



Five-minute settlement global settlement

May 2021

Retail Platform Industry Go-live Plan



Important notice

PURPOSE

The Retail platform industry go-live plan provides information on the retail platform cutover approach, including the cutover schedule and communications plan.

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VERSION CONTROL

Version	Release date	Changes
0.1	12 October 2020	Draft released to the SMS/GS Readiness Working Group for comment
0.2	20 November 2020	Second draft released to the SMS/GS Readiness Working Group for comment
0.3	11 December 2020	Final document released
1.0	7 May 2021	Final Document updated for Retail Platform go-live dates
1.3	31 st May 2021	Final Document updated for Revised Retail go-live dates

Executive summary

AEMO and National Electricity Market (NEM) participants are currently implementing the five-minute settlement (5MS) and global settlement (GS) market reforms and the implementation program has entered its market readiness phase.

The National Electricity Rules (NER) changes for 5MS and GS have amended or introduced new regulatory obligations on certain NEM participants and AEMO. They require significant updates or changes to market procedures, metering and market and participants' systems at various times. AEMO has a key coordination role, through collaboration with its industry working groups, to ready industry and itself for the various system and market "go-live" dates.

This paper sets out the retail platform cutover approach, including the cutover schedule and communications plan. This includes changes to the Market Settlement and Transfer Solutions (MSATs) system and the implementation of a new Meter Data Management (MDM) system.

At a high level, the Retail platform industry go-live plan:

- Describes the high-level retail platform cutover approach
- Outlines industry expectations and responsibilities
- Outlines the platform go-live decision approach and timeframes
- Details the cutover schedule including preparatory and post go-live activities
- Details the communication and notification approach during the cutover period
- Describes any contingencies that may be implemented, their communication requirements and criteria for implementing those criteria

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1. Introduction

This chapter explains the Australian Energy Market Operator's (AEMO) five-minute settlement (5MS) and global settlement (GS) implementation program. It then outlines the required metering transition for both commencements, and the associated changes to the retail platform.

1.1 AEMO's 5MS and GS implementation program

The Australian Energy Market Commission (AEMC) made the 5MS rule¹ in November 2017 and AEMO's extensive 5MS implementation program began in early 2018.² GS activities were incorporated into the program when the GS rule³ was made in December 2018 because aligning 5MS and GS implementation activities is intended to minimise costs for AEMO and market participants.

On 9 July 2020, the AEMC determined that the commencement of the 5MS rule and GS rule should be delayed by 3 months, so that they commence on 1 October 2021 and 1 May 2022 respectively.⁴

The program covers the procedural, IT system and market readiness arrangements needed to implement 5MS and GS using the following workstreams:

- Procedures – defines and implements the required changes to market procedures⁵
- Systems – designs, develops, tests, and implements changes to AEMO's market systems⁶
- Readiness – coordinates, assists and prepares AEMO and participants for the transition to 5MS and GS.⁷

AEMO's 5MS and GS implementation program has entered the market readiness phase of the project. This paper relates only to market readiness.

1.2 5MS Metering Transition

While 5MS and GS require key changes to bidding and settlement systems and processes, these market reforms require more significant changes to physical metering, metering data and standing data systems and processes:

- 5MS on 1 October 2021, when all 'Excluded' metering installations⁸ must record and provide 5-minute data
- Updating the delivery of metering settlement data via the NEM12 format and the provision of register level metering data from 1 October 2021.

¹ National Electricity Amendment (Five minute settlement) Rule 2017 No. 15, Australian Energy Market Commission, available at: <https://www.aemc.gov.au/rule-changes/five-minute-settlement>, as further amended by the National Electricity Amendment (Five minute settlement and global settlement implementation amendments) Rule 2019 No. 7, available at <https://www.aemc.gov.au/rule-changes/five-minute-settlement-and-global-settlement-implementation-amendments>

² Details of AEMO's 5MS and GS implementation program: <http://aemo.com.au/Electricity/National-Electricity-Market-NEM/Five-Minute-Settlement>

³ National Electricity Amendment (Global settlement and market reconciliation) Rule 2018 No. 14, Australian Energy Market Commission, available at: <https://www.aemc.gov.au/rule-changes/global-settlement-and-market-reconciliation>, as further amended by the National Electricity Amendment (Five minute settlement and global settlement implementation amendments) Rule 2019 No. 7, op cit.

