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# **Guide to NEM Prudential Dashboard**

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**4.01 Draft**

**May 2020**

Provides an understanding of the NEM  
Prudential Dashboard interface

# Important Notice

## **PURPOSE**

This Guide to NEM Prudential Dashboard (guide), prepared by the Australian Energy Market Operator (AEMO), provides guidance for NEM Prudential Dashboard under the National Electricity Rules (NER)(Rules).

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## **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**

4.01 Imports version from Word, updates name to AEMO standards and updates content to cover the current NEM Prudential Dashboard web portal.  
Last update: Monday, 11 May 2020 2:58 PM

## **DOCUMENTS MADE OBSOLETE**

The release of this document changes any previous versions of Guide to NEM Prudential Dashboard and Prudential Dashboard Support Information.

## **FEEDBACK**

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

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# Introduction

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## Purpose

This document provides an understanding of the NEM Prudential Dashboard interface in the EMMS web portal.

## Audience

This document is relevant to market participants in the NEM who require an understanding of the NEM Prudential Dashboard web interface in the EMMS web portal.

## What's in this guide

**Introduction above** describes the purpose, audience, what's in this guide and how to use this guide.

**Chapter 1 Need to know on page 7** provides information you need to know before using NEM Prudential Dashboard.

**Chapter 1 About NEM Prudential Dashboard on page 1** provides an overview of the NEM Prudential Dashboard, who it is for, and how to use it.

**Chapter 3 Dashboard Elements on page 14** explains the interface and provides details about the different elements of the NEM Prudential Dashboard.

**Needing Help on page 30** provides information to assist participants with IT related issues, requesting assistance from AEMO, and using the Set Participant option.

**Rules Terms on page 32** provides a list of National Electricity Rules (NER) terms used throughout this guide.

**References on page 36** contains a list of resources mentioned throughout this guide.

[Glossary on page 33](#) explains the terms and abbreviations used throughout this guide.

[Index on page 37](#) provides an easy way to find what you are looking for.

## 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 , and information or a term in this document, the take precedence.
- **Text in this format** indicates there is a resource on AEMO's website, for details, see [References on page 36](#)
- **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 [32](#) and defined in the National Electricity Rules (NER).
- Glossary terms are capitalised and have the meanings listed against them ([see page 33](#)).
- References to time are Australian Eastern Standard Time (AEST).

# Chapter 1 Need to know

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## 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**.

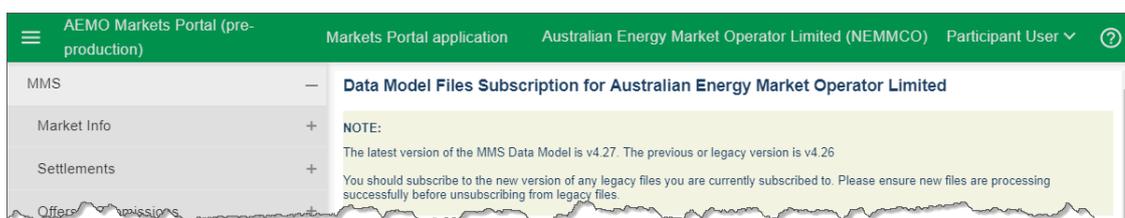
The web application runs on both Windows and Unix-like operating systems.

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 background colour for the menu:

- The pre-production environment has a green menu background
- The production environment has a blue menu background.



## User rights access

To access NEM Prudential Dashboard, 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:

- PRUDENTIAL\_DASHBOARD: EMMS - Settlements - View Prudentials

### 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 on page 1](#).

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

# Chapter 2 About NEM Prudential Dashboard

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The National Electricity Market is supported by a strong prudential framework so all participants that are owed money on settlement days have the confidence of receiving payment without delay. A critical element of the framework is the concept of Outstandings, being the total amount owing but not yet paid or settled. Outstandings are compared to the Trading Limit for each participant consistently throughout each business day to assess whether the Prudential Requirements are satisfied. If the outstandings exceed the trading limit, then AEMO may issue a call notice to the Market Participant. A call notice triggers an obligation under the National Electricity Rules for the participant to get the outstandings back to the typical accrual level by 11:00 AM on the next business day. This is a strong driver for each participant to manage its outstandings so that the Trading Limit is never exceeded.

The day-to-day calculation of the outstandings takes into account the latest versions of settlement calculations covering settlement days which have not yet been paid, and other transactions such as ex post Reallocations and security deposits, which may have been locked in but have not yet been incorporated within the settlement calculations.

This guide describes the information presented on the dashboard so that the participant can interpret and act responsibly to satisfy the NEM Prudential Requirements.

