

---

# Guide to NEM Credit Support

---

**0.04 Draft**  
**November 2020**

View and analyse the Credit Support status

# Important Notice

## **PURPOSE**

This Guide to NEM Credit Support (Guide), prepared by AEMO, provides guidance for NEM Credit Support under the National National Electricity Rules (NER) (Rules).

## **NO RELIANCE OR WARRANTY**

This document does not constitute legal or business advice, and should not be relied on as a substitute for obtaining detailed advice about the National Gas or Electricity Law, the Rules or any other applicable laws, procedures or policies. While AEMO has made every effort to ensure the quality of the information in this Guide, neither AEMO, nor any of its employees, agents and consultants make any representation or warranty as to the accuracy, reliability, completeness, currency or suitability for particular purposes of that information.

## **LIMITATION OF LIABILITY**

To the maximum extent permitted by law, AEMO and its advisers, consultants and other contributors to this Guide (or their respective associated companies, businesses, partners, directors, officers or employees) are not liable (whether by reason of negligence or otherwise) for any errors, omissions, defects or misrepresentations in this document, or for any loss or damage suffered by persons who use or rely on the information in it.

## **TRADEMARK NOTICES**

Microsoft is a trademark of Microsoft Corporation in the United States and/or other countries.  
Oracle and Java are registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

## **DISTRIBUTION**

Available to the public.

## **DOCUMENT IDENTIFICATION**

Business custodian: Team Lead, Prudentials, Strategy and Markets  
IT custodian: Team Lead, Settlements & Prudential Systems  
Prepared by: Technology, Technical Writers

## **VERSION HISTORY**

Version 0.04 Updates to include latest changes to the UI. .  
Last update: Thursday, 5 November 2020 1:17 PM

## **DOCUMENTS MADE OBSOLETE**

The release of this document changes any previous versions of Guide to NEM Credit Support and Credit Support Webpage User Manual.

## **FEEDBACK**

Your feedback is important and helps us improve our services and products. To suggest improvements, please contact AEMO's support hub.

# Contents

<b>Introduction</b> .....	<b>1</b>
Purpose .....	1
Audience .....	1
What's in this guide .....	1
How to use this guide .....	2
<b>Need to know</b> .....	<b>3</b>
Related rules and procedures .....	3
System requirements .....	3
Supported web browsers .....	5
User rights access .....	5
Setting a participant .....	6
<b>About NEM Credit Support</b> .....	<b>7</b>
What NEM Credit Support is for .....	7
Who can use NEM Credit Support .....	7
How to use NEM Credit Support .....	7
Accessing NEM Credit Support .....	7
<b>Using Credit Support portal</b> .....	<b>9</b>
Current active credit support details .....	10
Maximum Credit Limit (MCL) details .....	11
Building scenarios .....	12
<b>Example Scenarios</b> .....	<b>15</b>
Scenario 1 – Adding a Bank Guarantee .....	15
Scenario 2 – Returning an existing Bank Guarantee before its expiry date .....	16
Scenario 3- Exchanging a bank guarantee .....	18
<b>NEM Alert Notifications</b> .....	<b>20</b>
Set up notification messages .....	20
Sample notification messages .....	21
<b>Needing Help</b> .....	<b>26</b>
AEMO's support hub .....	26
Information to provide .....	26
Feedback .....	27

**Rules Terms** .....28

**Glossary** .....29

**References** .....32

**Index** .....33

# Introduction

The Credit Support portal is a web-based interface implemented in the MMS web browser to provide a facility for the NEM Participants to view and analyse their Credit Support status.

The page features a Status section which provides the current picture of a Participant's credit support and a Scenario Analysis section which allows the NEM Participants to experiment with their Bank Guarantee structure without the changes being saved into the Market Management System.

## Purpose

Provides a facility for the NEM Participants to view and analyse their Credit Support on the EMMS Markets web portal

## Audience

This document is relevant to market participants in the NEM who require an understanding on the NEM Credit Support web interface in the EMMS web portal.

## What's in this guide

**Need to know on page 3** explains what you need to know before you start using NEM Credit Support.

**About NEM Credit Support on page 7** explains the NEM Credit Support web application, who it is for, and how to access it, and how to use the common interface features such as selecting a unit ID, date and so on.

**Using Credit Support portal on page 9** explains the web page components, the graphs and table details.

**Example Scenarios on page 15** describes some mock scenarios for participants to create, edit and remove bank guarantees and see how their Credit Support position changes based on those values.

**NEM Alert Notifications on page 20** provides details on the different NEM Alerts for Credit Support and samples for each alert.

**Needing Help on page 26** provides information to assist participants with IT related issues, requesting assistance from AEMO, and using the Set Participant option.

**References on page 32** contains a list of resources mentioned throughout this guide.

**Rules Terms on page 28** provides a list of rules terms mentioned in the guide.

**Glossary on page 29** explains the terms and abbreviations used throughout this guide.

**Index on page 33**

## How to use this guide

- This guide is written in plain language for easy reading.
- Where there is a discrepancy between the National Electricity Rules (NER), and information or a term in this document, the National Electricity Rules (NER) takes precedence.
- Where there is a discrepancy between the Procedures, and information or a term in this document, the Procedures take precedence.
- **Text in this format** indicates there is a resource on AEMO's website, for details, see **References on page 32**
- **Text in this format** indicates a link to a related resource.
- Actions to complete in the web portal interface are **bold and dark grey**.
- Rules terms used throughout this guide are listed on page **28** and defined in the National Electricity Rules (NER).
- Glossary terms are capitalised and have the meanings listed against them (**see page 29**).
- References to time are Australian Eastern Standard Time (AEST).

# Need to know

Related rules and procedures .....	3
System requirements .....	3
Supported web browsers .....	5
User rights access .....	5
Setting a participant .....	6

## Related rules and procedures

The following rules and procedures relate to NEM Credit Support:

- **Guide to AEMO Credit Support Management** - Provides guidance on managing the NEM Credit Support under the NER.