⁴ Details on the delayed implementation of five minute and global settlement: <https://www.aemc.gov.au/rule-changes/delayed-implementation-five-minute-and-global-settlement>

⁵ Details of the procedures workstream: <https://www.aemo.com.au/initiatives/major-programs/nem-five-minute-settlement-program-and-global-settlement/system-and-procedure-documents>

⁶ Details of the systems workstream: <https://www.aemo.com.au/initiatives/major-programs/nem-five-minute-settlement-program-and-global-settlement/system-and-procedure-documents>

⁷ Details of the readiness workstream: <https://www.aemo.com.au/initiatives/major-programs/nem-five-minute-settlement-program-and-global-settlement/industry-working-groups-and-readiness>

⁸ Excluded metering installations are types 1, 2, 3 and 7, along with type 4 meters at a transmission network connection point, or distribution network connection point where the relevant financially responsible Market Participant is a Market Generator or Small Generation Aggregator.

- Unaccounted for energy (UFE) reporting from 1 October 2021, which requires:⁹
 - NMI reclassifications to reflect new connection point requirements
 - Incorporation of tier 1 basic metering data into the settlement calculation
 - Installation of required cross-boundary meters
 - Definition and profiling of non-contestable unmetered loads
- GS on 1 May 2022

⁹ Information on these changes is set out in 5MS/GS metering procedures (package #2) at: <https://aemo.com.au/Electricity/National-Electricity-Market-NEM/Five-Minute-Settlement/Procedures-Workstream/Metering-package-2---MSATS-and-SLPs>

2. Retail Platform Industry Go-live Plan Framework

2.1 Purpose of the Retail Platform Industry Go-live Plan

The Retail platform industry go-live plan describes the industry transition responsibilities and AEMO's cutover plan with respect to the deployment of the new retail platform.

Specifically, the Retail platform industry go-live plan will:

- Describe the high-level retail platform transition approach
- Outline industry expectations and responsibilities
- Outline the platform go-live decision approach and timeframes
- Detail the cutover schedule including participant impacts and required actions
- Detail the communication and notifications approach during the cutover period
- Describe contingencies that may be implemented and their communication requirements

2.2 Scope of Retail Platform Industry Go-live Plan

- In scope
 - High level transition and cutover approach
 - Industry responsibilities and expectations, including Participant Verification Monitoring
 - AEMO Platform Go/No-go decision approach and timeframes
 - Industry Cutover schedule
 - Communication and notification approach
 - Contingency and restart process and notification
- Out of scope
 - Participant deployment approaches
 - Participant roll-back plans

2.3 Transition and Cutover Principles

2.4 Principles

The Industry transition and go-live strategy principles apply to the industry retail platform go-live. These are:

1. Mandated 5MS and GS commencement dates should be met
2. NEM operations should be uninterrupted during periods of transition and go-live
3. Market system go-lives and 5MS and GS commencement risks should be minimised
4. More certainty for participants' project planning should be introduced

5. Participants should be provided with implementation flexibility where possible
6. Participants and AEMO are responsible for their own transition and go-live planning¹⁰

In addition, the following principles are specific to the industry retail platform go-live:

1. Impact on participant operations will be minimised to the extent possible
2. AEMO will independently assess and inform the industry on the go-live decision for AEMO's retail platform and communicate status during the cutover process
3. Participants will comply with the cutover plan to facilitate the cutover
4. Participants will develop their individual plans that have regard to the key activities and dates set out in the Retail platform go-live plan
5. Participants must continue to fulfil all regulatory and compliance obligations during the system cutover

2.5 Development approach of the Retail platform industry go-live plan

The Retail platform industry go-live plan is developed in consultation with industry through the 5MS and GS Readiness Working Group (RWG) and Cutover Focus Group (CFG). Table 1 below illustrates AEMO's engagement approach and timeline for developing the plan.

Table 1 Retail platform industry go-live plan development timeline

Milestone	Date
Publish first draft for industry feedback	12 October 2020
Cutover Focus Group	16 October 2020
Deadline for industry feedback	23 October 2020
Publish second draft for industry feedback	20 November 2020
Deadline for industry feedback	27 November 2020
Publish final plan	11 December 2020
Issue updated plan with confirmed schedule timings and replanned go-live date	7 May 2021
Issue Updated plan to reflect rescheduled go-live	31 st May 2021

¹⁰ Full descriptions of each principle are set out in the Industry transition and go-live strategy at: <https://www.aemo.com.au/initiatives/major-programs/nem-five-minute-settlement-program-and-global-settlement/industry-working-groups-and-readiness/industry-readiness-strategy>

3. Retail Platform Cutover Plan

3.1 Cutover Approach

The cutover of the Retail platform will be performed in a manner to minimise impact to participant's operations, while introducing AEMO's new MDM platform, and the functions required to support the introduction of five-minute metering data ahead of the five-minute rule commencement.

