GUIDE TO MARKET DIRECT

TUESDAY, 15 APRIL 2014

AEMO
AUSTRALIAN ENERGY MARKET OPERATOR

Version: 1.00

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The release of this document changes any version of the Guide to Market Direct.

Distribution

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Last update: 15/04/2014 4:14 PM

Notes

No notes

Further information

For further information, please visit www.aemo.com.au or contact:
AEMO Information and Support Hub
Phone: 1300 AEMO 00 (1300 236 600) and follow the prompts.
Email: supporthub@aemo.com.au

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Glossary

These abbreviations, symbols, and special terms assist the reader's understanding of the terms used in this document. For definitions of these terms, the reader should always refer to the applicable market Rules.

A

AEMC
Australian Energy Market Commission

AEMO
Australian Energy Market Operator

AES
Advanced Encryption Standard

AEST
Australian Eastern Standard Time

C

CSV
Comma-separated values; a file format for exchanging data. For help with the CSV format, see the "AEMO CSV Data Format Standard".

D

Data Interchange
Data Interchange (DI) is a set of cooperating applications to replicate data between AEMO's energy market systems and participants' RDBMS conforming to the MMS Data Model. For more details about Data Interchange, see http://aemo.com.au/About-the-Industry/Information-Systems/Data-Interchange.

Data sharing
Each participant ID can share their data with other participant IDs, subject to an authorised request. Implementing data sharing means the full Data Interchange data set (including private data) for the requesting participant ID is made available to another participant's sets of folders in the participant file server, as nominated in the request. The sharing of data is for both pre-production and production. A data sharing requirement may emerge, for example, due to a merger with, takeover of, or sale of another registered participant. The requirement may be to use one company's IT system to manage access, and process the data for two or more participant IDs using just one participant IDs set of folders in the participant file server. The Data Interchange web application in the energy market systems web portal provides the status of any data sharing agreements you have implemented.

Data Subscription
A web application in the energy market systems web portal used to subscribe to Data Interchange files and to obtain the latest MMS Data Model. These files are typically .CSV files containing public data and participant's private data. AEMO recommends participant use of the Data Interchange suite of products, supplied by AEMO, to automate receiving and storage of the files to their systems. AEMO provides working sample software for FTP access (Participant Batcher) to MarketNet and working sample software for Data Interchange.

E

EMMS
Wholesale Electricity Market Management System; software, hardware, network and related processes.

energy market systems web portal
Single web portal interface to access AEMO's IT systems.

F

FTP
File transfer protocol

M

MarketNet
AEMO's private network available to participants having a participant ID. For more details about MarketNet, see Guide to Information Systems.

P

PA
Participant administrator; manages participant organisations user access and security.

Participant ID
Registered participant identifier

Pre-production
Test and training environment.

Production
Live environment, actively reflecting the currently available data.

R

Rules
The National Electricity or Gas Rules.

Z

ZIP
The file compression format used for exchanging data with AEMO.

1 Introduction

1.1 Purpose

This guide provides an understanding of the Market Direct web application in AEMO's energy market systems web portal.

This document is written in plain language for ease of reading. Where there is a discrepancy between the Rules and information or a term in this document, the Rules take precedence.

1.2 Audience

This guide is relevant to registered participants requiring help to access reports and statements published by AEMO in the energy market systems web portal.

1.3 How to use this guide

Use this guide to assist your understanding of the Market Direct web application. The chapters are organised according to the menu items in the Market Direct web application.

"Needing Help?" on page 20 provides answers to some commonly asked Market Direct web application questions.

Text in this format, indicates a direct hyperlink with further details of the resource listed in "References" on page 23.

1.4 What's in this guide?

- Chapter 2 "About Market Direct" on page 3 explains what it is for, who can use it, how it is used, and how to access it. It also provides file encryption and file grouping information.
- Chapter 3 "Data Access" on page 9 explains accessing and understanding the Data Access interface.
- Chapter 4 "Subscriptions" on page 13 explains how to set up and maintain the subscriptions interface to automatically receive related information when it is available.

- Chapter 5 "Message Delivery Log" on page 17 explains accessing and displaying a history of information, previously sent from Market Direct web application.
- Chapter 6 "Needing Help?" on page 20 provides answers to "why can't I" questions, information to assist participants with IT related issues, and provides guidance for requesting assistance from AEMO.
- Chapter 7 "References" on page 23 is a resource section containing related information that may assist you and describes where to find resources mentioned throughout this guide.

2 About Market Direct

This chapter explains what the Market Direct web application is for, who can use it, how it is used, and how to access it. It also provides file encryption and file grouping information.

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2.1 What Market Direct is for

The Market Direct web application is a web publishing application providing participants with access to reports and statements published by AEMO. The Market Direct web application is accessed from the energy market systems web portal.

The primary delivery for your settlement statements is the Participant File Server—retrieving information from Market Direct is an additional resource for your convenience.

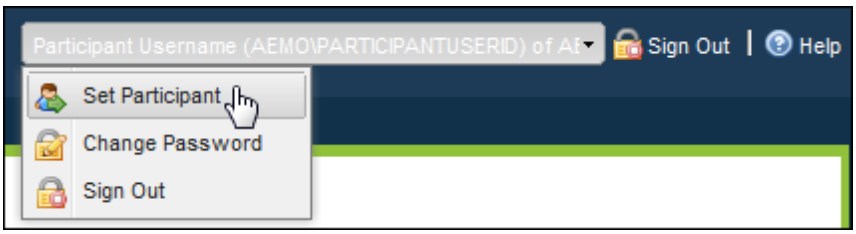
Registered participants can use the Market Direct web application to perform the following tasks:

- Access key information published by AEMO.
- Replace already subscribed to "Data Subscription" reports, relating to Data Interchange, on the Participant File Server. For more details, see Data Interchange.
- Subscribe, to automatically receive information.
- Automatically notify subscribed contacts when information is available.
- View a history of previously delivered information.