## System requirements

You access the web application using a web browser. You require:

- The website address where the application is located on AEMO's network:
  - Pre-production: <https://portal.preprod.nemnet.net.au>
  - Production: <https://portal.prod.nemnet.net.au>
  - Markets Portal help: <https://portal.preprod.nemnet.net.au/help>
- A compatible web browser. For help, see **Supported web browsers**.
- Access to MarketNet. If your company is a registered participant, you probably already have access because it is set up during the registration process. For more details, see **Guide to Electricity Information Systems**.
- A monitor capable of 1024 x 768 screen resolution.
- A user ID and password provided by your company's participant administrator (PA) who controls access to AEMO's market systems. For more details see **Guide to User Rights Management**.

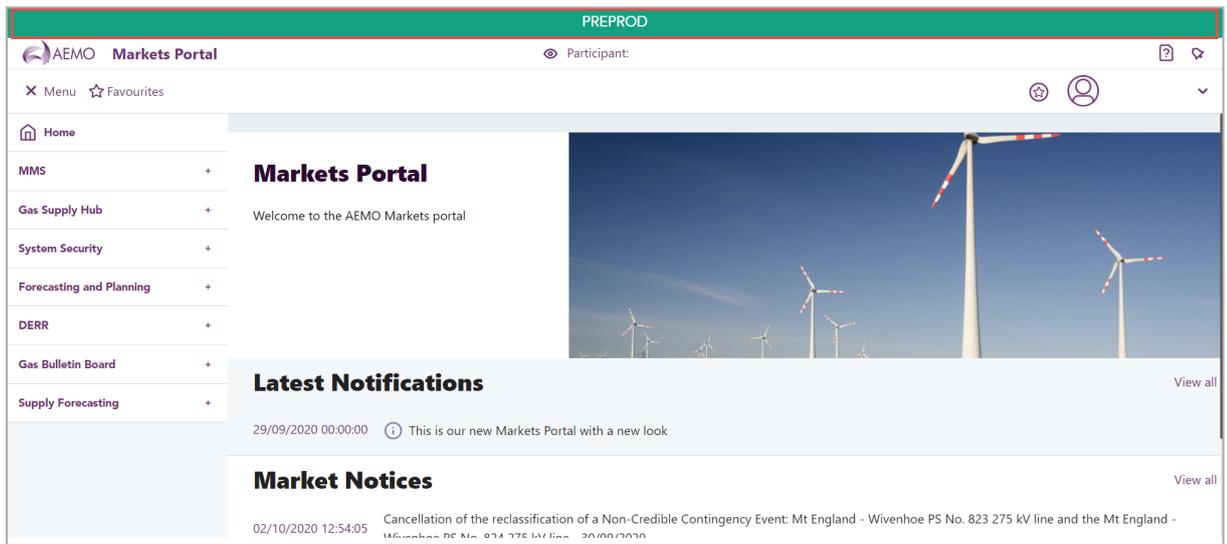
The web application runs on both Windows and Unix-like operating systems.

PAs are set up during the registration process, if you don't know who your company's PA is, contact AEMO's support hub.

## Environment access

The Markets Portal gives you a clear indication of the environment you are working in by providing a different banner colour for the menu:

- The Pre-production environment has a **green** banner at the top with the Pre-production text.



- The production environment has no banner.

## Supported web browsers

Markets Portal runs on both Windows and Unix-like operating systems. To access the Markets Portal, AEMO recommends the following web browsers:

Browser	Platform	Current	More information
Microsoft Internet Explorer	Windows	IE11	<a href="https://www.whatismybrowser.com/guides/the-latest-version/internet-explorer">https://www.whatismybrowser.com/guides/the-latest-version/internet-explorer</a>
Microsoft Edge (Microsoft recommended)	Windows 10	Edge	<a href="https://www.microsoft.com/en-au/windows/microsoft-edge">https://www.microsoft.com/en-au/windows/microsoft-edge</a>
Google Chrome	All platforms	Latest	<a href="https://www.whatismybrowser.com/guides/the-latest-version/chrome">https://www.whatismybrowser.com/guides/the-latest-version/chrome</a>

**For the best experience, AEMO recommends using the current or previous version of Google Chrome.**

## User rights access

To access NEM Credit Support, Participant Users must have the appropriate user rights access. The access right determines the functionalities and transactions you can use to access the web portal, batch interfaces, FTP, and API services.

Participant Administrators (PAs) authorise Participant User access in MSATS. The initial PA is set up by the AEMO system administrator as part of the registration process.

Your company's participant administrator (PA) grants you permission to use NEM Credit Support.

The entity required for access is:

- MMS\_CREDITSUPPORT: EMMS - Settlements - Credit Support

## Set participant

Where a Participant User has user rights assigned by more than one Participant ID, the Participant User selects the Participant ID they want to represent using the **Set Participant** option. For help, see [Setting a participant below](#).

For more details about participant administration and user rights access, see [Guide to User Rights Management](#).

## Setting a participant

Where a Participant User has user rights assigned by more than one Participant ID, they select the Participant ID they want to represent using the **Set Participant** option, without having to log out, change IDs and log in again.

**When you are using the Set Participant function, you can only log into the Markets Portal once on the same computer.**

The participant you are acting for displays in the web portal interface. For permission to see other participant IDs using Set Participant, see your company's PA.

# About NEM Credit Support

<b>What NEM Credit Support is for</b> .....	7
<b>Who can use NEM Credit Support</b> .....	7
<b>How to use NEM Credit Support</b> .....	7
<b>Accessing NEM Credit Support</b> .....	7

NEM Credit Support is the total of all current credit support instruments (bank guarantees) that have been lodged with AEMO by the Market Participant, less any amounts drawn by AEMO under the terms of those instruments. Market Participants must maintain credit support at a value equal to or greater than the MCL.

## What NEM Credit Support is for

The NEM Credit Support portal allows the Registered Participants to view and analyse their credit support status.

## Who can use NEM Credit Support

Registered *Market Participants*, and AEMO have access to the information in the system in accordance with the National Electricity Rules (NER).