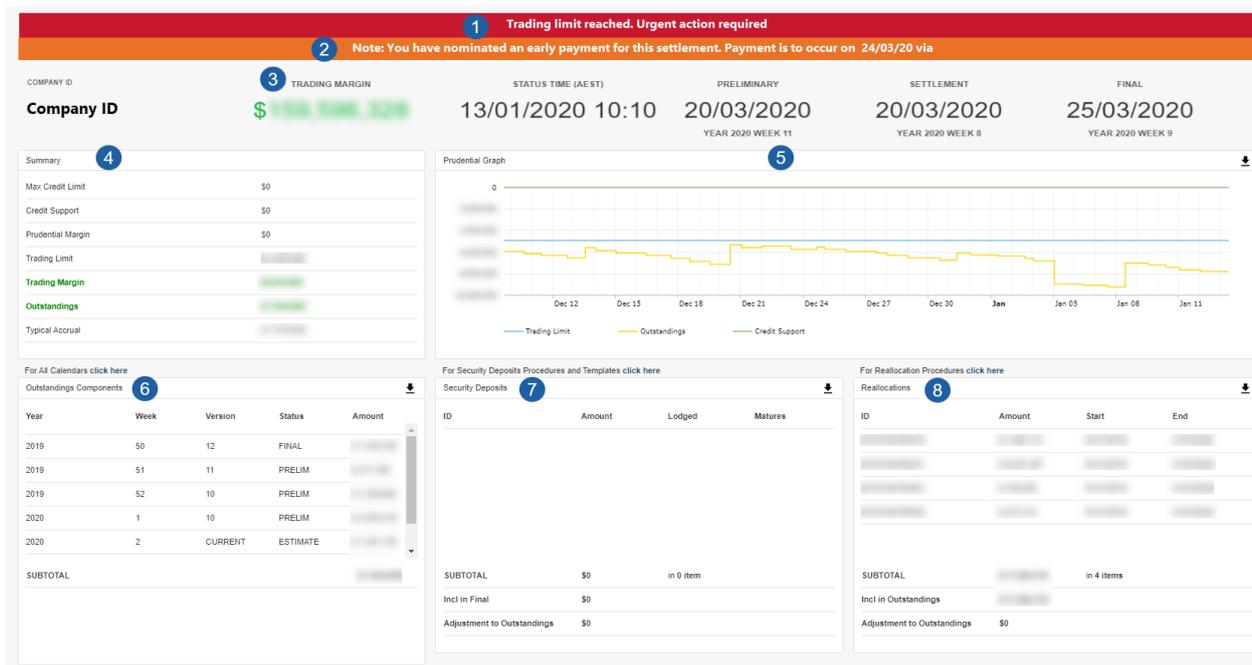
## What NEM Prudential Dashboard is for

The NEM Prudential Dashboard provides each Market Participant with their latest prudential information. The dashboard data is updated throughout the day, including weekends and public holidays, as new prudential information becomes available. It gives a snapshot at any given time of how the participant is doing prudentially and provides readily accessible input needed for prudential management decisions.

The NEM prudential dashboard interface displays the following information:

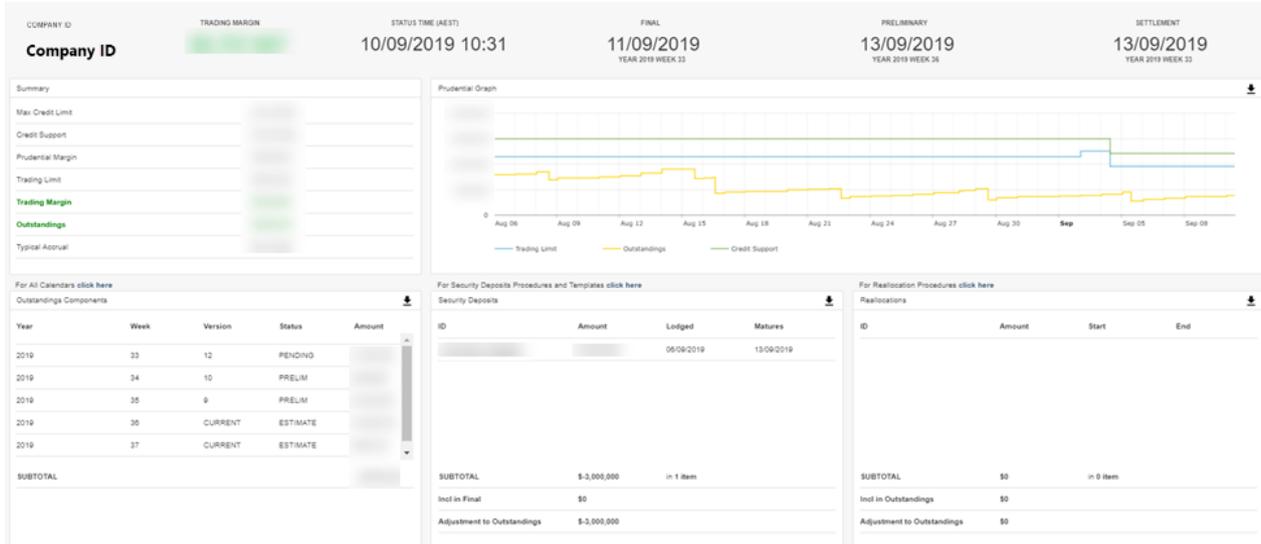
1. A Trading Limit reached warning.
2. An early payment reminder banner for participants registered as early payers.
3. A Trading Margin display.
4. A summary of the participant's prudential parameters, including, MCL, Credit Support, Prudential Margin, Trading Limit, Outstandings and Typical Accrual.
5. A graph showing Outstandings, Trading Limit, and Credit Support over a 30 day period.
6. The Outstandings Component listed by billing week.
7. A list of Security Deposits that have been lodged but not yet returned.
8. A list of Reallocations.

The dashboard displays the information for the Participant ID(s) identified in the dashboard title only.

