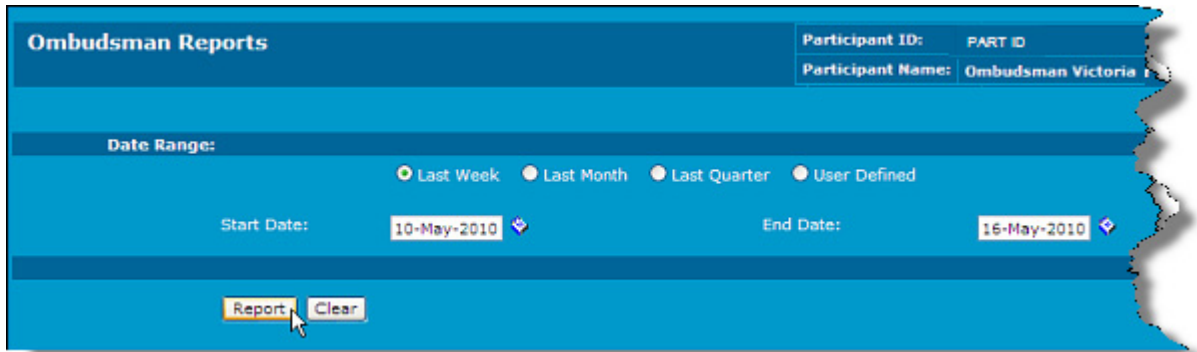


2. The **Ombudsman Reports** screen displays. Select your **Date Range** by choosing one of the following options:
  - **Last Week:** enters a **Date Range** for the last calendar week (Monday to Sunday).
  - **Last Month:** enters a **Date Range** for the last calendar month.
  - **Last Quarter:** enters a **Date Range** for the last quarter.
  - **User Defined:** enter your own **Start Date** and **End Date** by clicking the calendar icons to display the MSATS calendar (this is the default selection).



Ombudsman Reports		Participant ID:	PART ID
		Participant Name:	Ombudsman
<b>Date Range:</b>			
<input type="radio"/> Last Week <input type="radio"/> Last Month <input type="radio"/> Last Quarter <input checked="" type="radio"/> User Defined			
Start Date:	<input type="text"/>	End Date:	<input type="text"/>
<input type="button" value="Report"/> <input type="button" value="Clear"/>			

3. Click **Report**.



**Ombudsman Reports**

Participant ID: PART ID  
Participant Name: Ombudsman Victoria

Date Range:


Last Week  Last Month  Last Quarter  User Defined

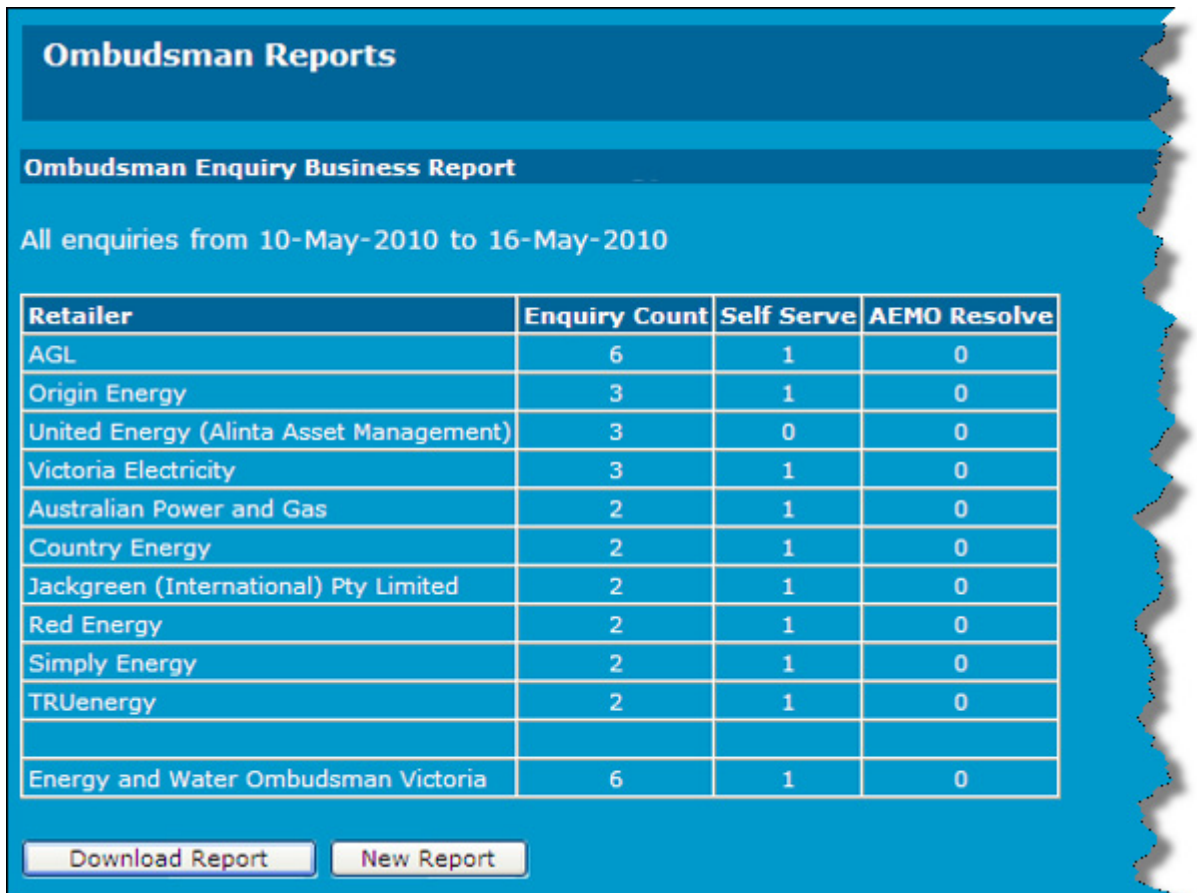
Start Date: 10-May-2010 End Date: 16-May-2010