## How to use NEM Credit Support

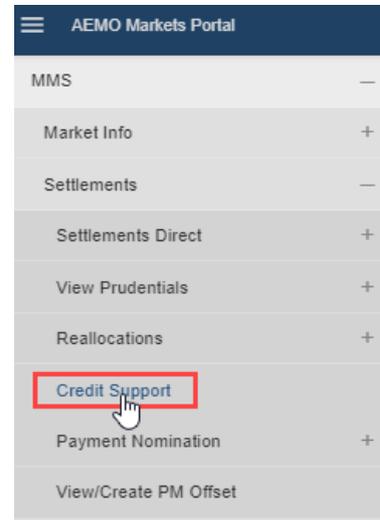
The portal features a graphical representation of the Participant Guarantee Totals vs Participant MCL, graph for the Guarantee Lifespan. The portal also provides details about the Current Active Credit Support, Maximum Credit Limit (MCL).

## Accessing NEM Credit Support

- Using your web browser, access the web portal, either:
  - 5MS Staging: <https://portal.5ms.staging.test.marketnet.net.au/#/menu>
  - Pre-production: <https://portal.preprod.nemnet.net.au/>
  - Production: <https://portal.prod.nemnet.net.au/>

2. Click **Energy Market Systems** and sign in using the user ID and password provided by your company's Participant Administrator (PA).
3. On the left navigation pane, click **MMS**, then **Settlements** and then **Credit Support**.

The new Credit Support page opens displaying the graphs and credit support details.

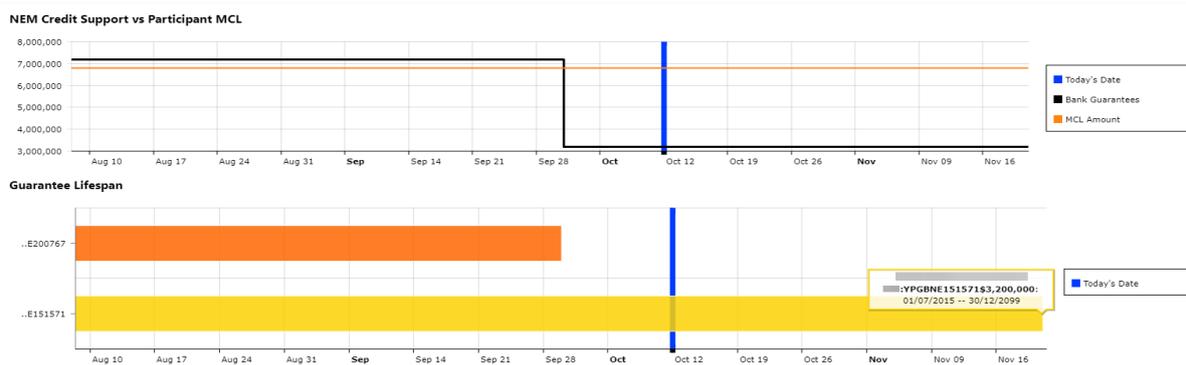


# Using Credit Support portal

Current active credit support details .....	10
Maximum Credit Limit (MCL) details .....	11
Building scenarios .....	12

The NEM Credit Support page consists of the following details:

- A graph that provide a view of a Company's Credit Support Status against the Company's Maximum Credit Limit (MCL).
- A graph depicting the lifespan of all available Bank Guarantees.



The image above consists of two aligned graphs that should be read/analysed concurrently.

1. **Participant Guarantee Totals Vs Participant MCL** - provides the total of all active credit support against the Company's Maximum Credit Limit (MCL). This graph displays data for a period that spans 65 days in the past to 40 days in the future from the current date.
2. **Guarantee Lifespan Chart** - displays individual Credit Support/Bank Guarantees in a Gantt chart. This graph displays data for a period that spans 65 days in the past to 40 days in the future from the current date.

Other components include:

- **Graph Legend** - uses colours to guide the user while analysing the graphs.

The colours are as follows:

- **Blue** indicates today's date
- **Orange** indicates the Maximum Credit Limit amount.
- **Black** indicates the Credit Support amount.

The NEM Credit Support web page also consists of the following data sections:

- **Current Active Credit Support** - displays the details of each current active Bank Guarantees of a Company. Also, allows participants to create mock scenarios by adding bank guarantees.
- **Maximum Credit Limit (MCL)** - displays the currently active MCL details and any upcoming MCL reviews yet to be effective.

Other components include:

- **MCL Schedules** - displays the MCL schedule in the Settlements page of the AEMO website.
- **Export as CSV** - exports the data in the given section to a .csv file.

For example, using the Export as CSV for the Current active credit support table, downloads an Excel sheet with the values as shown below:

ID	BankName	CommencementDate	ExpiryDate	Amount
DG765793418a		Fri Nov 22 2019 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Sun Mar 29 2020 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	3000000
DG825103418		Tue Nov 26 2019 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Tue Jun 30 2020 00:00:00 GMT+1000 (Australian Eastern Standard Time)	2500000
DG827663418		Sun Mar 15 2020 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Tue Jun 30 2020 00:00:00 GMT+1000 (Australian Eastern Standard Time)	5000000
DG841163418		Fri Feb 07 2020 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Wed Jun 30 2021 00:00:00 GMT+1000 (Australian Eastern Standard Time)	10000000
GXLR17228		Mon Dec 01 2014 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Thu Dec 30 9999 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	1000000
GXLR22477		Thu Oct 29 2015 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	Thu Dec 30 9999 00:00:00 GMT+1100 (Australian Eastern Daylight Time)	1000000

## Current active credit support details

The current active credit support allows the participants to view all existing active bank guarantees within the with the following details:

Current Active Credit Support				
Guarantee ID	Bank Name	Commencement Date	Expiry Date	Amount
YFGBNE200767		14/04/2020	30/09/2020	\$4,000,000.00
YPGBNE151571		01/07/2015	30/12/2099	\$3,200,000.00

- **Guarantee ID:** a unique identifier for each bank guarantee added.
- **Bank ID:** a unique identifier for the bank
- **Bank Name:** the name of the bank
- **Commencement Date:** the start date of the bank guarantee
- **Expiry Date:** is the least of expiry date or the return date (if the participant cancels the guarantee prematurely).
- **Amount:** the bank guarantee amount. This value is highlighted in yellow, if the guarantee expires within 30 days.