Prior to the cutover weekend, preparatory data migration will be performed by AEMO to minimise the outage window.

Processing of B2M transactions and B2B transactions will be stopped for periods during the cutover. The cutover will also result in the activation of the R39_p1 Schema, and for MDPs that currently send data to VPXP to send data to NEMMCO instead. The high-level cutover approach is presented in Figure 1 below.

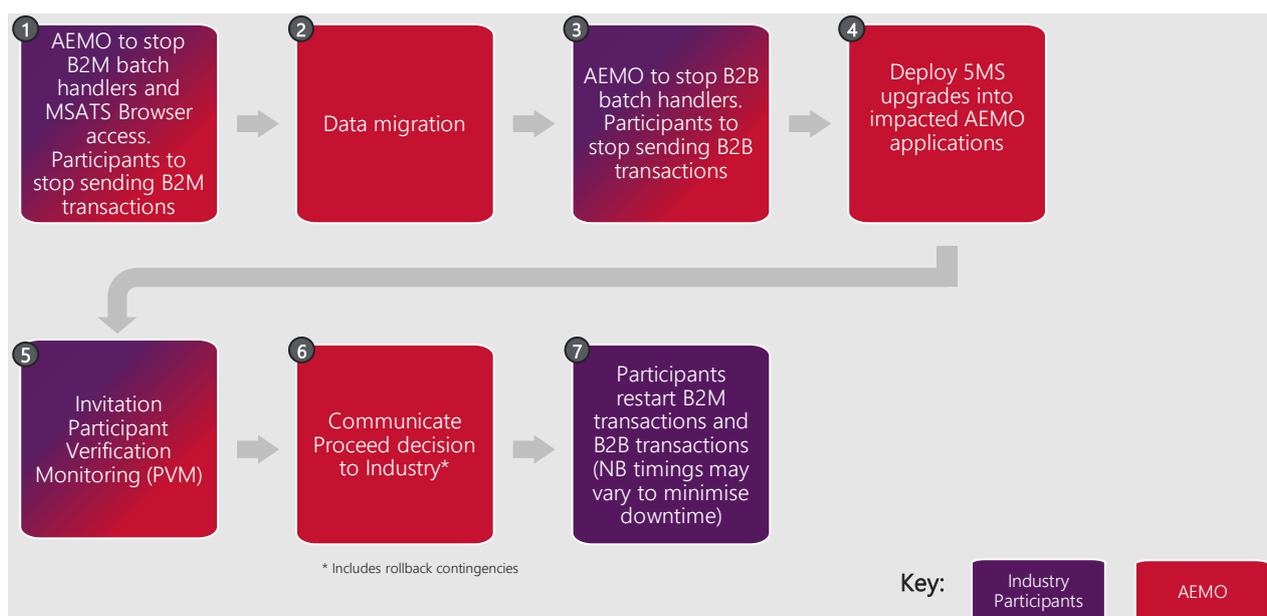


Figure 1 Retail Platform High Level Cutover Approach

3.2 Go / No-go decision

Based on the outcomes of the retail platform cutover activities, AEMO will make one of the following decisions:

- Proceed with the cutover - upgraded platform live
- Proceed with cutover, upgraded platform live, but with identified issues

- Rollback and restore to previous version of MSATS

Participants will be informed of the outcome of the cutover in line with the process and timing outlined in cutover communications (section 3.3) and the cutover schedule (section 3.4).

3.3 Cutover Communications

AEMO will provide updates to the industry regarding the retail platform cutover through AEMO Support Hub Notices and the 5MS mailing list. Participants may register to receive Support Hub Notices via email through the subscription service on AEMO's website¹¹.

There are three categories of cutover communications that participants will receive:

- General updates – provide participants with information about the status of the AEMO cutover process. This will be communicated through the 5MS mailbox.
- Support Hub Notices – provides information to the market on cutovers activities that may impact participant processes e.g. stopping B2M batch handlers. This will be communicated through AEMO's established Market Notices mailing list. All Support Hub Notices will be forwarded by the 5MS mailbox to the 5MS mailing lists.
- Issues – should any issues arise or deviations from the previously communicated processes, participants will be notified through the 5MS mailbox. If the issue or deviation is in relation to a notice previously sent through AEMO's Support Hub Notices, participants will receive a communication through this channel in addition to the 5MS mailbox.