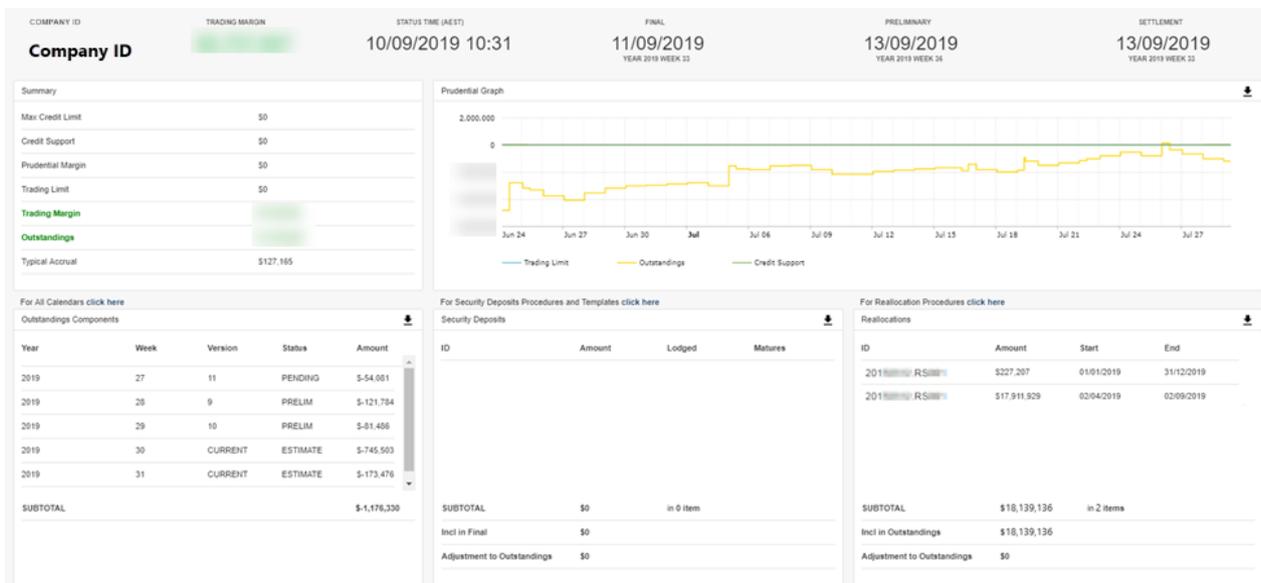


The dashboard offers market participants the same information AEMO uses to assess prudential positions. This allows market participants to have information readily available all the time especially during the high price periods, no longer dependent on AEMO staff to advise their trading position the next morning. This guide describes the information presented on the dashboard so that market participants can interpret the display and act appropriately to satisfy all NEM Prudential Requirements.

Retailer outstandings are generally greater than zero and should be monitored regularly. There are many many reasons outstandings may be impacted from one hour to the next such as a change to regional reference price (RRP) or a change to a retailer's customer numbers. An example dashboard for a typical retailer can be seen below:



Generators are market participants and have the same prudential obligations as retailers but are less likely to be in a position where outstandings are greater than zero. The dashboard provides generators with useful information about their accrued financial position with AEMO.



## Who can use NEM Prudential Dashboard

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 Prudential Dashboard

The NEM Prudential Dashboard is part of AEMO's Electricity Market Management System (EMMS) web portal. It is a web-based application accessed using MarketNet and a web browser (for system requirements, see [System requirements on page 1](#)).

## Accessing NEM Prudential Dashboard

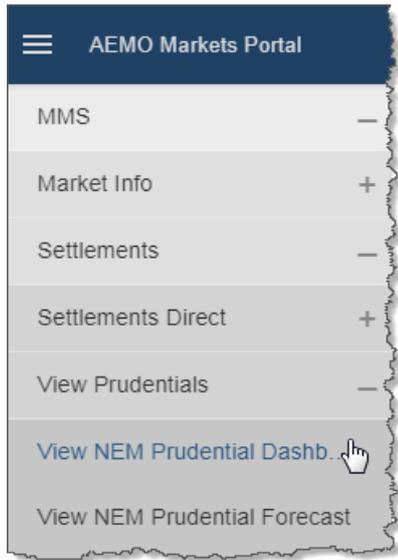
The dashboard is accessed through the MMS login screen.

1. Using your web browser, access the web portal, either:
  - 5MS Staging:

Contact your local participant super user to be included on the access control list. Further information regarding access is available from the AEMO Helpdesk.

<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. Click **MMS**, then **Settlements**, then **View Prudentials**, and then click **View Prudential Forecast**.



4. The web application displays, similar to the screenshot below.

**Trading limit reached. Urgent action required**

**Note: You have nominated an early payment for this settlement. Payment is to occur on 24/03/20 via**

COMPANY ID	TRADING MARGIN	STATUS TIME (AEST)	PRELIMINARY	SETTLEMENT	FINAL
Company ID	\$ 1,000,000,000	13/01/2020 10:10	20/03/2020 YEAR 2020 WEEK 11	20/03/2020 YEAR 2020 WEEK 8	25/03/2020 YEAR 2020 WEEK 9

**Summary**

Max Credit Limit	\$0
Credit Support	\$0
Prudential Margin	\$0
Trading Limit	
Trading Margin	
Outstandings	
Typical Accrual	

For All Calendars click here

Year	Week	Version	Status	Amount
2019	50	12	FINAL	
2019	51	11	PRELIM	
2019	52	10	PRELIM	
2020	1	10	PRELIM	
2020	2	CURRENT	ESTIMATE	
<b>SUBTOTAL</b>				