A credit support status is considered active until the expiry date is complete or AEMO has returned the bank guarantee.

You can also use this section to build mock scenarios and see how the graphs change based on the newly added bank guarantee. For more information on building scenarios, see [Building scenarios on the next page](#).

You can sort the rows in this section by clicking the tiny up and down arrows beside the column name.



## Maximum Credit Limit (MCL) details

The Maximum Credit Limit (MCL) section allows the participants to view the following details:

MCL	MCL Schedules	Export As CSV
Effective Date	Calculated MCL	
01/04/2020	\$6,800,000.00	

- **Effective Date:** a date at which the Calculated MCL is effective.
- **Calculated MCL:** The Maximum Credit Limit (MCL) is the latest effective maximum credit limit determined by AEMO for the Market Participant. It is equal to the value shown on the most recent MCL review letter issued by AEMO.

The MCL table displays the MCL requirement for every single day during the active period.

## Building scenarios

The scenario builder option allows participant users to add, delete and edit mock-up Bank Guarantees. The associated graphs and numerical data are updated in real time. The aim of the page is to assist participants in planning and managing Bank Guarantees at the present time and in the future.

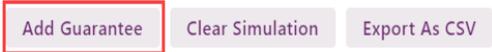
**The mock-up Guarantees are not saved into the Market Management System and therefore will not be counted as current/active Bank Guarantees in the Status Page. Information will be discarded when the page is closed.**

## Adding bank guarantees

To add a bank guarantee:

1. In the Current Active Credit Support section, click Add Guarantee.

The Add Bank Gurantee (Simulated) window opens.



**Add Bank Guarantee (Simulated)** ✕

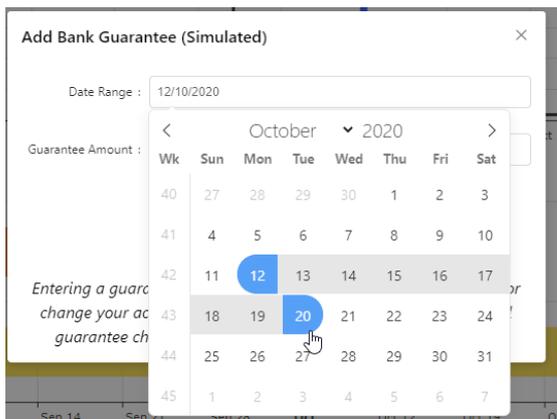
Date Range :

Guarantee Amount :

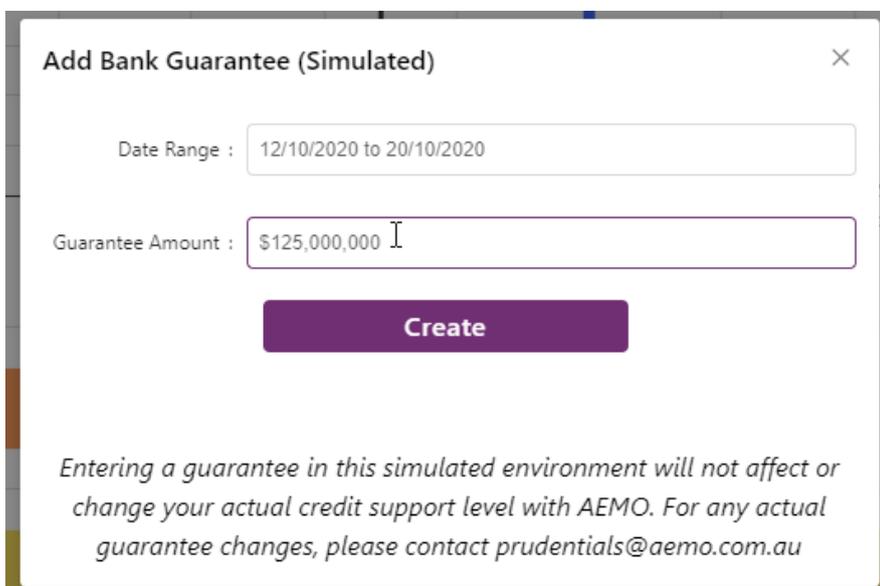
Create

*Entering a guarantee in this simulated environment will not affect or change your actual credit support level with AEMO. For any actual guarantee changes, please contact prudentials@aemo.com.au*

2. Select a date range by spanning over the date Commencement and Expiry dates.



3. Next, add a Guarantee Amount.



4. Click Create.

This adds a new entry in the Guarantee Lifespan graph with an Guarantee ID and updates both the graphs based on the dates and the guarantee amount.

The Current Active Credit Support section updates with the details, if the mock bank guarantee is within the active period.

### Editing bank guarantees

To edit a bank guarantee:

1. Select a Bank Guarantee from the Current Active Credit Support table.
2. Click the Expiry Date in the table to start editing.
3. Edit the date.
4. Click anywhere on the webpage to commit the changes in the screen.

The difference between an actual bank guarantee and a mock value is the absence of the bank name field for the mock bank guarantee, instead the Bank name field says **Entry for simulation only.**

Commencement Date	Expiry Date
14/04/2020	Wed Sep 30 2020 00:00:00 GMT
01/07/2015	30/12/2099

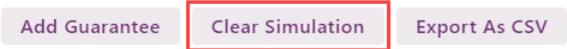
The graphs are updated to reflect the new expiry dates.

### Clearing bank guarantees

To clear a bank guarantee:

1. In the Current Active Credit Support section, click Clear Guarantees.

This removes all the mock entries you have added from the Guarantee Lifespan graph.



# Example Scenarios

## Scenario 1 – Adding a Bank Guarantee

Company A currently has a Credit Support Status of Expired, meaning their Bank Guarantee is less than their MCL.