¹¹ Participants may register for Market Notices using this web address: <https://www.aemo.com.au/subscribe>

3.4 Industry Cutover Schedule

3.4.1 Cutover Schedule ('Go' decision)

The retail platform transition cutover is scheduled to commence on Saturday 19th June, and is expected to conclude on Monday 21st June 2021. Table 2 details the retail platform cutover schedule, and the associated industry impacts and actions.

Table 2 Retail Platform Cutover Schedule ('Go' decision)

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
1	AEMO performs preparatory migration activities in readiness for the retail platform cutover	n/a	Participants to ensure MSATS B2M setting reflects schema preferences are set by Tuesday 15th June. See section 3.6.	Tue 8/06/21	Support Hub notice of planned outage provided.
2	AEMO notifies participants that B2M transactions will not be processed from 19 th June 2021 6am market time.	n/a	Participants to complete B2M transactions by 6am. Note that AEMO will not be processing B2M transactions from 6am 19 June until go-live.	Friday 18/06/21	SMS Mailbox

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
3	MDP Participants advised to stop sending meter data to VPXP	MDP ONLY - VICTUOS participants to stop sending meter data to VPXP	n/a	Sat 19/06/21 06:00 am	5MS mailbox
4	AEMO stops B2M batch handlers and confirms processing halt to participants <ul style="list-style-type: none"> AEMO stops participant inbox (6.00am) 	n/a	- No processing of meter data and CRs from this point onwards. Files will recommence processing once restarted. - B2B still operating - Stop sending B2M transactions - Acknowledge messages and clean out Inbox	Sat 19/06/21 06:00	Support Hub Notice (forwarded by 5MS mailbox)
5	AEMO stops access to the MSATS Browser	n/a	- All access to the MSATS Browser is stopped. No read access available, including NMI Discovery	Sat 19/06/21 06:00	Support Hub Notice (forwarded by 5MS mailbox)
6	AEMO stops the ability for participants to acknowledge B2M Response messages sent by NEMMCO in outbox <ul style="list-style-type: none"> AEMO moves any unacknowledged B2M Response messages still in the participant outbox to archive folder 		B2M Response messages delivered by NEMMCO to participant outbox can no longer be acknowledged.	Sat 19/6/21 07:00	

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
7	AEMO data migration commences	n/a	n/a	Sat 19/06/21 07:00	n/a
8	AEMO provides cutover progress notification during Data migration Process			Sat 19/06/21 12:00	5MS Mailbox
9	AEMO provides cutover progress notification during Data migration Process			Sat 19/06/21 18:00	5MS Mailbox
10	AEMO notifies participants that B2B transactions will not be processed from 20 June 2021 7 am market time.	n/a	- Participants prepare to stop sending automated B2B transactions. Note that AEMO will not be processing B2B transactions from 7 am 20 June 2021 until go-live. In flight transactions will not be cancelled, but held and processed once the system is restarted.	Sun 20/06/21 07:00	Support Hub Notices (forwarded by 5MS mailbox)

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
11	AEMO stops B2B batch handlers	n/a	<ul style="list-style-type: none"> - Stop sending automated B2B transactions - Participants to make arrangements for emergency B2B transactions during outage period - Acknowledge messages and clean out Inbox 	Sun 20/06/21 07:00	
12	AEMO commences deployment updates to market applications	n/a	n/ a	Sun 20/06/21 08:00	n/a
13	AEMO re-establishes access to participant file share AEMO restarts B2M and B2B batch handlers and updates access for NEMMCO and PVM participants B2B processing (except metering data delivery to NEMMCO) available		Participant access to file share re-established. B2B processes restarted. Participants continue to hold B2M transactions	Sun 20/6/21 14:00	5MS Mailbox
14	AEMO provides cutover progress notification			Sun 20/6/21 14:30	5MS Mailbox
15	AEMO provides cutover progress notification			Sun 20/6/21 18:30	5MS Mailbox
16	AEMO provides cutover progress notification			Sun 20/6/21 22:00	5MS Mailbox