You can also:

- Obtain online assistance from any of the Market Direct web application menus by clicking **Help** in the top right-hand corner of the web portal.

- Read further information about the Semi-Dispatch of Significant Intermittent Generation on AEMO's website (Home > Electricity > Market Operations > Dispatch > Semi-Dispatch of Significant Intermittent Generation : Proposed Market Arrangements).
- See information for other participant IDs you have permission to access, using the Set Participant function. This function allows you to act for another participant without having to log out, change IDs, and log in again. For help using Set Participant, click **Set Participant**, and then click **Help** in the top right-hand corner of the energy market system's web portal. For permission to see other participant IDs using Set Participant, see your company's PA.



2.2 Who can use Market Direct

Persons having access to the Market Direct web application include registered market participants and AEMO.

2.3 User rights access

Your company's participant administrator (PA) grants you permission to use the Market Direct web application in the energy market systems web portal. The entity required for access is:

- EMMS - Market Info - Market Direct

Where a participant user has user rights assigned by more than one participant, they interactively choose the participant they represent, using the **Set Participant** option.

For more information about user administration and the Set Participant option, see Guide to User Rights Management.

2.4 How to use Market Direct

The Market Direct web application is part of AEMO's market software solution. It is a web-based application in the energy market systems web portal accessed using a web browser.

2.5 System requirements

The Market Direct web application is accessed using a web browser and requires:

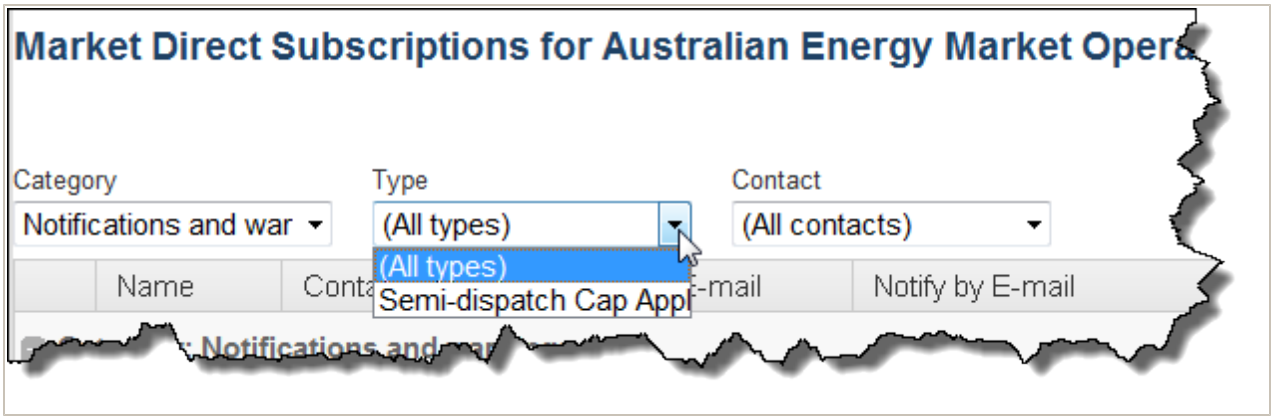
- AEMO tests all web applications on Microsoft Internet Explorer (IE) version 8 and cannot guarantee compatibility with later versions. Participants can try compatibility view with later IE versions (Tools>Compatibility View).
- A monitor capable of 1024 x 768 screen resolution.
- Access to MarketNet.
- A user ID, password, and the website address where the application is located on AEMO's network, provided by your company's participant administrator.
- The Market Direct web application runs on both Windows and Unix-like operating systems.

For more details about MarketNet, see Guide to Information Systems.

2.6 Market Direct information grouping

Information in the Market Direct web application is grouped into categories, types, and contacts. You can filter the information using any of the drop-down lists.

Figure 1: category and types drop-down lists for filtering information



2.7 File encryption information

- Files containing private data are compressed and encrypted using 256-bit AES encryption. You need a compression utility like WinZip ® or 7-Zip ® to decompress the file.
- Private data is **always** encrypted for participants with a data sharing agreement. For more details about data sharing, read About Data Interchange > Data Delivery > Data Sharing in the **Help** section of the energy market systems web portal or Guide to Information Systems.
- Participants without a data sharing agreement can accept a waiver on the Subscriptions interface allowing delivery of private data by unencrypted email. However, AEMO strongly recommends participants always receive private data in an encrypted email.
- Confidential data must be treated in accordance with Rules.

2.8 Accessing Market Direct

To access the Market Direct web application:

1. Using your web browser, access the energy market systems web portal, either:
   - Pre-production: https://portal.preprod.nemnet.net.au
   - Production: https://portal.prod.nemnet.net.au

   Note: the energy market systems web portal provides you with a clear indication of the environment you are working in by providing a different border colour around the home page. The production environment has a grey border and the pre-production environment has a green border.

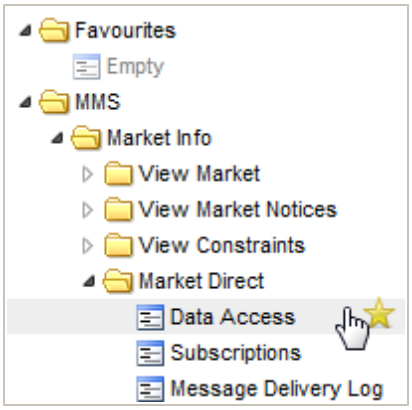
2. Click **Energy Market Systems** and sign in using the user ID and password provided by your company's PA.