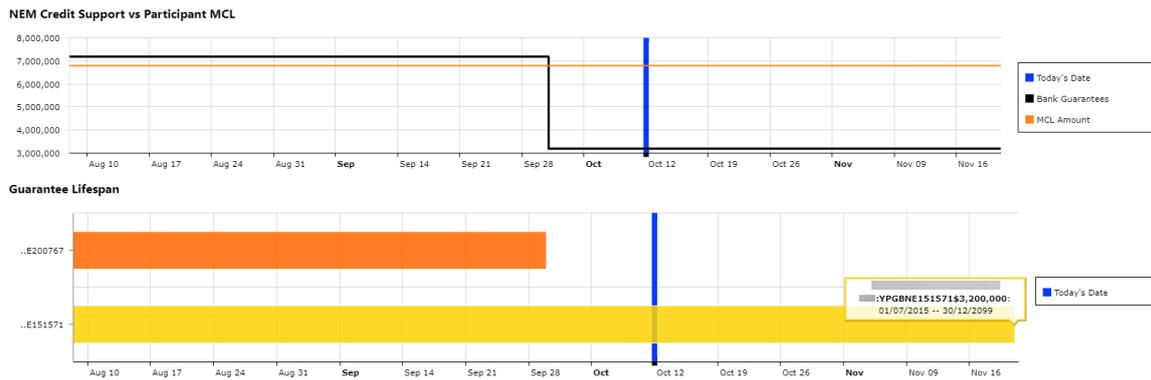


Figure 1 Illustrates the current Status Page of Company A

Start adding a new mock-up Bank Guarantee by following the instructions below:

1. In the Current Active Credit Support section, click the **Add Guarantee** button to add a new mock Bank Guarantee.

**Add Bank Guarantee (Simulated)** ✕

Date Range :

Guarantee Amount :

**Create**

*Entering a guarantee in this simulated environment will not affect or change your actual credit support level with AEMO. For any actual guarantee changes, please contact prudentials@aemo.com.au*

2. The Graph and the Details Tab View Section will be updated accordingly.

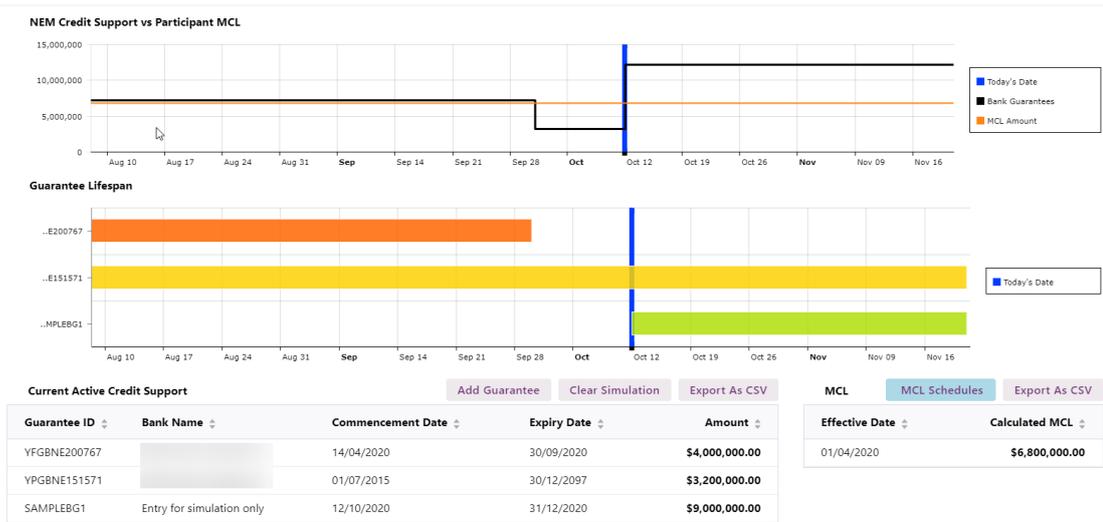


Figure 2 Illustrates the Scenario Builder page, after addition of a mock-up Bank Guarantee with updated graphs for Company A.

The mock bank guarantee updates the graphs and the Current Active Credit Support section to show that the company is now back above the required MCL amount value.

## Scenario 2 – Returning an existing Bank Guarantee before its expiry date

Company B’s Credit Support Status is currently showing above the required MCL value. They want to see the results/effect in their Credit Support Status if some of their Bank guarantees are returned before their expiry.

The Scenario Builder Page provides a facility to return an existing Bank Guarantee before its expiry. The page will show the resultant graphs and Credit Support Status after a Bank Guarantee has been returned.

**Please note that returning a Bank Guarantee in the Scenario Builder page will not be saved into the Market Management System. This page is only for simulation purposes which will allow users to plan ahead and analyse their Credit Support instruments.**

