

# DWGM guidance

28 March 2019

## Guide to DWGM contact types

The following table lists the DWGM 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 DWGM roles to which the contact applies (e.g. market participants (retailers, market customers and traders), facility operators (DTS Service Provider, Producers, Storage Providers, Interconnected Transmission Pipeline Service Providers, Distributors))
- 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, fax number, and mobile number. Please ensure that each person whose details are provided is made aware of AEMO's Privacy Policy (at [http://www.aemo.com.au/Privacy\\_and\\_Legal\\_Notices/Privacy-Policy](http://www.aemo.com.au/Privacy_and_Legal_Notices/Privacy-Policy)) which explains how AEMO manages personal information.

**Participants *must* have at least one of each contact type.** Registered Participants can review their current contacts in MIBB report INT134. Please note MIBB report INT134 also includes STTM contact types from MIS report INT713 as per the Guidance on Summary of STTM Contacts.

Contact Type	Description	Notifications (method of notification)	Applicable Roles	Number of Contacts
CEO	The CEO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> <li>May be contacted by AEMO on an ad hoc basis (email, phone or mail).</li> </ul>	All roles	Single
CFO	The CFO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> <li>May be contacted by AEMO on an ad hoc basis (email, phone or mail).</li> </ul>	All roles	Single
Company Secretary	The Company Secretary does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> <li>May be contacted by AEMO on an ad hoc basis (email, phone or mail).</li> </ul>	All roles	Single
24 Hour Contact (24HR)	24 hour contact will receive information about Victorian gas market emergency events.	<ul style="list-style-type: none"> <li>May be provided information by AEMO on an ad hoc basis during an emergency via email or SMS.</li> </ul>	All roles	Multiple
Authorised MIBB Security Contact (AMIBB)	Authorised MIBB security contact is responsible for approving systems access applications (MIBB and Webexchanger).	<ul style="list-style-type: none"> <li>Request for approval sought when an application for systems access is submitted (email).</li> <li>May be contacted on an ad hoc basis regarding user permissions queries (email or phone)</li> <li>Requires DWGM User Access Request form to be added as this contact type.</li> </ul>	All roles	Single
Authorised Web Exchanger User (WEBEX)	Authorised Web Exchanger User (excluding Agency Distribution) does not receive any routine notifications, rather this contact is kept for AEMO's records of end users.	<ul style="list-style-type: none"> <li>May be contacted by AEMO on an ad hoc basis (email or phone).</li> <li>Requires DWGM User Access Request form to be added as this user type.</li> </ul>	Market Participant	Multiple
Authorised Web Exchanger Agency Distribution (WEXAD)	Authorised Web Exchanger Agency Distribution (includes the AIHN module) does not receive any routine notifications, rather this contact is kept for AEMO's records of end users.	<ul style="list-style-type: none"> <li>May be contacted by AEMO on an ad hoc basis (email or phone).</li> <li>Requires DWGM User Access Request form to be added as this user type.</li> </ul>	Market Participant	Multiple
Emergency Contact (EMRGY)	Emergency contact is a representative, as required by Rule 334, of each Registered participant must be a person having appropriate authority and responsibility within the Registered participant's organisation to act as the primary contact in the event of an emergency.	<ul style="list-style-type: none"> <li>A single telephone number, mobile number, email and facsimile number at which a representative of the registered participant is contactable by AEMO, 24 hours a day.</li> <li>In the event of a Victorian gas emergency will be required to attend a VEECP teleconference.</li> </ul>	All roles	Single

Contact Type	Description	Notifications (method of notification)	Applicable Roles	Number of Contacts
<b>IT Authorised Contact (ITAUT)</b>	Primary IT contact regarding security and system access.	<ul style="list-style-type: none"> <li>• Issued with IT setup information, including system access credentials, upon registration.</li> <li>• May be contacted on an ad hoc basis regarding IT security matters (email or phone).</li> </ul>	All roles	Single
<b>IT Contact (ITCON)</b>	Contact for IT related issues.	<ul style="list-style-type: none"> <li>• May be contacted on an ad hoc basis regarding emergency IT issues (phone and email)</li> </ul>	All roles	Single
<b>Management Contact (MNGMT)</b>	Management contact in the event of issues requiring attention at the participant management level.	<ul style="list-style-type: none"> <li>• DWGM System Wide Notices regarding management issues (email and SMS)</li> <li>• Follow up on DWGM management issues (phone)</li> </ul>	All roles	Single
<b>Market Registration contact (MKREG)</b>	Point of contact for all registration correspondence.	<ul style="list-style-type: none"> <li>• May be contacted regarding registration queries on an ad hoc basis (email or phone).</li> </ul>	All roles	Single
<b>MIBB Account Owner (MIPEC)</b>	The MIBB Account Owner does not receive any routine notifications, rather this contact can access participant specific reports on the MIBB.	<ul style="list-style-type: none"> <li>• May be contacted by AEMO on an ad hoc basis (email or phone).</li> <li>• Requires DWGM User Access Request form to be added as this user type.</li> </ul>	Market Participant	Multiple
<b>Gas Quality Contact (MSGQ)</b>	Gas quality contact who receives communications when a gas quality event occurs at a system injection point.	<ul style="list-style-type: none"> <li>• An alert that AEMO has published a System Wide Notices on the MIBB about gas quality issues, and general market information via SMS and email.</li> </ul>	All roles	Multiple
<b>Settlements Manager (STMGR)</b>	Contact for all settlement and prudential notifications and issues.	<ul style="list-style-type: none"> <li>• Notification that settlement statements have been published via email and phone.</li> <li>• Issuance of a prudential warning notice or margin call notice via email and phone.</li> <li>• There can only be one Settlements Manager per ORG ID.</li> </ul>	All roles	Single
<b>Scheduling SMS System Wide Notice contact (SWN)</b>	SMS/SWN – Scheduling contact receives scheduling System Wide Notices published on the MIBB via SMS only.	<ul style="list-style-type: none"> <li>• An alert that AEMO has published a System Wide Notices on the MIBB about scheduling issues, and general market information via SMS.</li> </ul>	Market Participant	Multiple
<b>Scheduling email System Wide Notice contact (SWNEM)</b>	SWN – Email contact receives notification of scheduling System Wide Notices published on the MIBB via email only.	<ul style="list-style-type: none"> <li>• An alert that AEMO has published a System Wide Notices on the MIBB about scheduling issues, and general market information via email.</li> </ul>	Market Participant	Multiple