

**COMPLIANCE ISSUES FOR DECISION**

**DATE:** 17 March 2016  
**RESPONSIBILITY:** Chief Executive Officer

**COMPLIANCE ISSUES SUMMARY TABLE:**

Breach	Description	Recommendation
<p><b>Apparent breach of Rules 158(1) (c) of the Retail Market Rules by ATCO Gas Australia on gas day 24/02/16</b></p>	<p>On Wednesday 24 February 2016, ATCO Gas Australia (“ATCO”) experienced issues with interval metering data transmission that resulted in the metering data for 42 interval-metered MIRNs not being included in the INTMR file transmitted to REMCo within 3.5 hours after the end of the gas day, which is an apparent breach of Rule 158(1) (c).</p> <p>ATCO data and system management staff became aware of a data process issue at approximately 10:45 AM but were unable to rectify and include the missing 42 MIRNs for data file transmission by the 11:30 AM deadline.</p> <p>The issue was resolved by re-processing the interval metering data and completing re-transmission of all interval-metered MIRNs (including the missing 42 MIRNs) at approximately 11.31 AM.</p> <p>On review of this issue ATCO confirms:</p> <ol style="list-style-type: none"> <li>1. There was an issue with data processing which resulted in the use of some estimated heating values when actual heating values were in fact available;</li> <li>2. Incorrectly deployed manual work-around procedures hindered the timely delivery of INTMR;</li> <li>3. The difference between the estimated and actual energy consumption was below the 2TJ manifest error threshold; and</li> <li>4. The issue caused the generation of multiple interval meter files to the retailers via the IMD website (interval meter repository for INTMR data collection).</li> </ol>	<p>Submissions were called for, and the submission window closed on 16/03/16.</p> <p>No submissions were received.</p> <p>This suggests that there was no material impact to participants as a result of this incident and REMCo exercises its discretion under Rule 329 to take no further action in this matter.</p>

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**COMPLIANCE ISSUES:****1. Self-reported rule breach reported by ATCO:****a. Apparent breach of Rules 158(1)(c) of the Retail Market Rules by ATCO on gas day 24/02/16.**

Description See the description above.

Action taken ATCO has undertaken the following actions to mitigate the risk of this situation recurring:

1. Implemented a correction to the energy calculation process in the billing systems to avoid a repeat of this issue; and
2. Revise its work-around procedures and provide further training to data and system management personnel to ensure INTMR file re-transmission work-around procedures are correctly completed.

REMCo issued a notice to the market on 04/03/16 regarding the apparent Rule breach, and requested submissions from participants to indicate whether they had been adversely impacted by the apparent Rule breach. The consultation period for this notice elapsed on 16/03/16.

Impact No submissions were received from participants in response to the request for submissions.

REMCo therefore considers that the incident did not have a material impact on market participants.

Decision REMCo exercises its discretion under Rule 329 to take no further action in relation to this matter.