



AEMO WA Operations Report

Australian Energy Market Operator (AEMO)
September 2017

Security Classification

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1 Operational Issues

This section of the report outlines any operational issues encountered by the GRMS or the operational team during the month which either impacted, or had the potential to impact the delivery of WA GRMS services.

1.1 GRMS Originating Issues

This section describes operational issues which originated from the GRMS and had a direct impact either on the WA market, CGI's service levels or AEMO's adherence to the Retail Market Procedures (RMP).

There is one GRMS operational issue to report this month.

1.1.1 LATE WA MARKET REPORTS ON 1ST TO 3RD SEP (IR-AEMO-0095)

WA Market reports were delayed by 20 mins or less on 1st, 2nd and 3rd September 2017

Market Impact:

The reports below breached Retail Market Procedures by 20 mins or less on 1st, 2nd and 3rd September

- 57 BID-PUB reports breached RMP 286
- 57 MCP-TANUSA reports breached RMP 288(1)
- 57 MCP-TSS reports breached RMP 287(1)
- 54 SRQ reports breached RMP 299(1)
- 66 SS reports breached RMP 300(1)
- 24 UETW reports breached RMP 300(2)(f)
- 18 USS reports breached RMP 300(2)(a)-(e)

- 21 BID-ALLOC reports breached RMP 296(1)
- 98 DGQ reports breached RMP 302(3)
- 98 DI reports breached RMP 246(1)
- 18 INTMR reports breached RMP 228(3)
- 48 OMP-APP reports breached RMP 300(3)
- 27 UDW reports breached RMP 248(1)

SLA Impact:

The reports below failed SLA thresholds:

- 57 BID-PUB reports failed SLA primary thresholds
- 57 MCP-TANUSA failed SLA primary thresholds
- 57 MCP-TSS failed SLA primary thresholds
- 54 SRQ reports failed SLA primary thresholds
- 66 SS reports failed SLA primary thresholds
- 24 UETW reports failed SLA primary thresholds
- 18 USS reports failed SLA primary thresholds

CGI carried out data purging in the WA Production GRMS on Thursday 31st August 2017. On Friday 1st September, the Help Desk detected that the gas day calculations were taking longer than normal to complete. The Help Desk investigated the issue and identified that queries to the database were affected. It was noted that the data purging activity carried out on 31st August resulted in an Oracle database query plan not providing optimal result return time performance. The Help Desk believed that this was a one-off incident and normal query performance would resume on the following day. This did not occur. The Help Desk decided to restart the database to refresh the database and renew the database query plans. The incident was not resolved on Sunday. The Help Desk decided to take two actions on Monday.

1. To transfer the database to the Test environment and fully investigate the incident.
2. To kick off the calculations as soon as the gate point meter readings and Interval meter readings were received from the Network Operator.

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On Monday, Help Desk analysis in the Test environment identified the affected query. The Help Desk retrieved the query plan from the Test environment and deployed it to the Production database. The incident was resolved on Monday 4th September 2017.

1.2 Market Originating Issues

This section describes operational issues which originated from outside the bounds of the GRMS which caused subsequent market impact or required significant input from the CGI operational team to resolve. Market originating issues may also have had an impact on CGI's service levels and AEMO's adherence with the RMP although in most cases, CGI will claim concession from service failures resulting from issues described in this section.

There are no Market originating issues to report this month.

1.3 Operational Risks

Operational risks are situations which, if not managed appropriately may become operational issues which have the potential to impact CGI, AEMO or the WA market. Current risks which CGI are managing and of which AEMO should be aware are described below.

No new operational risks have been identified.

2 GRMS Scheduled / Unscheduled Events

2.1 Scheduled Events

The following table details all scheduled events that may have affected GRMS availability during the calendar month. Events were performed during agreed downtime periods and therefore were implemented with minimal impact to participants.