**Prudential Graph**

For Security Deposits Procedures and Templates click here

ID	Amount	Lodged	Matures		
<b>SUBTOTAL</b>				\$0	in 0 items
Incl in Final				\$0	
Adjustment to Outstandings				\$0	

For Reallocation Procedures click here

ID	Amount	Start	End		
<b>SUBTOTAL</b>					in 4 items
Incl in Outstandings					
Adjustment to Outstandings				\$0	

# Chapter 3 Dashboard Elements

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The dashboard is comprised of several elements presented on a single web browser screen. Dollar values are presented in the dashboard as whole numbers for reasons of presentation. Most items within the dashboard have hover text to assist with navigation and understanding of the elements within the screen. Each of the dashboard elements is discussed below.

## Title and Status

The title identifies the prudential dashboard screen and the Market Participant to which the prudential information relates.

Commonly, a participant company has a single participant identifier or ParticipantID, but there are some market participants that have more than one. AEMO prudential monitoring is based on the company assessment and amounts are not separated by Participant IDs. The prudential information displayed is an aggregation of the relevant data from each of the ParticipantIDs used in trading by that market participant.

The prudential status displays an effective time and date when the prudential information shown on the dashboard screen was determined. It is the actual time and date of the most recent prudential assessment carried out within AEMO's Market Management System.

COMPANY ID	TRADING MARGIN	STATUS TIME (AEST)	PRELIMINARY	SETTLEMENT	FINAL
Company ID	\$ 100,000,000	13/01/2020 10:10	20/03/2020 YEAR 2020 WEEK 11	20/03/2020 YEAR 2020 WEEK 8	25/03/2020 YEAR 2020 WEEK 9

The time and date denote the time that new prudential information became available, typically it is today's date.

For example, when there have been high prices the previous day, participants may need to provide security deposits or additional credit support to manage their outstandings below their trading limit before the official daily assessment at 11:30 AM (Sydney time). To record any transactions that were completed after the routine daily run, AEMO re-processes the prudential information. The dashboard is updated accordingly, and shows a new prudential status time. The time change is reflected on the dashboard screens of all participants, even though there may be no change in the prudential information for most participants.

Prudential assessment runs are triggered during the day as new prudential information becomes available. This is required, for instance, to capture changed credit support values for one or more participants who lodged or exchanged guarantees with AEMO earlier that day. Or, to reflect a more up-to-date settlement calculation that has become available.

## Calendar dates

The information appearing on the top of the screen provides dates for issue of the next Preliminary statement and Final Statement, as well as the date of the next Settlement, so that market participant processes associated with these events are readily synchronised.

STATUS TIME (AEST)	PRELIMINARY	SETTLEMENT	FINAL
13/01/2020 10:10	20/03/2020 YEAR 2020 WEEK 11	20/03/2020 YEAR 2020 WEEK 8	25/03/2020 YEAR 2020 WEEK 9

On settlement day, a Retailer typically makes a payment to AEMO which reduces outstandings and increases the trading margin. Conversely, a generator typically receives a payment from AEMO which increases outstandings and reduces the Trading Margin.

## Early Payments

This section is relevant to those market participants who have elected to pay their weekly settlement amount early, as outlined in the **Early Settlement Payment Procedure**.

Note: You have nominated an early payment for this settlement. Payment is to occur on 24/03/20 via					
COMPANY ID	TRADING MARGIN	STATUS TIME (AEST)	PRELIMINARY	SETTLEMENT	FINAL
Company ID	\$ 100,000,000	13/01/2020 10:10	20/03/2020 YEAR 2020 WEEK 11	20/03/2020 YEAR 2020 WEEK 8	25/03/2020 YEAR 2020 WEEK 9

Participants may elect to pay their settlement amount on the business day prior to the scheduled settlement day. The early payments table only appears if the market participant, who owes money to AEMO, is scheduled to make an early payment for the current settlement week. The table appears at the top of the dashboard in an orange box. Any early payment will offset the outstandings amount.

## Prudential parameters

The main parameters are set out in the central area of the screen as a simple list of dollar values.

Summary		
Max Credit Limit		
Credit Support		
Prudential Margin		
Trading Limit		
Trading Margin		
Outstandings		
Typical Accrual		

To get more information on the Prudential parameters, hover your mouse over the parameter name. For example, if you hover your mouse over Credit Support, the following information appears.

### Maximum Credit Limit

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. For a participant that is normally owed money by AEMO, such as a generator, the MCL is typically zero but not always.

Credit Support \$10,000,000

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Total amount of active bank guarantees currently held by AEMO less any amounts drawn down. If the Credit Support amount is less than the MCL then the difference must be provided in bank guarantees to AEMO by 10.30 AM today.