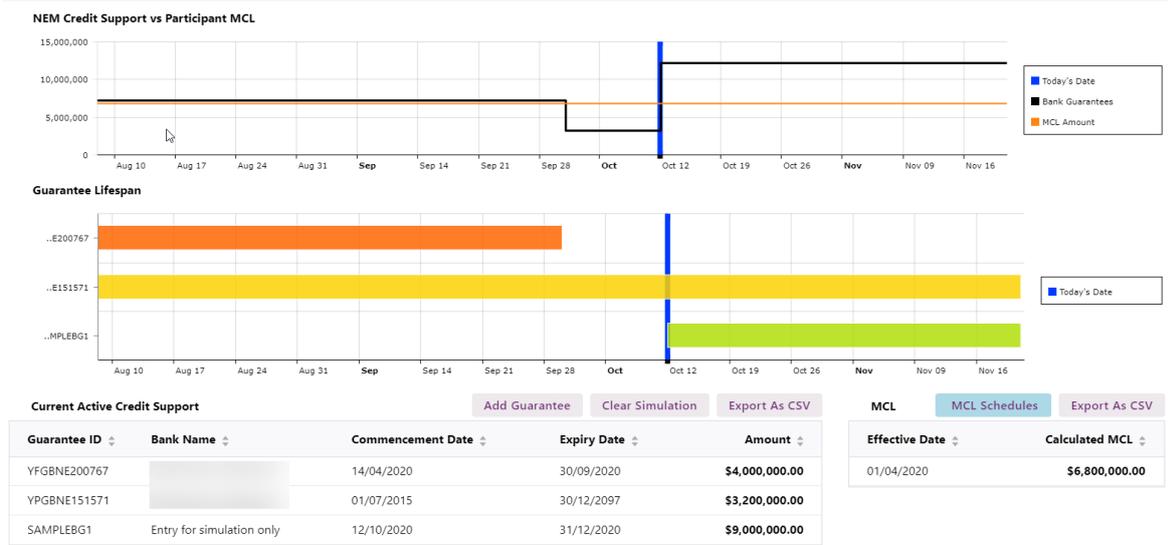


Figure 3 Illustrates the current Status Page of Company B

Start returning a Bank Guarantee by following the instructions below:

1. Select a Bank Guarantee from the Current Active Credit Support table.
2. Click the Expiry Date in the table to start editing.
3. Edit the date.
4. Click anywhere on the webpage to commit the changes in the screen.

12/10/2020

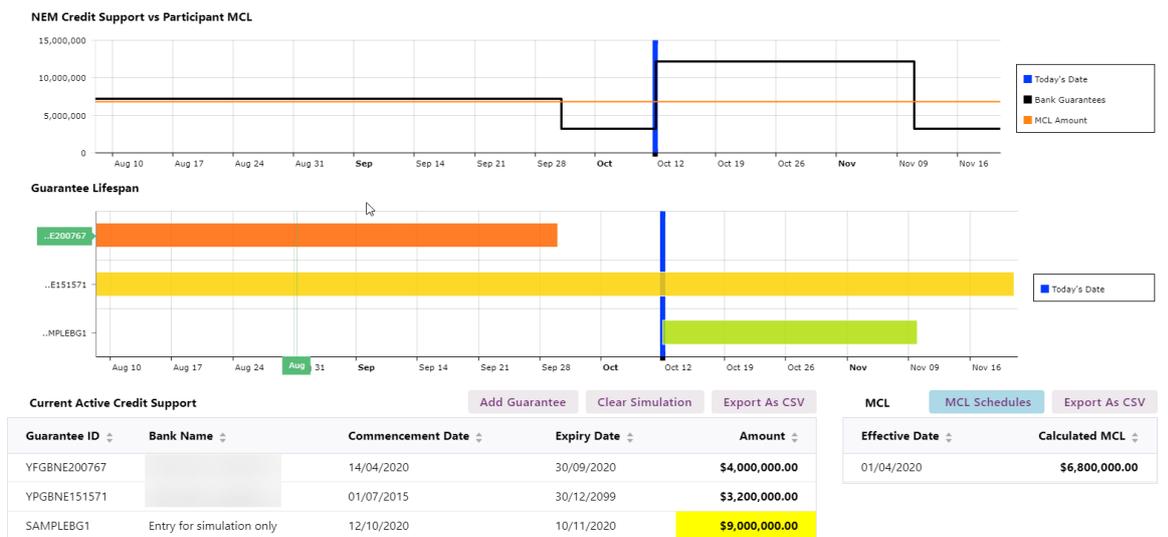


Figure 4 Illustrates the Scenario Builder Page with Bank Guarantee Grt-B returned early

The figure above shows the result of Bank Guarantee returned on the date 10/11/2020 instead of 31/12/2020.

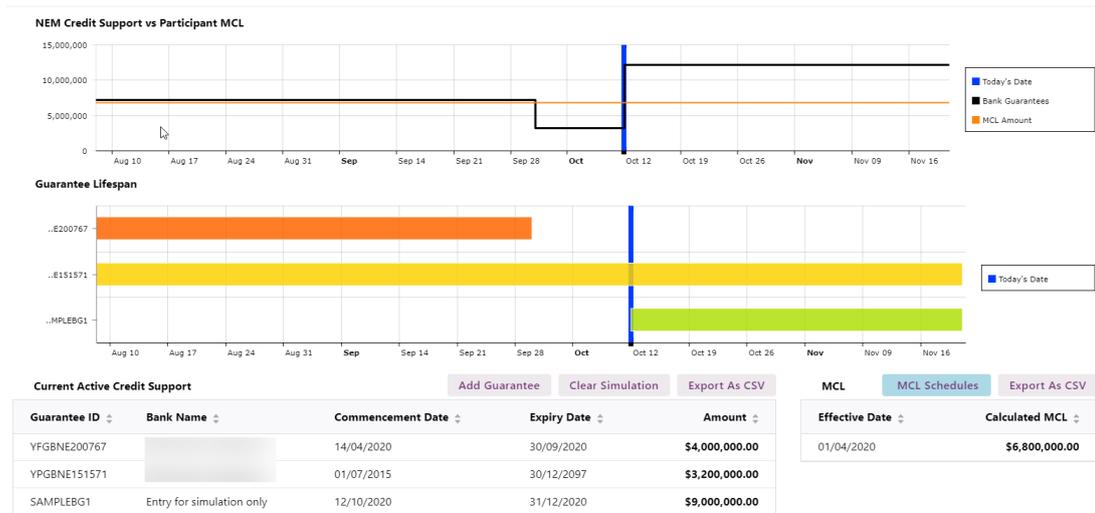
In this scenario, clearing a bank guarantee should revert any simulation changes made to an existing bank guarantee.

## Scenario 3- Exchanging a bank guarantee

A bank guarantee is considered exchanged if the existing bank guarantee is returned and a different one is created starting on the same date for a different amount.

For example, if Company C wants to exchange a bank guarantee:

1. First, edit the expiry date on the bank guarantee.



- After editing the date, add a new bank guarantee starting at the same date with a new guarantee amount.