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
17	Advise selected participants PVM can start	Selected MDP to provide sample MDMT / MDRD files to confirm end to end ingestion processing	Continue Hold on Business 2 Market transactions(B2M) until notified of go-live decision	Sun 20/06/21 22:00	Mail from SMS cutover team to selected participants
18	AEMO performs PVM following deployment of Retail Platform See section 3.8	Select MDP participants perform PVM with AEMO	-	Sun 20/06/21 22:00	n/a
19	AEMO informs participants of Full Market Go-live – including any restrictions on processing and issues that may impact participant processing identified during PVM This timing may be extended by the program to allow remediation of issues to support a Delayed go-live – in preference to Rollback and reschedule See section 3.5 Communication of expected go-live communication provided via	n/a	MSATS Browser available	Mon 21/06/21 04:00	SMS mailbox / support Hub Bulletin

#	AEMO actions	Industry Impacts and actions		Planned Start Time (Market Time, Approximate only)	Communication Channel
		Specific Role	All Roles		
	In the event of a rollback, please see section 3.4.2				
20	AEMO recommences processing and monitors B2M transactions -AEMO updates access for all participants B2M batch Handlers	MDP restart B2B metering Data delivery processing MDP restart B2M metering Data Delivery- initial delivery of Friday and Saturday Metering Data to be delivered to support Tuesday settlement run. MDP delivery to be staggered to ensure backlog processing is effective	- Processing of B2M/ transactions restarts MSATS Browser Available -	Mon 21/06/21 04:00	5MS mailbox
21	AEMO notifies participants that R31.p1schema has been implemented See section 3.7	n/a		Mon 21/06/21 04:00	5MS mailbox
22	MDP Participants advised to change to party participant from VPXP to NEMMCO See section 3.6	MDP ONLY - VICTUOS participants change destination from VPXP to NEMMCO	n/a	Mon 21/06/21 04:00	5MS mailbox
23	AEMO provides general updates, including periodic updates on B2M and B2B transaction data backlog processing	n/a	n/a	Daily from 21/06/21	5MS mailbox

3.4.2 Cutover Schedule ('No-go' decision)

In the event that AEMO does not proceed with a 'go' decision, and decides to rollback and restore the system, the process detailed in Table 3 will apply. Note that timings and any updates to process will be reconfirmed after the AEMO dress rehearsal, with the revised plan provided on 1 February 2021.

Table 3 Retail Platform Cutover Schedule ('No-go' decision)

#	AEMO actions	Industry Impacts and actions		Potential Start Time	Communication Channel
		Specific Role	All Roles		
16B	AEMO informs Participants of the Revert decision B2B batch handlers are stopped B2M batch Handlers remain stopped	n/a	- Ensure that systems can be compatible with AEMO's retail platform pre-cutover. Prepare to resend market transactions since cutover commencement - Participants continue to utilise emergency B2B processes during B2B outage	Sun 20/06/21 22:00	Support Hub Notices (forwarded by 5MS mailbox)
17B	AEMO performs Restoration and technical verification	n/a	n/a	Sun 20/06/21 22:00	n/a
18B	AEMO notifies stakeholders of completion of rollback	n/a	- Resume market operations	Mon 21/06/21 13:00	5MS mailbox
19B	AEMO informs participants that have conducted market transactions outside	n/a	- Participants will have to be prepared to manage	Mon 21/06/21 13:00	5MS mailbox

#	AEMO actions	Industry Impacts and actions		Potential Start Time	Communication Channel
	of market systems to process and acknowledge transactions via B2M to update market		and process transactions after system restart.		
20B	AEMO provides general updates, including periodic status on B2M and B2B transaction data backlog processing	n/a	n/a	daily from 21/06/21	SMS mailbox

3.5 Extension of Cutover Window – Fix on Fail

In the event of issues during the cutover, the project team may delay the notification of go-live and extend the B2M outage on Monday 21st June to resolve the identified issues. This is based on the principle that B2B services have been restored Sunday 20th at 22:00. Progress updates will be provided via 5MS mailbox, including expected time of B2M go-live

3.6 VPXP

VICTOUS participants are advised to stop sending meter data to the 'VPXP' participant after the cutover, and instead send metering data to the 'NEMMCO' participant. Any meter reads sent to the 'VPXP' participant will be acknowledged and archived but will not be loaded into the MDM. Delivery of metering data must commence to the "NEMMCO" participant

3.7 R39_p1 schema update

The MSATS B2M schema will be updated to R39_p1 at the retail platform cutover. Prior to the cutover, participants should ensure MSATS B2M setting reflects schema preferences. Note that participants' inboxes will have to be cleared before schema settings are updated.