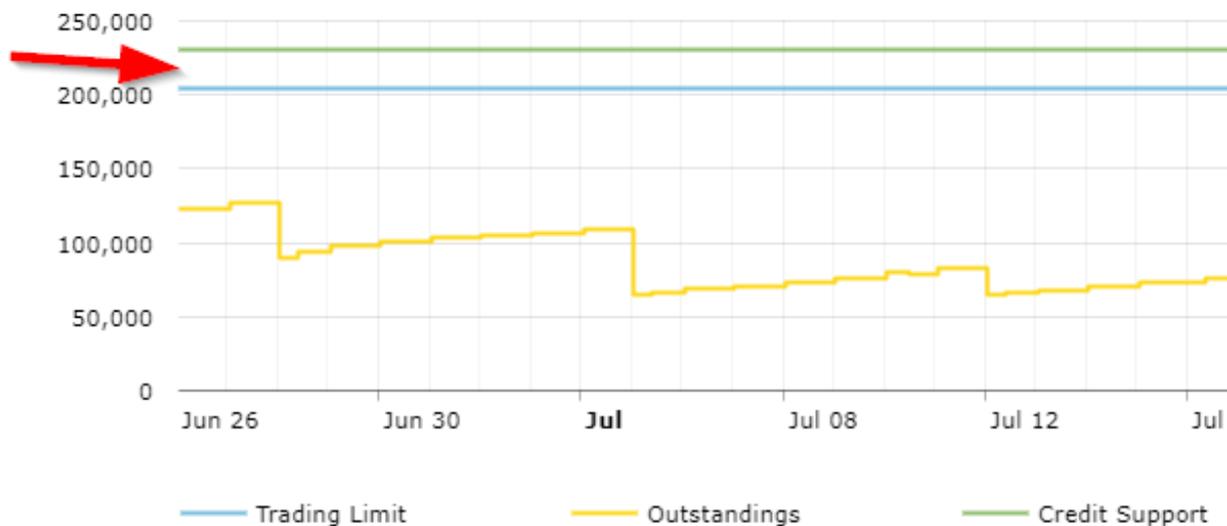
### Credit support

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.

## Prudential margin

The prudential margin is the current value determined by AEMO for the Market Participant. It is equal to the value shown on the latest effective MCL review letter issued by AEMO. It represents the buffer between the credit support and trading limit.

Prudential Graph



## Trading limit

The trading limit is the maximum value that outstandings can attain before AEMO issues a warning. The participants have between the 1:00 am Prudential run and 11:30 am to take action. AEMO may issue a call notice if they fail to do so. The trading limit is equal to credit support minus the prudential margin, and can be negative.

## Trading margin

The trading margin is the difference between the trading limit and the outstandings. It is the value of trading liability that can still be incurred without exceeding the trading limit and triggering a call notice from AEMO. A negative trading margin indicates that the outstandings have exceeded the trading limit.

## Outstandings

The outstandings is the current value of net trading liability to AEMO. It is calculated from the outstandings components (see [Outstandings components on page 22](#)) together with credit for any current security deposits (section 3.5) and ex-post reallocations that have been registered (see [Security deposits on the next page](#)). A retailer typically has a positive outstandings amount which means that the retailer owes money to AEMO. Outstandings may be negative, in which case the participant (normally a generator) would be in net credit with AEMO.

## Typical accrual

The Typical Accrual (TA) is the value that outstandings would have been if the spot price was at average levels. The TA is calculated using the relevant regional average loads and prices and GST factor as indicated in the participant's latest effective MCL review and as used in the MCL calculation. The volatility factor is not applied in determining TA, which is the value to which outstandings must be reduced in responding to a call notice.

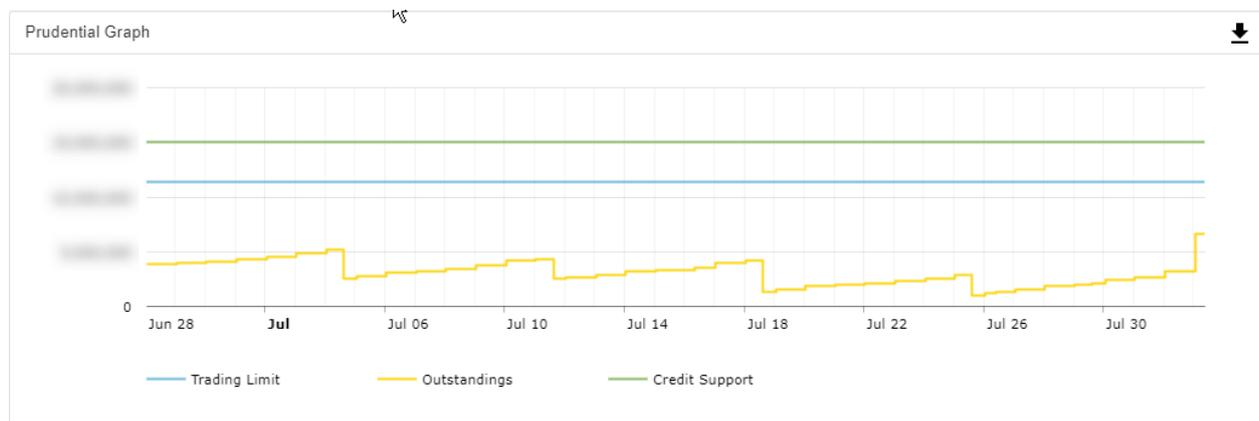
The actual number of days which have not been settled is used, rather than the 42 days in the MCL calculation. Hence the TA typically increases through the week, and drops to a minimum on each settlement day.

The call amount component of a call notice can be calculated by subtracting the typical accrual from the outstandings.

## Prudential graphs

The prudential graph appears at the middle right of the screen and shows a five-week history of daily outstandings, credit support and trading limit. This graph captures the prudential parameter data during the outstanding period that appears on the dashboard including today.