Scheduled events which have the potential to impact participants are planned to take place outside of WA business hours on a best endeavours basis or at a time agreed with participants. Times shown are EST. It should be noted that only those events which involve the ebXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
WA GRMS	Microsoft Security Patching	28-Sep-2017	17:00	180	CR/AEMO-W/0065

2.2 Unscheduled Events

The following table details unscheduled events for the calendar month. Outage minutes exclude time during agreed maintenance periods. It should be noted that only those events which involve the EbXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
-	-	-	-	-	-

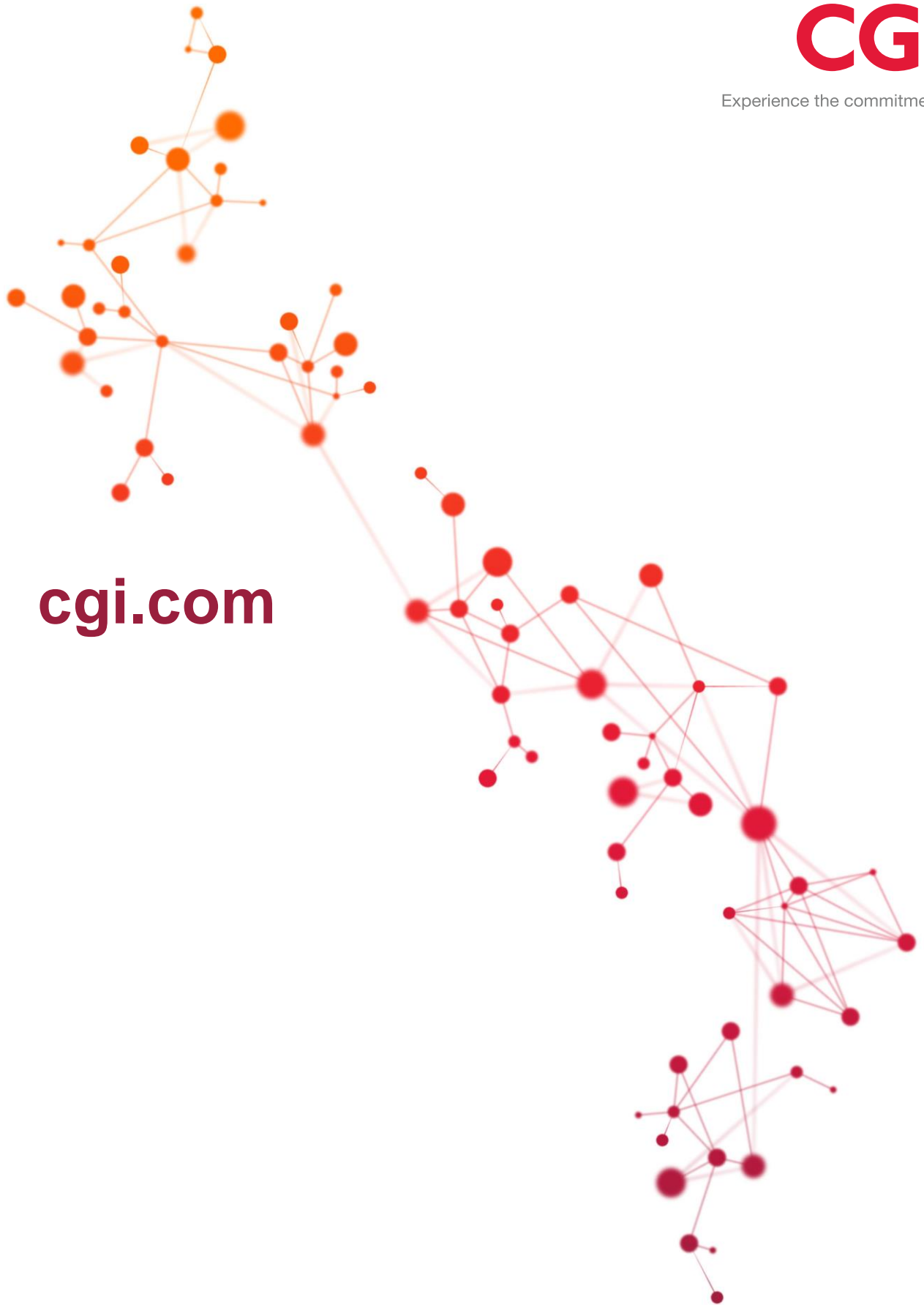
2.3 System Availability Summary

During the month, there were 30 days resulting in the following availability metrics as defined in the SOSA:

- TPA (Total Possible Availability) = 36,000 minutes
- (Based on 20hrs per day 03:00 until 23:00 each day)
- GAPS (Intervals of unscheduled downtime) = 0 minutes
- SAM (Scheduled & Agreed Maintenance) = 0 minutes

The SLA requires market system availability of 99.6%

The WA Market system was available for a total of 36,000 minutes once scheduled and agreed maintenance is excluded. This equates to an overall availability of 100.00%



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