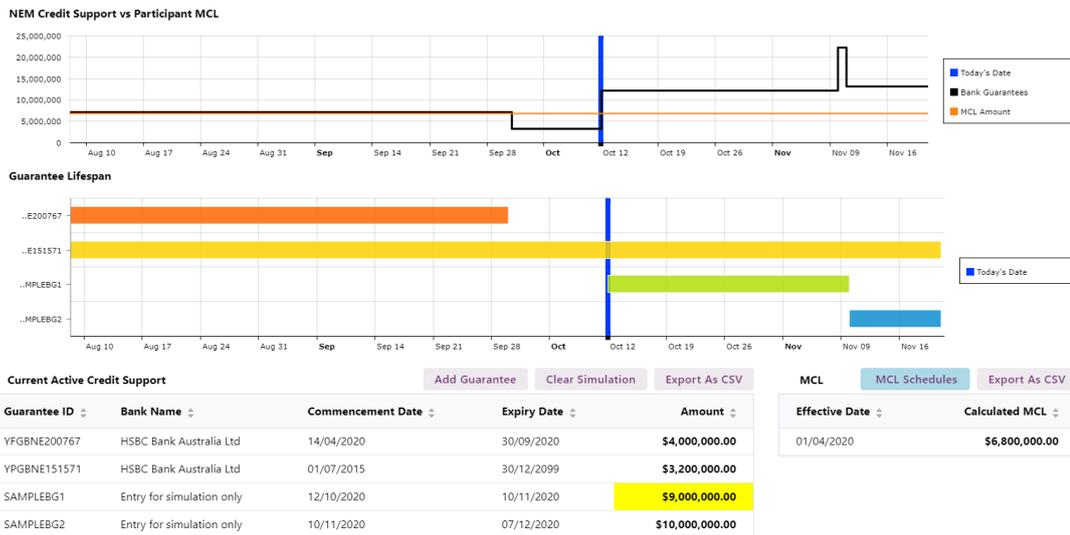
### Add Bank Guarantee (Simulated) ✕

Date Range :

Guarantee Amount :

**Create**

Entering a guarantee in this simulated environment will not affect or change your actual credit support level with AEMO. For any actual guarantee changes, please contact prudentials@aemo.com.au



Exchanging is a combination of the previous two scenarios, where you first return a guarantee and create a new one with different details.

# NEM Alert Notifications

This chapter provides details on the notifications you can subscribe to in the Settlements Direct web portal for NEM Credit Support. You can subscribe to each notification separately. The possible notifications are as follows:

- **Bank Guarantee Due 1 Day (Expiry in 11 days):** This alert is sent to participants every time a guarantee is expiring in 11 business days. If more credit support is required (due in 1 day), this alert will highlight the information.
- **Bank Guarantee Due 10 Business Days (Expiry in 20 days):** This reminder is sent to participants every time a guarantee is expiring in 20 business days. If more credit support is required (due in 10 days), this alert will highlight the information.
- **Insufficient Credit Support in 5 days:** This alert is sent if there is a new MCL effective in 5 days and the participant does not have enough credit support to cover for it.

## Set up notification messages

To configure Reallocations notification messages, you must make sure you are subscribed to the Data Subscription web application.

### Add Participant Users as Participant Contacts

1. On the MSATS web portal, click **Participants** and then **Participant Contacts**.
2. On the **Participants Contacts - List** page, click **New** about the **Actions** column.
3. Enter the information for the participant you want to add.
4. Under the **Contact Type** dropdown, select **S**.
5. Click **Save**.

Participants are subscribed to the Data Subscription as a part of the registration process. For more information, see [Guide to Data Subscription](#)

For more details, see [Creating a new contact section in the Guide to MSATS Web Portal](#).

## Subscribe to notifications on Settlements Direct

1. In the EMMS Markets Portal, click MMS > Settlements Direct > Subscriptions.
  2. In Category, select NEM Alerts, Reminders and Notifications.
  3. Under Type, select from the following notification types:
    -
1. Select Notify by SMS, Email, or Notify by Email.

Note that Email and Notify by Email perform the same function by sending notification to the nominated email address.

3. Click Submit.

## Sample notification messages

The sample notification email and text messages for reallocations use the following field IDs:

- Bank Guarantee Due 1 Day (Expiry in 11 days): This alert is sent to participants every time a guarantee is expiring in 11 business days. If more credit support is required (due in 1 day), it will be highlighted in the alert.
- Bank Guarantee Due 10 Business Days (Expiry in 20 days): This reminder is sent to participants every time a guarantee is expiring in 20 business days. If more credit support is required (due in 10 days), it will be highlighted in the alert.
- Insufficient Credit Support in 5 days: This alert will be sent if there is a new MCL effective in 5 days and the participant does not have enough credit support to cover for it.

## Bank guarantee

There are two different notifications for expiring bank guarantees :

- The first is a reminder sent to participants every time they have a bank guarantee that expires in 20 business days. This alert includes information if more credit support is required. This is due in 10 days.
- The second one is an alert sent to participants every time a bank guarantee expires in 11 business days. This alert highlights if ore credit support is required. This is due in one day.

These alerts are triggered based on the expiry date of the bank guarantees. The alerts are sent to relevant subscribed participants on a business day at 2:00 pm.

### Sample email

This alert is sent if there is at least 1 guarantee expiring in 20/10 business days and the sum of guarantees causes insufficient credit support at any day within the next 20/10 business days.

For 20 days

**Subject:**

NEM [DEFAULT\_EVENT] Credit Support is expiring in 20 days

**Body:**

Notice of Expiring Credit Support [causing DEFAULT\_EVENT].

[COMPANY\_NAME] have the following credit support expiring:

[[List guarantees] Guarantee ID , Value, Expiring, deadline,  
Business days left ]

You must procure a replacement credit support at least 10 business days prior to the time at which the existing credit support is due to expire in accordance with clause 3.3.6(a)(2) of the Rules. This replacement credit support must be effective upon the expiry of the existing credit support, and must comply with clause 3.3 of the Rules.