The following participant schema settings are available for selection:

- Latest means the participant is set up to receive both current and next projected future version of aseXML-compliant files.
- Current means the participant can receive files compliant to the current aseXML version.
- Superseded means the participant can receive files compliant to the superseded aseXML version and needs to change over their receiving system before the next aseXML version release.

Pre - cutover		Post – cutover	
Schema settings	Schema version	Schema settings	Schema version
"Superseded"	R31	Schema no longer supported, please manually update to r35 or 39	R31
"Current"	R35	Updates to "Superseded"	R35
"Latest"	R35	Updates to "Current"	R39_p1

Participants that wish to stay on the R35 schema should ensure schema settings are set to 'Current' and not 'Latest' prior to cutover commencing. Participants on the superseded R31 schema will need to manually update to a newer schema version R35 or R39_p1.

Participants that wish to transition to the R39_p1 schema will need to ensure their schema setting is set to 'latest',

Note that the B2B R38 schema is unaffected by this update.

3.8 Participant Verification Monitoring (PVM)

Before the completion of the retail platform cutover, AEMO intends to perform Participant Verification Monitoring (PVM). The purpose of PVM is to have participants confirm the ability to process market transactions, or identify issues prior to recommencement of market systems.

AEMO intends to initially conduct PVM with the "NEMMCO" participant over a sample of transactions. PVM with select MDPs, to confirm the processing of metering data delivery transactions prior to the industry go-live decision. Select data delivery transactions in both MTRD and MDMT format will be confirmed as key component of the PVM

3.9 Post Go-Live Support

AEMO will be supporting participant queries and issues through AEMO's Support Hub as per normal processes. Participants should raise any issues through this channel. AEMO will communicate any interruptions to processing through normal channels. These channels are supported during the initial period of production by the 5MS programs hyper care support

The AEMO 5MS program will also organise post-go-live open Q&A sessions as required.

3.10 Contingencies

The scenario of the AEMO retail platform failing to cutover on the scheduled date is documented in the Industry Readiness Contingency Plan under the scenario ID 'C10', as detailed in Table 4.

If AEMO chooses to rollback and restore the retail platform, participants will be informed of the decision to revert in line with communications process outlined in section 3.4.2. Participants should:

- Be prepared to manage any unacknowledged transactions after system restart. Note that the technical approach to the rollback is still being confirmed.
- Ensure that their organisations systems are compatible with AEMO’s existing retail platform after the rollback.
 - MDPs planning to implement MDFF delivery to AEMO on the cutover weekend will have to ensure they can continue to deliver meter data in MDMT format, and continue VICTOUS delivery with 'VPXP' as the 'to' party

Table 4 Contingency Scenario – AEMO retail platform failing to cutover

Industry Risk Ref	Contingency Scenario	Scenario Description	Priority (H/M/L)	Likelihood (H/M/L)	Impacted Stakeholders	Triggers	Monitoring Mechanism	Response
R20	C10 - AEMO MDM platform cutover failure	Cutover process and production validations not successfully completed for MDM platform deployment as required by Cutover plan.	H	L	AEMO, Impacted Participants	AEMO milestones states that deployment/cutover has been delayed Decision to rollback at the go/no-go decision point as outlined in the cutover schedule	Cutover plan	- Roll back release - Perform impact assessment and recommend preferred response e.g. alternative timings, assessment needs to consider materiality and duration of the delay and flow on consequences to participants being able to meet minimum criteria for 5MS/GS commencements and broader market. - Allow adequate time for testing.

Glossary

This document uses many terms that have meanings defined in the National Electricity Rules (NER). The NER meanings are adopted unless otherwise specified.

Term	Definition
5MS	Five-minute settlement
AEMC	Australian Energy Market Commission
AEMO	Australian Energy Market Operator
B2B	Business to business i.e. business to business transactions
B2M	Business to market i.e. business to AEMO transactions
Cutover	System implementation event
CFG	Cutover Focus Group
DNSP	Distribution network service providers
GS	Global settlement
Industry testing	Informal, uncoordinated testing by participants in AEMO's IT environments
MDP	Metering data provider
MSATS	Metering, settlement and transfer solution
NEM	National electricity market
NER	National electricity rules
PVM	Participant verification monitoring
RWG	Readiness working group
Transition	Process of shifting from current to future operating state