Report Clear

4. The **Ombudsman Enquiry Business Report** displays for the requested date range:

- The **Retailer** name.
- **Enquiry Count**: how many enquiries were made for the date range in descending order.
- **Self Serve**: how many enquiries for the date range were made using the Ombudsman Enquiry system.
- **AEMO Resolve**: how many enquiries for the date range were made using **Ask AEMO to Resolve**.

 **Note:** it is possible to have more than one Participant associated with an ombudsman enquiry; therefore the number of enquiries per Business may not match the number of ombudsman enquiries in the last row.



**Ombudsman Reports**

**Ombudsman Enquiry Business Report**

All enquiries from 10-May-2010 to 16-May-2010

Retailer	Enquiry Count	Self Serve	AEMO Resolve
AGL	6	1	0
Origin Energy	3	1	0
United Energy (Alinta Asset Management)	3	0	0
Victoria Electricity	3	1	0
Australian Power and Gas	2	1	0
Country Energy	2	1	0
Jackgreen (International) Pty Limited	2	1	0
Red Energy	2	1	0
Simply Energy	2	1	0
TRUenergy	2	1	0
Energy and Water Ombudsman Victoria	6	1	0

Download Report New Report

### You can also

Download the report

Click **Download Report**. To learn more see “Downloading a report” on page 19.

Request a new report

Click **New Report** to return to the **Ombudsman Reports** screen.