Contact AEMO Prudentials team ASAP. [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

For 20 days

**Subject:**

NEM [DEFAULT\_EVENT] Credit Support is expiring in 10 days

**Body:**

Notice of Expiring Credit Support [causing DEFAULT\_EVENT].

[COMPANY\_NAME] have the following credit support expiring:

[[List guarantees} Guarantee ID , Value, Expiring, deadline,  
Business days left ]

You are now in breach and your company is under a DEAFULT\_ EVENT as [#COUNT] guarantees have less than 10 bussines days prior its expiry.

You must procure a replacement credit support at least 10 business days prior to the time at which the existing credit support is due to expire in accordance with clause 3.3.6(a)(2) of the Rules. This replacement credit support must be effective upon the expiry of the existing credit support, and must comply with clause 3.3 of the Rules.

Contact AEMO Prudentials team ASAP. [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

## Sample SMS

For 20 days

SMS (20 days):

NEM [#COUNT\_GUARANTEE < 20 days] Guarantee(s) expiring need replacement. Contact AEMO Prudentials team.

[prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

For 10 days

SMS (10 days):  
 NEM DEFAULT\_EVENT: [#COUNT\_GUARANTEE < 10 days]  
 Guarantee(s) expiring need immediate replacement. Contact AEMO  
 Prudentials team. [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

## Insufficient bank guarantee

This alert is sent to inform the participant that they are five business days from an occurrence of insufficient credit support due to MCL change.

This alert is triggered when a participant has insufficient credit support to a new (higher) MCL effective in five days is greater than active guarantee level in five days. This excludes an guarantee that are 10 business days or less then expiring from five days. The alerts are sent to relevant subscribed participants on a business day at 2:00 pm.

## Sample email

**Subject:**  
 NEM [COMPANY\_ID] Insufficient Credit support within 5 business days

**Body:**  
 [COMPANY\_ID] will have insufficient credit support on [YYYY-MM-DD] (in [X] business days),

MCL on that day: [\$999.999.000.00]  
 Total Active guarantees: [\$999.999.000.00] {sum of support the first day support is insufficient}

Gtee#	> Expiry	> Value	
[Gte ID 1]	> [BankId]	> [ExpDate]	> [Value]
...			
[Gte ID n]	> [BankId]	> [ExpDate]	> [Value]

Please provide credit support to the MCL level. If you require more information please contact AEMO prudential team  
[prudentials@aemo.com.au](mailto:prudentials@aemo.com.au).

## Sample SMS

SMS (20 days):  
NEM [COMPANY\_ID] Insufficient credit support next YYYY-MMM-DD. Please remedy ASAP. More info: [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

# Needing Help

<b>AEMO's support hub</b> .....	<b>26</b>
<b>Information to provide</b> .....	<b>26</b>
<b>Feedback</b> .....	<b>27</b>

## AEMO's support hub

IT assistance is requested through one of the following methods:

- Phone: 1300 AEMO 00 (1300 236 600)

For non-urgent issues, normal coverage is 8:00 AM to 6:00 PM on weekdays, Australian Eastern Standard Time (AEST).

- The [Contact Us](#) form on AEMO's website.

## Information to provide

Please provide the following information when requesting assistance from AEMO:

- Your contact details
- Company name
- Company ID
- System or application name
- Environment: production or pre-production
- Problem description
- Screenshots

AEMO recommends participants call AEMO's support hub for all urgent issues, whether or not you have logged a call using the contact us form.

For AEMO software-related issues please also provide:

- Participant ID (if Data Interchange (DI) problem)
- Version of software

- Properties or log files
- PDR Monitor support dump and DI instance name (if DI problem)

## Feedback

To suggest improvements to this document, please contact the [AEMO's support hub](#).

# Rules Terms

AEMO .....	ii
Registered Participants .....	7

# Glossary

**AEMO Communication**

An email from AEMO to a distribution list of Registered Participant contacts broadcasting NEM-related information.

**AEST**

Australian Eastern Standard Time

**EMMS**

Energy Market Management System

**EMMS Markets Portal**

Software, hardware, network and related processes to implement the wholesale energy market.

**FTP**

File transfer protocol

**FTP Gateway**

Uses FTP protocol to deliver communications.

**FTP Protocol**

A B2B e-Hub and EMMS delivery method.

**MW**

Megawatt

**MWh**

Megawatt hour

**PA**

participant administrator

**Participant Administrator**

Your company's PA set up by AEMO during registration

**Participant File Server**

The publishing point from AEMO systems to participant systems. Each participant is allocated an account and access to private and public areas. Participants are responsible for interfacing with the participant file server.

**Participant ID**

Registered participant identifier; A company can have more than one Participant ID.

**Participant User**

An end-user, using AEMO's participant energy market systems to view and retrieve information on behalf of a participant ID. The participant users access rights are created and maintained by the participant ID's Participant Administrator.

**Participant User ID**

The user ID you used to login to the system.

**PID**

Participant ID

**Pre-production**

AEMO's test system available to participants

**Production**

AEMO's live system

**Set Participant**

Where a Participant User has user rights assigned by more than one participant ID, the Participant User can select the participant ID they want to represent using the Set Participant option in the web portals.

**SSL**

Secure Socket Layer, a protocol for encrypting information over the internet.

**URM**

User Rights Management; see the Guide to URM on AEMO's website

**VPN**

Virtual Private Network

**XML**

eXtensible Mark-up Language.

**Zip**

A file containing business data with filename extensions of .zip, are compressed, and contain one file with a filename extension of .XML. The XML file contains the XML coded message data.

# References

Text in this format .....	2
Guide to AEMO Credit Support Management .....	3
Supported web browsers .....	3
Guide to Electricity Information Systems .....	3
Guide to User Rights Management .....	3
Guide to User Rights Management .....	6
Guide to Data Subscription .....	20

# Index

## **A**

About 7  
Accessing 7

## **E**

Environment access 4

## **F**

Feedback 27

## **G**

Glossary 29

## **R**

Related rules and procedures 3  
Rules Terms 28

## **S**

Set participant 6  
Setting a participant 6

## **U**

User rights access 5