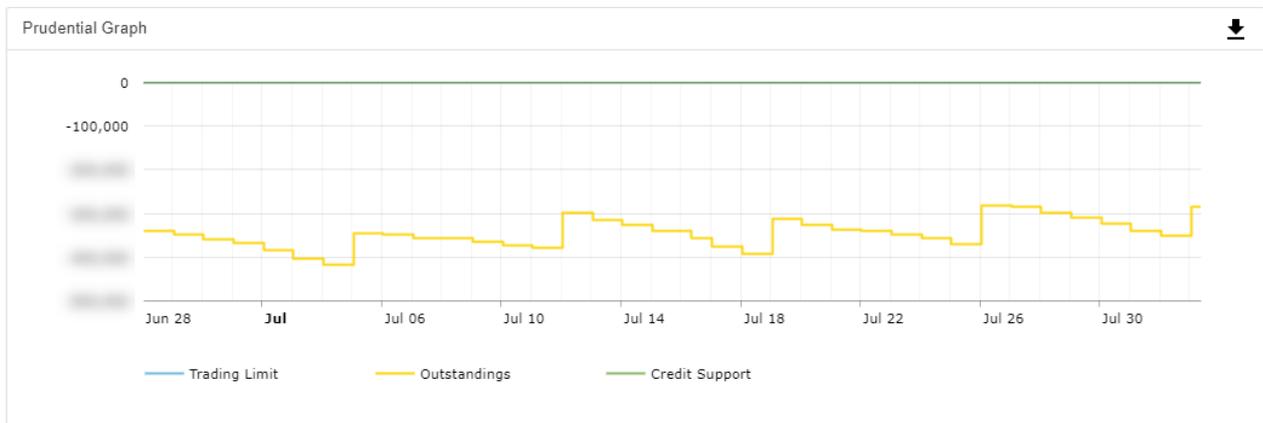
The horizontal axis is time in days while the vertical axis is dollars.



A typical retailer graph is shown above. The horizontal axis will be positioned at zero dollars. The horizontal axis will be at the bottom of the graph for a typical retailer as it's outstandings are greater than zero.

- Outstandings are compared to the participant's trading limit on each business day. If the outstandings exceed the trading limit, then AEMO may issue a call notice to the participant.
- The outstandings trace represents a saw-tooth pattern. Each day outstandings will increase to include yesterday's energy purchases. On settlement day outstandings will be reduced by one week's worth of energy purchases.

A typical generator graph is shown below. The horizontal axis will be positioned at zero dollars.



- The horizontal axis will be at the top of the graph for a generator as a generator's outstandings are typically less than zero. In other words a generator graph will typically be an upside-down retailer graph.
- The outstandings trace represents a saw-tooth pattern of credits instead of debits. Each day outstandings will decrease to include yesterday's energy sales. On settlement day outstandings credits will be increased by one week's worth of energy sales.

## Security deposits

Security deposits are presented as negative amounts on the dashboard as they represent amounts paid to AEMO, which reduce outstandings.

Security deposits are relevant mainly to retailers as it is rare that generators provide security deposits.

For Security Deposits Procedures and Templates [click here](#)

Security Deposits			
ID	Amount	Lodged	Matures
201 [REDACTED] RS [REDACTED]	\$-910,000	19/07/2019	16/08/2019
201 [REDACTED] RS [REDACTED]	\$-190,000	23/07/2019	23/08/2019
SUBTOTAL	\$-1,100,000	in 2 items	
Incl in Final	\$0		
Adjustment to Outstandings	\$-1,100,000		

The current security deposits lodged with AEMO are shown in the table at the middle right of the dashboard screen. The table gives a breakdown for deposits which have been lodged but not yet returned. The sub-total indicates the security deposit amounts that have been lodged but not been returned.

Security deposits are returned on final settlement statements as per participant's instruction, and so the liability shown on the statement decreases by the amount of the security deposit. A pending status amount may or may not include returned security deposits depending on the stage of the security return process when the settlement calculation is performed. A final status amount will always include returned security deposits. For clarity, the amount being returned (if any) is shown underneath the sub total and is described as **Incl in Final**. Accordingly, security deposits included as credits in pending amounts or appearing as credits on final statements are excluded from the net credit carried forward into the calculation of outstandings.

## CSV file

The download button (↓) at the top right of the security deposits table produces a csv file of the complete list of security deposit provisions plus any return amount.

## Template link

A link to the [Security Deposit Arrangements](#) page on the AEMO website is available above the Security deposit table.

## Reallocations

This section lists all reallocations currently affecting the participant's Outstandings.

For Reallocation Procedures [click here](#)

Reallocations 			
ID	Amount	Start	End
201-  -RS- 	\$-555,000	01/07/2019	02/09/2019
201-  -RS- 	\$-1,485,000	01/07/2019	02/09/2019
<hr/>			
SUBTOTAL	\$-2,040,000	in 2 items	
<hr/>			
Incl in Outstandings	\$-2,040,000		
<hr/>			
Adjustment to Outstandings	\$0		
<hr/>			

Reallocations can be lodged through AEMO's web portal at any time, but are not included in outstandings components until a settlement calculation for the relevant period has been processed. The reallocation amounts not yet included in a settlement calculation are provided as adjustment to outstandings. Ex ante reallocations are not included within settlement calculations and never appear within adjustment to outstandings.