3. On the left navigation pane, click **MMS**, then **Market Info**, and then **Market Direct**.

Figure 2: energy market systems web portal home page

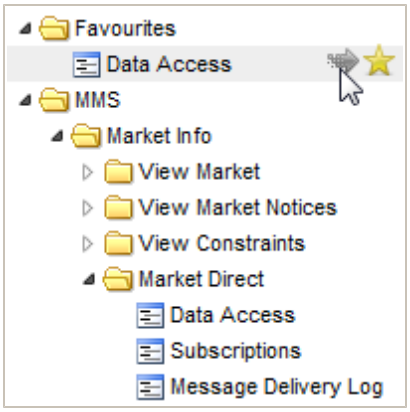
You can also:

- Add the Market Direct web application menus to your favourites by clicking the yellow star next to the menu item in the navigation pane.



- Load your favourites automatically each time you sign in to energy market systems by

clicking the arrow next to the menu item in your favourites folder.



For help using favourites, see the online assistance in the energy market systems web portal. Click the **Favourites** folder and then click **Help** in the top right-hand corner.

3 Data Access

The Data Access interface displays available AEMO information allowing you to directly access, or send the information by email. The information is grouped into categories and types, with each column heading sortable.

In this chapter:

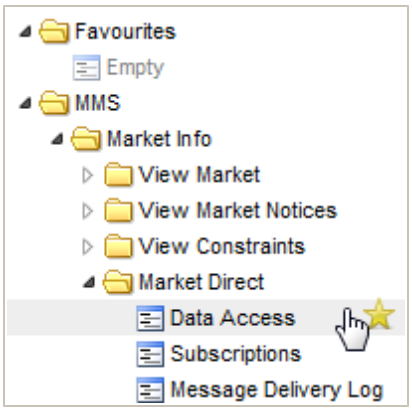
3.1 Access Data Access 9

3.2 Understand Data Access 10

3.1 Access Data Access

To access Data Access:

1. Click **Market Info**, then **Market Direct**, and then click **Data Access**.



2. The **Data Access** interface displays the search criteria. For help with the fields, see "Understand Data Access" on next page

3.2 Understand Data Access

In this section:

