



# WEM AND GBB (WA) PARTICIPANT MARKET OPERATIONS SUPPORT GUIDE

VERSION 3.2

Published: **July 2019**





# CONTENTS

<b>1. GUIDE OVERVIEW</b>	<b>3</b>
<b>2. SUPPORT</b>	<b>3</b>
2.1 Contacting AEMO WA Market Operations	3
2.2 Incident Severity Levels	4
2.3 Severity Level Assessment	4
<b>3. SYSTEM OUTAGE NOTIFICATION</b>	<b>4</b>
3.1 AEMO Communication with Participants	5
3.2 Planned System Outages	5
3.3 Unplanned Outages	6

# TABLES

Table 1 Communication to participants	5
---------------------------------------	---



# 1. GUIDE OVERVIEW

The Wholesale Electricity Market (WEM) and Gas Bulletin Board (GBB) Participant Market Operations Support Guide aligns with the stakeholder engagement principles documented in the AEMO Stakeholder Service Charter<sup>1</sup>.

This guide outlines the arrangements by which AEMO's WA Market Operations team will provide operational support to market participants using the WEM and the GBB(WA), and the communications protocol in the event of market system outages, both planned and unplanned.

The WA Market Operations team are responsible for day to day market operations (including operation of the Short Term Energy Market), settlement, prudential management, meter data management, registration, market analysis, stakeholder support and are the business owners for the market systems.

# 2. SUPPORT

For WEM and GBB (WA) operations and IT related issues and enquiries, please contact WA Market Operations directly.

The AEMO Information and Support Hub is available for issues, enquiries and service requests related to the NEM, east coast gas markets and WA retail gas market. The Support Hub may be contacted on **1300 236 600** or emailed at [supporthub@aemo.com.au](mailto:supporthub@aemo.com.au).

## 2.1 Contacting AEMO WA Market Operations

AEMO has 24/7 support in place for participant market related issues that arise in the WEM or GBB (WA).

Market Participants have the option of phoning WA Market Operations on **1300 989 797, Option 1**, or, for issues which are not urgent, sending an email to [wa.operations@aemo.com.au](mailto:wa.operations@aemo.com.au).

Any issues arising during office hours will be investigated as soon as possible. After hours, incidents with severity levels 1 and 2 will be progressed, with remaining incidents logged and then addressed during office hours.

Standard Market Operations (WA) hours are:

- 6:30am-5pm (WST) weekdays
- 6:30am-11:30am (WST) weekends and public holidays

During standard WA Market Operations hours, the call will go directly to a market operator. The market operator will assess the situation, and resolve, or refer for further investigation where necessary.

Outside of the standard WA Market Operations hours, the WA Market Operations contact number will be diverted to a call centre service provider Connect Call Centre Services (Connect CCS), who will perform an initial triage of issues and either refer the issue to WA Market Operations immediately by phone (with a confirmation email), or via email for assessment during standard hours, dependant on the severity level.

---

<sup>1</sup> Available at <https://www.aemo.com.au/Contact-us>



In the event that the Connect CCS cannot be reached via the standard WA Market Operations phone number, the direct number is **1300 733 101**.

## 2.2 Incident Severity Levels

In accordance with the AEMO Stakeholder Service Charter, all enquiries received will be triaged and given priority based on severity. With each severity level (1 to 4, 1 being of highest severity) having a response and resolution timeframe. A detailed outline can be found in section 1.2 of the Service Charter.

For severity levels 1 and 2 issues raised via the CCS, a market operator will contact the Participant within 15 minutes of notification from the CCS. If a response is not received within 30 minutes of the call being lodged, please contact WA Market Operations again in case contact details have been incorrectly captured.

Email will be read and assessed during standard WA Market Operations hours, with the participant contacted where necessary for further information, and then resolved, or referred for further investigation. The market operator will, as appropriate, communicate the issue to the Market and provide updates and notification of resolution.

## 2.3 Severity Level Assessment

Upon receipt of a call the market operator, or CCS agent, will ask the caller a specified set of questions in order to make an initial assessment of the issue and to have the caller determine whether the issue is severity level 1 to 4 (see Section 1.2 of the Service Charter for severity level classifications).

The questions asked by the CCS Agent relate to:

- Identification of the caller - name, contact number and organisation.
- Determination of the system impacted (WEMS or GBB (WA)).
- Determination of the environment impacted – production or trial.
- Determination of impact on the participant.

For severity level 1 or 2 issues, or any issues for which the severity level is unclear, the CCS agent will progress the issue immediately.

# 3. SYSTEM OUTAGE NOTIFICATION

System outages are required to enable hardware and software upgrades, and for disaster recovery processes to be tested.

Hardware and software upgrades can be required for several reasons, such as replacement of equipment, change of provider, maintenance, legislative change or process improvement.

Disaster recovery testing provides assurance that, should catastrophic system failure occur (due to an event such as flood or fire), the processes in place will ensure minimal disruption to the market.

### 3.1 AEMO Communication with Participants

AEMO will communicate with participants to advise of planned system outages (e.g., upgrades), and provide service updates for unplanned outages and system faults. The following table outlines AEMO’s communications protocol for WEMS and GBB (WA).

**Table 1 Communication to participants**

	Target notice period	Communication method
Emergency IT change	1 hour (if possible)	WEMS: Market Advisory GBB (WA): Email to participants
Scheduled outage: <ul style="list-style-type: none"> <li>Disaster Recovery testing</li> <li>Software upgrade</li> </ul>	2 weeks	Email to participants (including release notes for software upgrades) For WEMS an additional Market Advisory will be sent 48 hours before outage (MR 6.19.2) and another immediately at the conclusion of the outage (MR 6.19.4).
Unplanned outage	N/A	WEMS: Retrospective Market Advisory GBB (WA): Retrospective email
Return to service	N/A	WEMS: Market Advisory GBB (WA): Email notifying return to service

Participants’ requests to modify a scheduled system outage date or time should be sent as soon as practicable. Early response will increase the likelihood of AEMO being able to accommodate the request.

### 3.2 Planned System Outages

There are two types of planned outage which occur regularly:

- Disaster Recovery (DR) failover testing
- Software upgrade deployment

#### DISASTER RECOVERY FAILOVER TESTING

To mitigate risk to the WEMS and GBB (WA), AEMO duplicates the services in two data centres. At any time one WEMS and GBB (WA) site is active and the other is inactive. To assure our ability to operate from either site, AEMO will activate (switch to) the opposite site. This test is usually performed four times each year and requires a planned system outage of up to two hours.

In the event of a serious system failure a 'fail-over' would be initiated and AEMO would activate the standby site. WEMS and GBB (WA) users will automatically connect to the newly active site and need take no action in the event of either a planned or unplanned fail-over.

#### SOFTWARE DEPLOYMENT

Software versions will be available for test in the Trial environment, usually one month prior to the scheduled production release date. Release notes will be provided with the release notification. AEMO



will support the WEMS and GBB (WA) Trial environments during standard WA Market Operations hours, though production issues will always be given priority.

### 3.3 Unplanned Outages

In the event of a system failure AEMO will notify participants as soon as practicable after becoming aware of the situation. An estimated time to resolve and advice of change in expected resolution time will be provided as soon as practicable.

For WEMS, these notifications will take the form of Market Advisories.