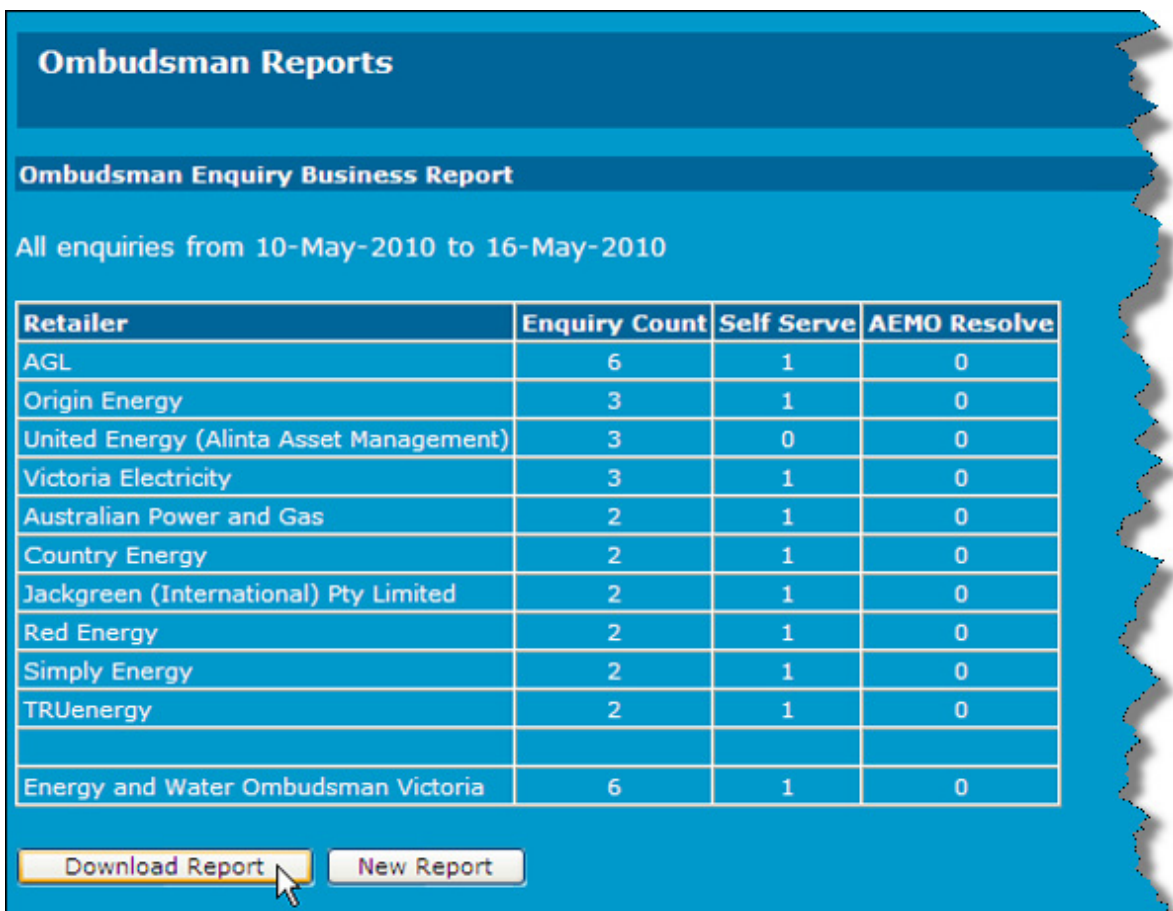
## 4.2 Downloading a report



**Note:** this section assumes that you have followed the steps for “Requesting a report” on page 17.

To download a report:

1. On the **Ombudsman Enquiry Business Report** screen, click **Download Report**.



**Ombudsman Reports**

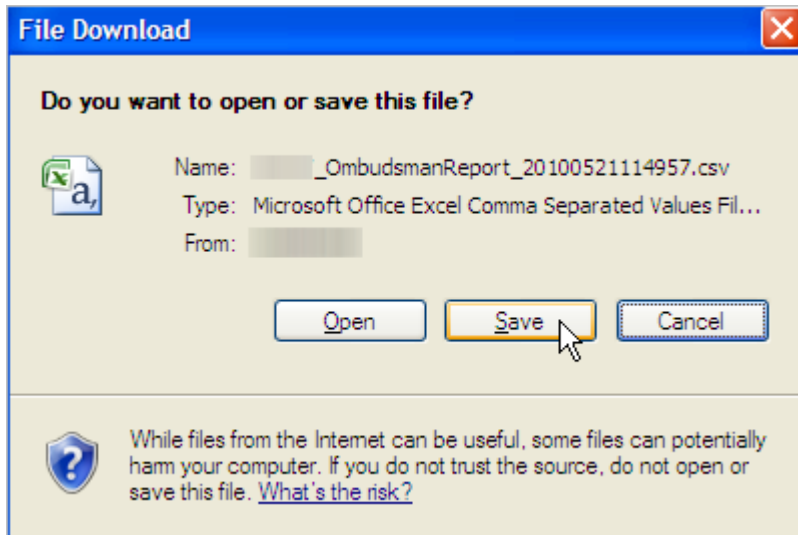
**Ombudsman Enquiry Business Report**

All enquiries from 10-May-2010 to 16-May-2010

Retailer	Enquiry Count	Self Serve	AEMO Resolve
AGL	6	1	0
Origin Energy	3	1	0
United Energy (Alinta Asset Management)	3	0	0
Victoria Electricity	3	1	0
Australian Power and Gas	2	1	0
Country Energy	2	1	0
Jackgreen (International) Pty Limited	2	1	0
Red Energy	2	1	0
Simply Energy	2	1	0
TRUenergy	2	1	0
Energy and Water Ombudsman Victoria	6	1	0