As an ex post reallocation example, after a daily run for a high-priced day is completed, a generator and retailer may lodge an ex post reallocation for that high-priced day to reduce cash settlement obligations for the retailer and increase the liability for the generator.

The reallocation would be registered immediately subject to the standard procedure, but the retailer's credit for this transaction would not appear on a settlement statement until the preliminary statement is prepared, up to 10 days later. Accordingly, the reallocations that are not yet included in a settlement run are listed as an adjustment to outstandings.

Similarly, a reallocation request lodged after the processing of the relevant preliminary statement would appear in this table as an adjustment to outstandings.

All reallocations lodged with AEMO are displayed in the table. The sub total includes all reallocation amounts that relate to the current Outstandings period.

## CSV file

The download button (↓) at the top right of the reallocations table produces a text file that lists all current reallocations that have a bearing on outstandings.

## Outstandings components

This section is relevant to both generators and retailers.

For All Calendars [click here](#)

Outstandings Components				
Year	Week	Version	Status	Amount
2019	27	11	PENDING	
2019	28	9	PRELIM	
2019	29	10	PRELIM	
2019	30	CURRENT	ESTIMATE	
2019	31	CURRENT	ESTIMATE	
SUBTOTAL				

The outstandings components are shown in the table at the top left of the dashboard page. The table gives a week-by-week breakdown of the participant's trading liability, for those weeks that have occurred but have not yet been settled. Each weekly amount is derived from the latest available version of the settlement calculation. The status of that run (final, pending, preliminary etc) is also shown. For participants that have a single participant identifier, the values shown in this table correspond to the values shown on the relevant settlement statement. For market participants with more than one participant identifier, the value will be the arithmetic sum of the values on each of the relevant statements.

## Final status

Final status is displayed when a settlement calculation has been completed and has been posted to support a Final Statement. Assuming that a final statement is due to be issued on a Wednesday, it will remain in the components table until Friday morning, which is settlement day. It is assumed that settlement for the liability amount shown on the final statement will be transacted prior 10:30 AM and therefore is not considered as part of the official outstandings calculation for the day.

Note that if payment of the settlement amount is not completed by 10:30 AM (Sydney time) on settlement day, a default event has occurred and the NEM default and suspension procedures are triggered

## Pending status

Pending status is displayed when a settlement calculation has been completed to support a final statement, but is not a final version ready for posting. If posting day for a final statement is on a Wednesday, the pending values may be prepared up to three business days earlier (on Friday). This results in pending statement values being recognised in outstandings immediately and included in the latest prudential assessment. Pending values are given priority as soon as they become available because they are based on the most up to date metering data.

The pending status will remain on the components table until the final statement is posted. The pending amount should not be relied upon as a settlement amount as it can change between pending and final status.

## Preliminary status

This is the most common status appearing in the outstandings components table. This status indicates that the value shown in the **Amount** column is supported by the Preliminary Statement issued (or about to be issued) for that billing week.

It is possible for a preliminary statement amount to be included in outstandings even if it has not been posted. If posting day for a preliminary statement is on a Friday, the preliminary statement values may be prepared up to two days earlier (on Wednesday), resulting in preliminary statement values being recognised in outstandings immediately and included within the latest prudential assessment. Preliminary statement values are given priority as soon as they become available because they are derived from actual metering.

## Estimate status

Early on each day, a daily settlement calculation is performed to estimate the value of market trading for each participant on the previous trading day. When actual energy data is not available, the net energy produced by generators is estimated from dispatch targets and the net energy consumed by retailers at each transmission connection point is estimated by apportioning the regional energy across all market customers in the region using scaling factors derived from a previous day for which metering is available. The estimated energy is then applied as input to the full range of settlement calculations (including ancillaries, fees and settlement residue distribution) to determine the estimated daily liability. The liability is the sum of the results for all the complete days traded so far in the current billing week.

## CSV file

The download button () at the top right of the components table allows the user to produce a text file in comma separated variable format as a simple way of downloading electronically the data shown in the table.

# Chapter 4 NEM Alert Notifications

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

- **Daily Prudential Position:** a notification is sent to subscribed NEM participants on schedule and includes the following information:
  - Company Name
  - Company ID
  - Outstandings
  - Trading Limit
  - Trading Margin
  - Prudential breach (or not)
- **Trading Limit Breach:** an alert is triggered to inform the subscribed NEM participants that they have breached their trading margin. The alert includes the following information:
  - Trading margin breach details
  - Security deposit requirements
  - Action to take
  - Who to contact
- **Unsuccessful Early Payment:** an alert is triggered to inform the participant that the early payment they had elected to make was unsuccessful. The alert includes the following information:
  - Details of the payment
  - Requirement for Settlement Day
  - Actions to take
  - Who to contact

## Setting 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**.

### Subscribe to notifications of Settlement Direct

1. In the EMMS Markets Portal, click **MMS > Settlements Direct > Subscriptions**.
2. In **Category**, select **NEM Alerts, Reminders and Notifications**.
3. In the **Type** dropdown options, select from the following notification types:
  - For a daily update on your prudential position, choose the **Daily Prudential Position Actual (Morning)**.
  - For trading limit breach alert, choose the **Trading Margin Breach**.
4. Select **Email** or **Notify by SMS**.
5. Click **Submit**.

### Prudential position notification

The prudential position notifications are sent to the subscribed NEM participants on schedule (business days at 1 pm) each afternoon on the business day. The notification includes the following information:

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](#).