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3.2.2 Download Files 10

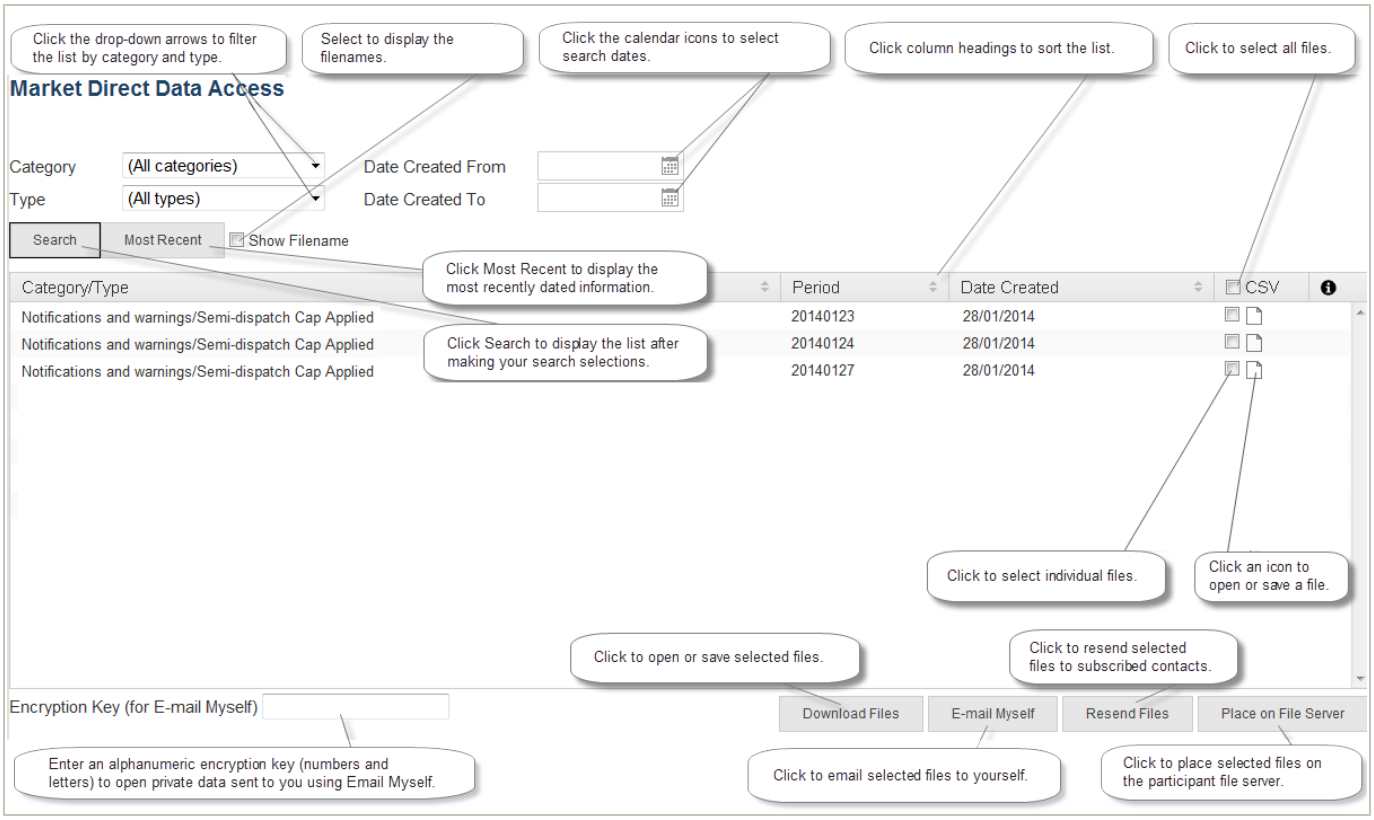
3.2.3 Email Myself 11

3.2.4 Resend Files 12

3.2.5 Place on File Server 12

3.2.1 Data access interface

Figure 3: understand the Data Access interface



3.2.2 Download Files

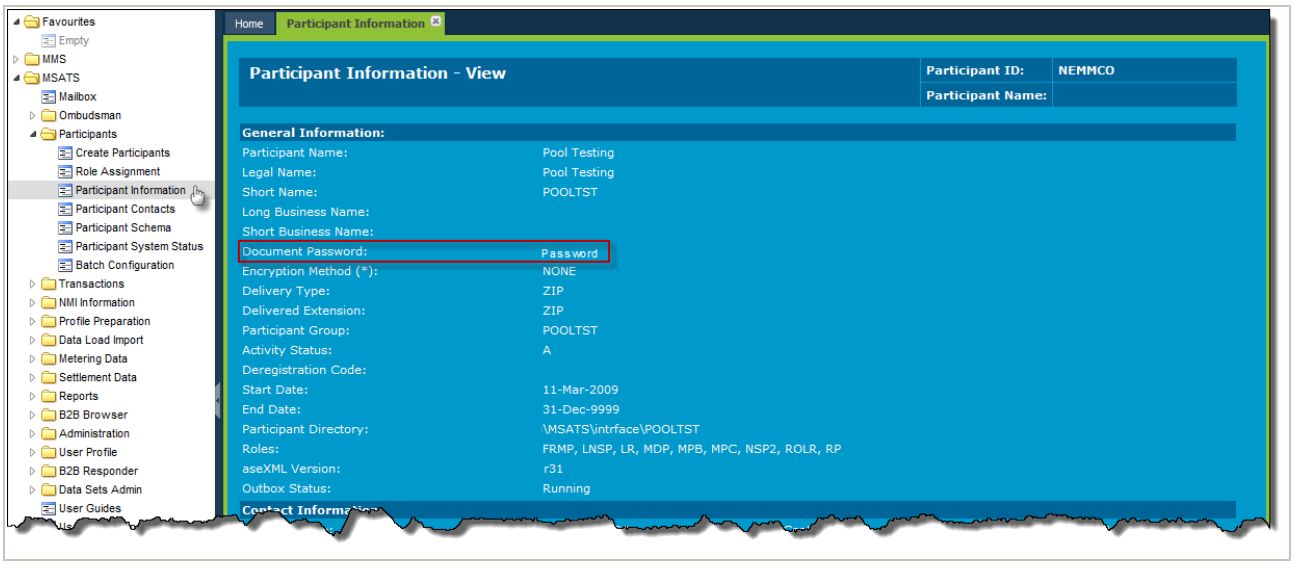
- Click **Download Files** to open or save the selected files to your computer. Multiple file selections are compressed into a single .ZIP file.

3.2.3 Email Myself

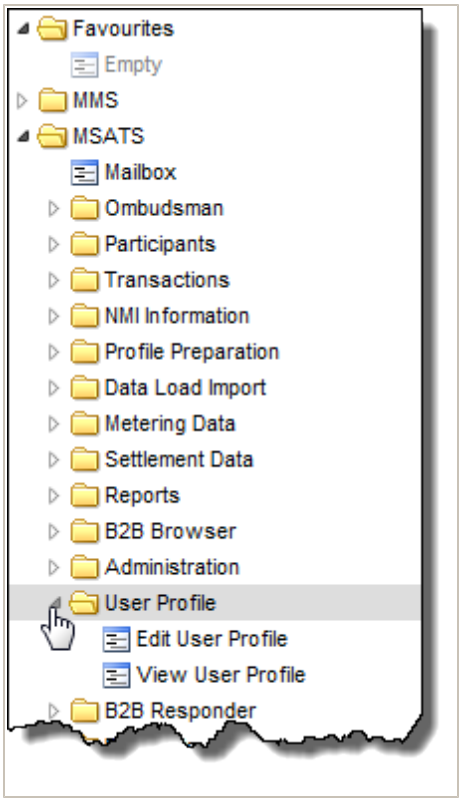
- Click **Email Myself** to send selected files to yourself by email. Confidential data is encrypted using your participant ID's document password (displayed in the field) or you can overwrite it with your own alphanumeric encryption key (letters and numbers) if you prefer.

  Important note: The encryption key field must contain an encryption key to email **confidential** data—it cannot be empty. You can email yourself public data without entering an encryption key.

  Your participant ID's document password is viewable in MSATS > Participants > Participant Information.



- Multiple file selections are compressed into a single .ZIP file.
- The **Email Myself** button is inactive if you do not have your email address entered in your MSATS > User Profile.



For help with MSATS interfaces, see Guide to MSATS Web Portal.

3.2.4 Resend Files

- Click **Resend Files** to resend selected files to currently subscribed contacts. Each selected file is sent as one single file per email.

3.2.5 Place on File Server

Click **Place on File Server** to:

- Place selected Data Interchange files originally subscribed to in the energy market systems web portal Data Subscription interface, on the Participant File Server. Only files subscribed to at the time are replaced. For help, see Data Interchange.