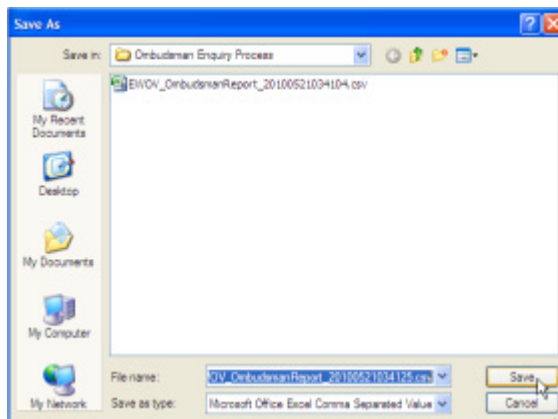
**Download Report** **New Report**

2. The **File Download** screen displays.



3. Do one of the following:

- Click **Open**, to open the file in a spreadsheet format such as MS Excel. See “Figure 4: csv spreadsheet example” on page 15.
- Click **Save** and in the **Save As** window, choose a location on your local computer to save the file in CSV format. Use a plain text application (Notepad etc.) or spreadsheet (MS Excel) to open the saved file. The standard file name format is ParticipantID\_OmbudsmanReport\_DateTime.csv.



- Click **Cancel** to return to the **Ombudsman Reports** screen.

4. Opening the file displays the report with the same data displayed on the **Ombudsman Enquiry Business Report** screen (shown in bold in the following .csv spreadsheet example).

A	B	C	D	E	F	G	H
1	C MSATS	OmbudsmanReport	NEMMCO	PARTID	21/05/2010	11:49:57	
2	C Ombudsman Enquiry Business Report for Ombudsman						
3	C All enquiries from 2010/05/10 to 2010/05/16						
4	I OMBD	EnquiryReport	1	Retailer	Enquiry Coun	Self Serve	AEMO Resolve
5	D OMBD	EnquiryReport	1	AGL	6	1	0
6	D OMBD	EnquiryReport	1	Origin Energy	3	1	0
7	D OMBD	EnquiryReport	1	United Energy (Alinta Asset Managemen	3	0	0
8	D OMBD	EnquiryReport	1	Victoria Electricity	3	1	0
9	D OMBD	EnquiryReport	1	Australian Power and Gas	2	1	0
10	D OMBD	EnquiryReport	1	Country Energy	2	1	0
11	D OMBD	EnquiryReport	1	Jackgreen (International) Pty Limited	2	1	0
12	D OMBD	EnquiryReport	1	Red Energy	2	1	0
13	D OMBD	EnquiryReport	1	Simply Energy	2	1	0
14	D OMBD	EnquiryReport	1	TRUenergy	2	1	0
15	D OMBD	EnquiryReport	1	Energy and Water Ombudsman Victoria	6	1	0
16	C END OF REPORT		16				

Figure 5: Ombudsman report example

If your data does not download a message displays “**Data download was not successful**”; Retry your download again.

## 5 References



**Note:** it is important to ensure that you are reading the current version of any document.

- National Electricity Rules: see the AEMC web site <http://www.aemc.gov.au>.
- AEMO Help Desk: phone: 1300 300 295, option 2; e-mail: [helpdesk@aemo.com.au](mailto:helpdesk@aemo.com.au)

### 5.1 AEMO's website

The following documents are found on AEMO's website:

- "Guide to Market Systems – Gaining Access", for information on access to AEMO's Web Portals. Participants wishing to use AEMO's Web Portals are required to have access to the AEMO Market Systems using the MarketNet Private Network. MarketNet provides information using web interfaces to participants, available from <http://www.aemo.com.au/registration/nemnet.html>.
- MSATS User Guide Group available from <http://www.aemo.com.au/electricityops/userguide.html>.

### 5.2 Information centre

The AEMO Information Centre provides an information service for all interested parties, from NEM participants to the general public, providing information regarding AEMO NEM operations and the electricity industry generally.

- Telephone: 1300 361 011. E-mail: [infocentre@aemo.com.au](mailto:infocentre@aemo.com.au).