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

- Company Name
- Company ID
- Outstandings
- Trading limit
- Trading margin
- Prudential breach (or not)

### Sample email

Subject: NEM Prudential Forecast <YYYY-MMM-DD>

Body:

<COMPANY\_NAME> (<COMPANY\_ID>) NEM Prudential Position for  
<YYYY-MMM-DD>

Outstandings: -999,999,999.00  
Trading Limit: -999,999,999.00  
Trading Margin: -999,999,999.00  
Prudential breach [YES | NO]

Questions? contact AEMO prudential team at [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

### Sample SMS

NEM Position <YYYY-MMM-DD>,<COMPANY\_NAME>: <Outstanding:-  
999,999,999.00> <Limit:-999,999,999.00> <Margin:-999,999,999.00> <In  
breach (or not)>

## Trading margin breach notification

The trading margin breach notifications inform the participants that they have breached their trading margin. The notification includes the following information:

- Margin breach details
- Security deposit requirements
- Action to take
- Who to contact

This alert is triggered on the following conditions:

- If the trading margin is less than zero from the first prudential run of the day, an alert is sent requiring the trading margin resolution by 11:30 am on the same day.
- If the trading margin is less than zero from a prudential run (other than the first prudential run) on the day, an alert is sent requiring resolution of the trading margin breach by 11:30 am the next business day.

### Sample email

Subject: NEM Trading Margin Breach Resolve [TODAY | TOMORROW ] by 11:30 am

Body:

Your company is in breach of the trading margin:

Outstandings: -999,999,999.00

Trading Limit: -999,999,999.00

Trading Margin: -999,999,999.00

Can you please either reallocation, lodge a security deposit or a bank guarantee before 11:30 am AEST [TODAY | TOMORROW]. Any security deposits lodged with AEMO will need to be provided in cleared funds no later than 11:30 am.

If you require more information please contact AEMO prudential team at [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au).

### Sample SMS

NEM <COMPANY\_NAME>Trading Margin Breach Resolve [TODAY | TOMORROW] by 11:30 am. More info [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au)

### Unsuccessful early payment alert

The early payment unsuccessful alert is triggered on schedule (business day at 5:01 m) to inform the participant that the early payment they had elected to make was unsuccessful. The alert includes the following information:

- Details of the payment
- Requirement for Settlement Day
- Actions to take
- Who to contact

### Sample email

Subject: NEM Early payment has failed

Body:

NEM Early payment has failed:

Your company has elected to pay one day earlier than the settlement deadline. However, the early payment was not received by the due date. Please ensure that trade is entered and authorised for settlement on <YYYY-MMM-DD>.

Please note that failure to pay AEMO (in cleared funds) by the 10:30am Sydney time deadline on settlement day will result in a default event under the National Electricity Rules.

If you require more information please contact AEMO prudential team at [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au).

### Sample SMS

NEM <COMPANY\_NAME> Early payment has failed. Please ensure that trade is ready for settlement by 10:30am Sydney time on <YYYY-MMM-DD>. More info [prudentials@aemo.com.au](mailto:prudentials@aemo.com.au).

# Needing Help

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## 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

For AEMO software-related issues please also provide:

- Participant ID (if Data Interchange (DI) problem)
- Version of software
- Properties or log files

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.

## Feedback

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

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# Glossary

## **AEMO Communication**

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

## **AEST**

Australian Eastern Standard Time

## **Data Interchange**

A set of cooperating applications used to replicate data between AEMO's energy market systems and a participant's DBMS conforming to the MMS Data Model.

## **Data Model**

The definition of the interface to participants of data published by AEMO for gas or electricity. A database conforming to the Data Model can contain a local copy of all current participant-specific data recorded in the main database. The Data Model includes database tables, indexes, and primary keys.

## **EMMS Markets Portal**

Wholesale Electricity Market Management System; software, hardware, network and related processes to implement the wholesale energy market.

## **Ex Ante**

Lodged before the target trading intervals occur, when the volume and price are unknown.

## **Ex Post**

Lodged after the target trading intervals occurred, where the volume and price are known.

## **FTP**

File transfer protocol

## **FTP Gateway**

Uses FTP protocol to deliver communications.

## **FTP Protocol**

A B2B e-Hub and EMMS delivery method.

**MarketNet**

AEMO's private network available to participants having a participant ID

**MCL**

Maximum Credit Limit

**MW**

Megawatt

**MWh**

Megawatt hour

**NEMDE**

National Electricity Market Dispatch Engine

**NEMweb**

Public market data in csv file format: <http://www.nemweb.com.au/>

**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.

**POE**

Probability of Exceedence

**Pre-production**

AEMO's test system available to participants

**Production**

AEMO's live system

**RRP**

Region Reference Price

**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.

**TA**

Typical Accural

**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

**Guide to User Rights Management**, assists Participant Administrators to manage their Participant User's access to AEMO's systems. It also explains how to set up single user IDs for use with the Set Participant function in AEMO's web portals.

**Guide to Electricity Information Systems**, comprehensive guide providing an overview of AEMO's market systems used by participants. It is relevant to IT decision making during participant onboarding and provides an understanding of the IT systems requiring set up.

**Guide to MSATS Web Portal**, provides details on how Participant Administrators can authorise Participant Users to access the Markets Portal.

It is important to ensure that you are reading the current version of any document.

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