4 Subscriptions

This chapter explains how to automatically receive related information when it is available, using the Market Direct web application Subscriptions interface to maintain your notification selections.

In this chapter:

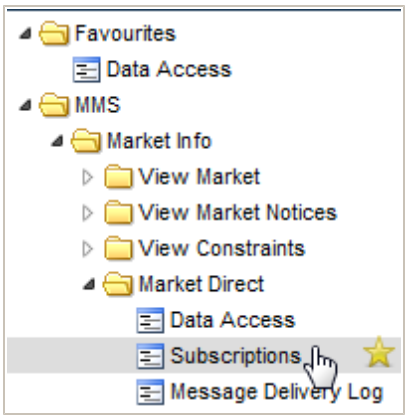
4.1 Access Subscriptions 13

4.2 Understand Subscriptions 14

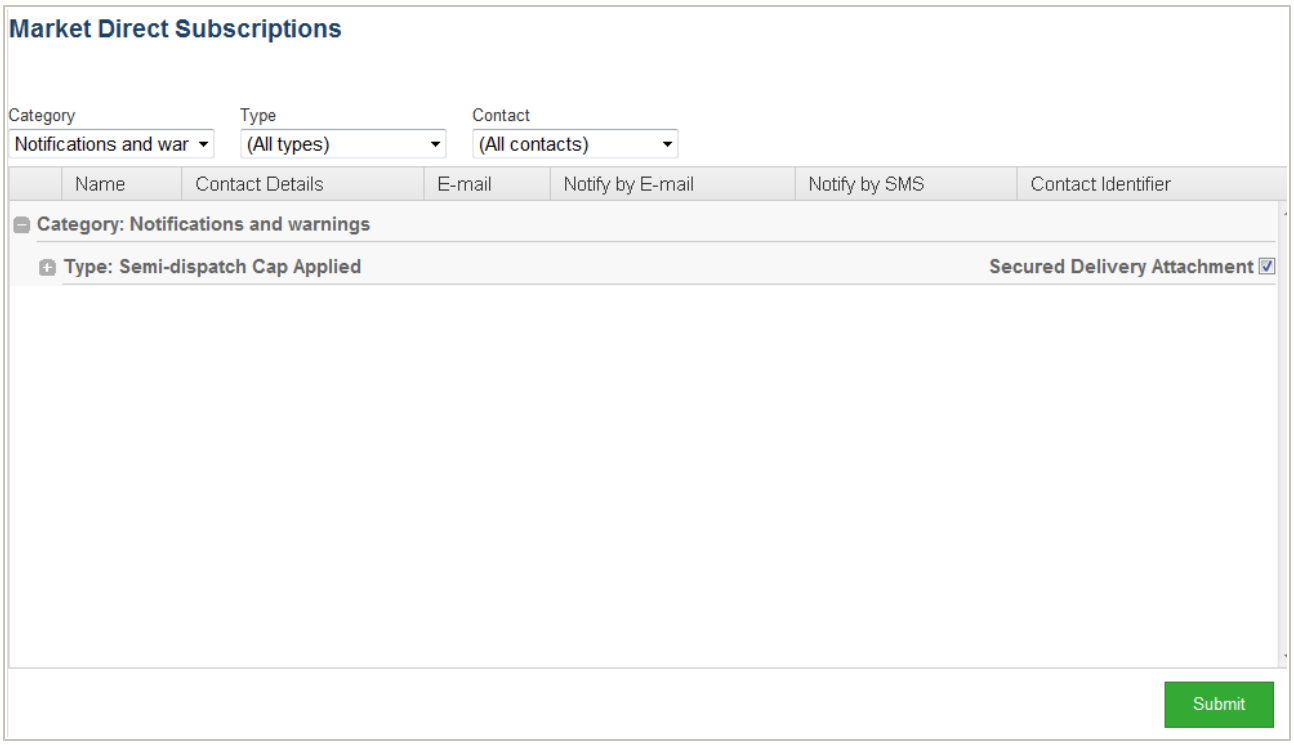
4.1 Access Subscriptions

To access Subscriptions:

1. Click **Market Info**, then **Market Direct**, and then click **Subscriptions**.



2. The **Subscriptions** interface displays. For help with the fields, see "Understand Subscriptions" below.



4.2 Understand Subscriptions

In this section:

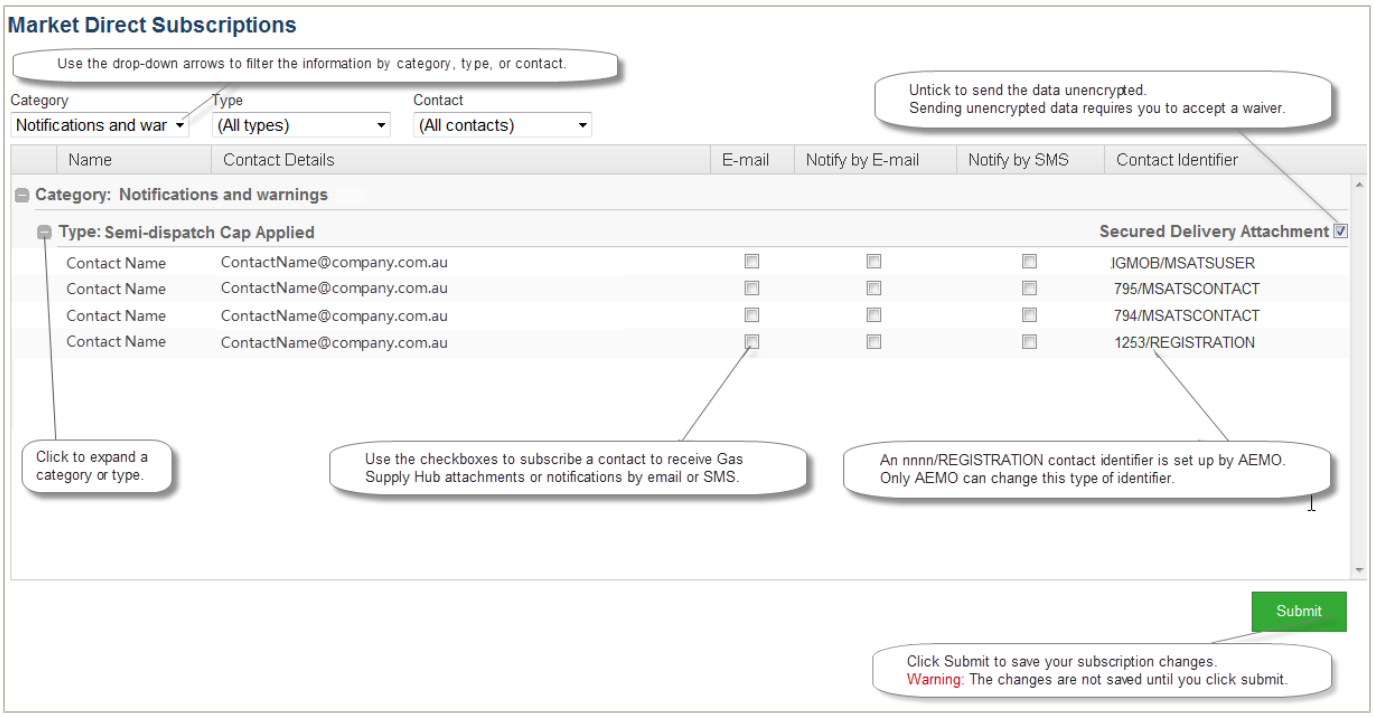
4.2.1 Subscriptions interface 15

4.2.2 Important subscription information 15

4.2.3 Secured Delivery Attachment 16

4.2.1 Subscriptions interface

Figure 4: understand the Subscriptions interface

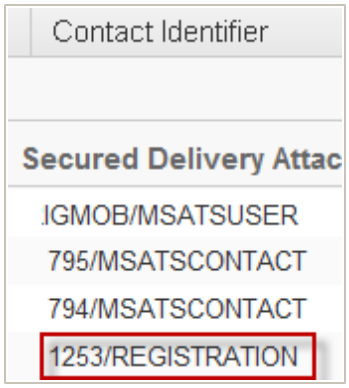


When you make changes in the Subscriptions interface, the changes are not saved until you click Submit.

4.2.2 Important subscription information

- AEMO creates Market Direct web application information at any time, so notifications are received at all hours. Please keep this in mind when setting up your SMS notifications.
- Market Direct web application subscriptions are set-up to receive reports and statements published by AEMO, they differ from the .CSV reports you subscribe to in the energy market systems web portal Data Subscription interface, relating to Data Interchange. For more details, see Data Interchange and MMS Data Subscription Services User Guide.
- You can subscribe to your confidential Data Interchange reports in the Market Direct web application but you must also subscribe to the same report in the Data Subscription interface. Confidential reports in the Data Subscription interface are not created if participants are not subscribed.
- Participants with access can set-up contacts to receive Market Direct web application information, using the "MSATS Participant Contact" interface. For more information about creating participant contacts, see the Guide to MSATS Web Portal.

- Delivery of certain Market Direct web application information, such as statements is mandatory. Contacts having the "nnnn/REGISTRATION" Contact Identifier receive mandatory Market Direct web application information set up by AEMO during registration. To remove or change a subscription for an "nnnn/REGISTRATION" Contact Identifier, contact AEMO's Information and Support Hub.



4.2.3 Secured Delivery Attachment

- Removing the tick from the Secured Delivery Attachment sends the data unencrypted and requires the acceptance of a waiver agreeing to the sending of unencrypted information by email.
- Participants with a data sharing agreement with other participants cannot send unencrypted data, the files are always encrypted for participants with data sharing agreements. For more details about data sharing, read About Data Interchange > Data Delivery > Data Sharing in the **Help** section of the energy market systems web portal or Guide to Information Systems.

Confidential data must be treated in accordance with the Rules.

5 Message Delivery Log

This chapter explains how to use the Message Delivery Log interface to display a history of information previously sent from the Market Direct web application.

In this chapter:

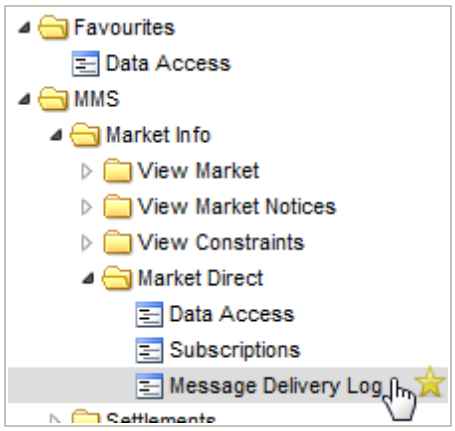
5.1 Access Message Delivery Log 17

5.2 Understand the message delivery log 18

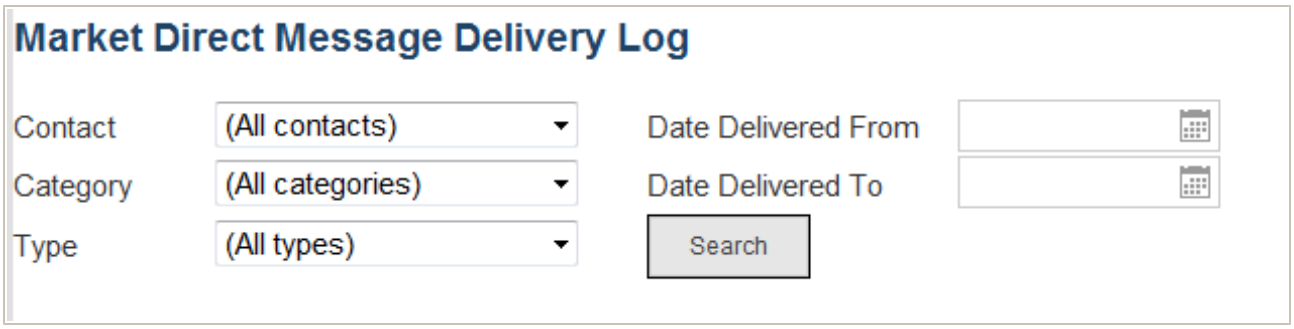
5.1 Access Message Delivery Log

To access the Message Delivery Log:

1. Click **Market Info**, then **Market Direct**, and then click **Message Delivery Log**.



2. The **Message Delivery Log** interface displays. For help with the fields, see "Understand the message delivery log" on next page.



5.2 Understand the message delivery log

In this section:

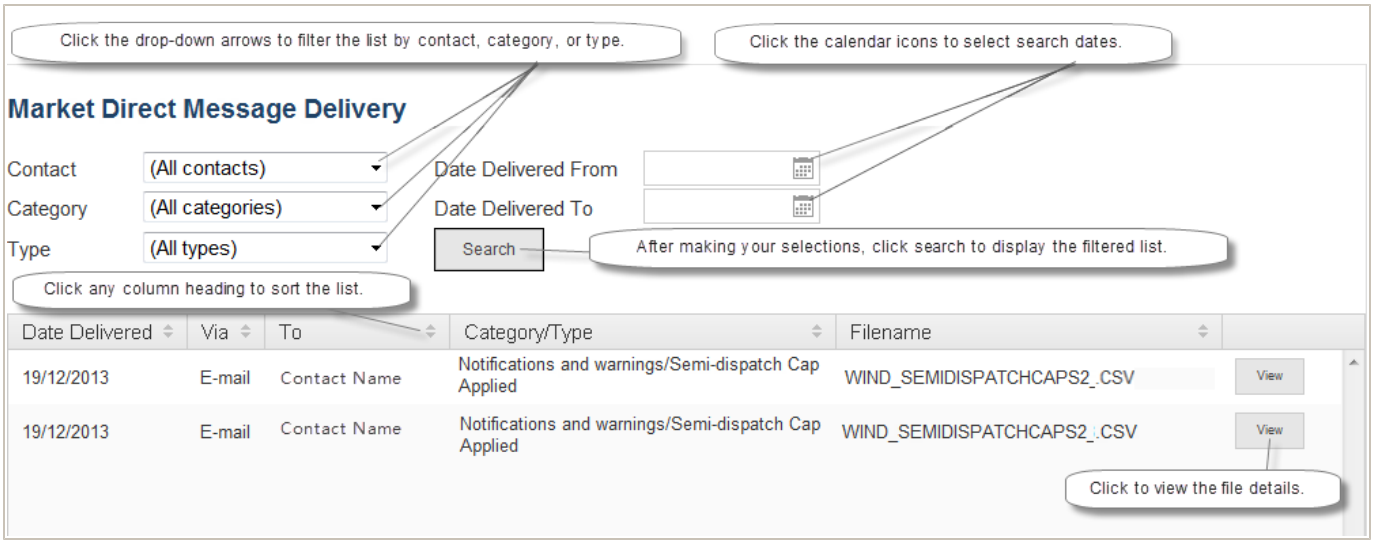
5.2.1 Message delivery log interface 18

5.2.2 Important Message Delivery Log information 18

5.2.3 View Message Delivery Log details 18

5.2.1 Message delivery log interface

Figure 5: understand the Message Delivery Log interface

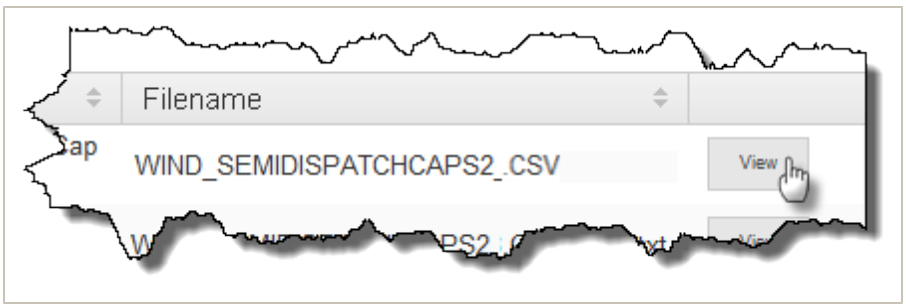


5.2.2 Important Message Delivery Log information

- Names displayed in the **Contact** drop-down list are active contacts only.
- Under the **To** column in the message delivery log grid, you may see contact names that have since been made inactive, this is because the message delivery log is a history of previously sent information.

5.2.3 View Message Delivery Log details

1. To see further message delivery details, on the **Message Delivery Log interface**, click **View** next to the required filename.



2. The **Message Delivery Log** displays. Do one of the following:
   - Click the name of the file to view it.
   - Click **Back** to return to the **Message Delivery Log** interface.

6 Needing Help?

6.1 Why can't I...

- **Change certain subscriptions?**

  Delivery of certain Market Direct web application information, such as statements is mandatory. Contacts having the "REGISTRATION" Contact Identifier receive mandatory Market Direct information set up by AEMO during registration. To remove or change a subscription for a "REGISTRATION" Contact Identifier, contact AEMO's Information and Support Hub.

- **Receive some subscriptions by email after I've subscribed?**

  Confidential Data Interchange reports are only received from the Market Direct web application if you have also subscribed in the Data Subscription interface. Confidential reports in the Data Subscription interface are not created if participants are not subscribed, see MMS Data Subscription Services User Guide.

- **Replace any type of file on the Participant File Server?**

  Only Data Interchange .CSV reports subscribed to at the time in the Data Subscription interface, and manually generated files placed on the participant file server by AEMO can be replaced on the file server. If one of your selected files is not one of these files and you receive a message, please make your selections again. For more details, see MMS Data Subscription Services User Guide.

- **Save my subscription changes?**

  After making any changes in the **Subscription** interface, you must click **Submit** to save your changes, see "Subscriptions" on page 13.

- **Save my changes for the unsecured delivery option in the Subscriptions interface?**

  Changes to the unsecured delivery option are not saved if you do not have a subscription for the file type.

- **See the Market Direct web application menus?**

  Your company's participant administrator (PA) must grant you access to the Market Direct web application menus. For information about the user rights entity required for access to Market Direct, see "Who can use Market Direct" on page 4.

- **See my name in the recipients list on the Subscriptions interface?**

If you have access to the Market Direct web application but you do not appear in the recipients list, ask your company's participant administrator to check if you have an email address defined in your user administration profile in the web portal. For help, see Guide to User Rights Management.

- **Use the unsecured delivery option in the Subscriptions interface?**

  File encryption is compulsory for participants with a data sharing agreement. For more details about data sharing, read About Data Interchange > Data Delivery > Data Sharing in the **Help** section of the energy market systems web portal or Guide to Information Systems.

6.2 AEMO's Information and Support Hub

6.2.1 Contact AEMO's Information and Support Hub

Assistance is requested through AEMO's Information and Support Hub using one of the following methods:

- Phone: 1300 AEMO 00 (1300 226 600) and follow the prompts.

  For non-urgent issues, normal coverage is 8.00 am to 6.00 pm on weekdays, Australian Eastern Standard Time (AEST).

- Email: supporthub@aemo.com.au
- The Customer Portal, http://helpdesk.preprod.nemnet.net.au/nemhelplite/ allows you to log your own requests for assistance. For access credentials, see your organisation's IT security contact or participant administrator.

Please note that AEMO recommends participants call AEMO's Information and Support Hub for all urgent issues, whether or not you have logged a call in the Customer Portal.

6.2.2 Information to provide AEMO

Please provide the following information when requesting assistance from AEMO:

- Your name
- Organisation name
- Participant ID
- System or application name
- Environment: production or pre-production

- Problem description
- Screenshots

For AEMO software-related issues please also provide:

- Version of software
- Properties or log files
- Replication Manager support dump and instance name (if Data Interchange problem)

6.3 Feedback

To suggest improvements to this document, please contact the AEMO Information and Support Hub.

7 References

The resources listed in this section contain related information that may assist you.

- AEMO Information and Support Hub, phone: 1300 AEMO 00 (1300 236 600), and follow the prompts, email: supporthub@aemo.com.au.

7.1 Rules, law, and government bodies

- "Australian Energy Market Commission" (AEMC), electricity and gas rules http://www.aemc.gov.au/index.html.
- "Australian Energy Regulator (AER)", www.aer.gov.au.

7.2 AEMO's website

- "Data Interchange", the web page containing all software and documentation relating to the Data Interchange components: http://www.aemo.com.au/About-the-Industry/Information-Systems/Data-Interchange (Home > About the Industry > Information Systems > Data Interchange).
- *Guide to AEMO CSV Data Format Standard*, http://www.aemo.com.au/About-the-Industry/Information-Systems/Using-Energy-Market-Information-Systems (Home > About the Industry > Information Systems > Using Energy Market Information Systems).
- *Guide to Information Systems,* http://aemo.com.au/About-the-Industry/Information-Systems Home > About the Industry > Information Systems).
- *Guide to MSATS Web Portal*, http://www.aemo.com.au/Electricity/Policies-and-Procedures/Market-Settlement-and-Transfer-Solutions/MSATS-Participant-User-Interface-Guides (Home > Electricity > Policies & Procedures > MSATS > MSATS Participant User Interface Guides).
- *Guide to User Rights Management,* http://www.aemo.com.au/About-the-Industry/Information-Systems/Using-Energy-Market-Information-Systems (Home > About the Industry > Information Systems).
- "IT Assistance", information to assist participants with IT related issues: http://www.aemo.com.au/About-the-Industry/Information-Systems/IT-Assistance (Home > About the Industry > Information Systems > IT Assistance).
- “Information Systems”, IT systems information, related documents, and access forms: http://www.aemo.com.au/About-the-Industry/Information-Systems (Home > About the

Industry > Information Systems).

- *MMS Data Subscription Services User Guide*, http://www.aemo.com.au/About-the-Industry/Information-Systems/Data-Interchange(Home > About the Industry > Information Systems > Data Interchange).
- "Using Energy Market Information Systems", IT systems documentation and software: http://www.aemo.com.au/About-the-Industry/Information-Systems/Using-Energy-Market-Information-Systems (Home > About the Industry > Information Systems > Using Energy Market Information Systems).

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