



APPLICATION GUIDE

Application Guide for Registration as a Customer or Integrated Resource Provider in the NEM

This Application Guide is to be used in conjunction with the appropriate Application Form and is not to be altered without the prior consent of AEMO.

Disclaimer

This Application Guide (this Guide) is made available to you on the following basis:

- Purpose** This Guide has been produced by the Australian Energy Market Operator Limited (AEMO) for the purposes of clause 2.1.3 of the National Electricity Rules (NER or Rules) to provide information about the process for becoming registered as a Participant in the National Electricity Market (NEM) as at the date of this publication.
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1. Introduction

This Guide is used to help applicants applying to AEMO for registration as a *Customer* or *Integrated Resource Provider* using an [Application for Registration as a Customer or Integrated Resource Provider in the NEM](#) form (the Form) available from the AEMO website.

1.1 Purpose of this guide

This Guide summarises the processes and information required by the Form.

1.2 Requirement to register

Section 11 of the National Electricity Law (NEL) states that:

- (4) "A person must not engage in the activity of purchasing electricity directly through a wholesale exchange unless –
 - (a) the person is a Registered participant in relation to that activity; or
 - (b) the person is the subject of a derogation that exempts the person, or is otherwise exempted by AEMO, from the requirement to be a Registered participant in relation to that activity under this Law and the Rules."

A *Customer* and an *Integrated Resource Provider* are categories of registration in which a person may engage in the activity of purchasing or selling electricity *supplied* to or from a *connection point*, that has been classified as a *market connection point* of the end user or with the consent of the end user (NER clause 2.3.4(b)).

To be eligible for registration as a *Customer* or an *Integrated Resource Provider*, a person must satisfy AEMO that the person intends to classify, within a reasonable period of time, one or more *connection points* as *market connection points* or they must be seeking registration to act as a *retailer of last resort (RoLR)* (NER clauses 2.1B.4 and 2.1B.2).

A *Customer* is taken to be a *Market Customer* where its activities relate to a *market connection point*. An *Integrated Resource Provider* is a *Market Participant*.

Customers who are also *Local Retailers* must classify any *connection point* that connects their *local area* to another part of the *power system* as *market connection points* and are classified as *Market Customers*.

An *Integrated Resource Provider* who has registered as a *Market Participant* with respects to an *integrated resource system* may, once all jurisdictional (for example a retail licence), and regulatory requirements are met, classify *market connection points* as a *Market Customer*. In this case, the *Integrated Resource Provider* does not need to re-register with AEMO using this Form. See [Integrated Resource Provider fact sheet](#) for further information.

1.3 Registration as an Intending Participant

NER clause 2.7 allows a person to register with AEMO as an *Intending Participant* if it can reasonably satisfy AEMO that it intends to carry out an activity in respect of which it must, or may, be registered as a *Registered Participant*. A person who intends to act as a *Customer* or *Integrated Resource Provider* may elect to register with AEMO as an *Intending Participant* if that person can satisfy AEMO that the relevant requirements have been met.

Please see the [NEM General Application Guide](#) if you would like to register as an *Intending Participant*.

1.4 Fees

1.4.1 Registration fees

All applicants for registration must pay a registration fee in accordance with AEMO's currently published fee schedule.

After the initial receipt and processing of the Form, AEMO will send a tax invoice to the applicant for payment. The registration fee can be paid by EFT. You should provide a remittance advice from your bank once payment has been lodged.

Please note that assessment of an application will not be completed without confirmed payment of the registration fee.

1.4.2 Participant fees

Clause 2.11.1(b)(2) of the *Rules* provides that *Participant fees* should recover the budgeted revenue requirements for AEMO. Clause 2.11.1(b)(3) provides that the components of *Participant fees* charged to each *Registered Participant* should be reflective of the extent to which the budgeted revenue requirements for AEMO involve that *Registered Participant*.

You should refer to the AEMO website for a summary of the [AEMO budget and fees](#) that are currently applicable to *Customers* and *Integrated Resource Providers*.

1.4.3 Energy charges

These are calculated by multiplying 5 minute *consumption* (or if electricity is on-sold, the *consumption* of the persons for whom that electricity was purchased in the *market*) by the relevant *spot price* and the relevant *transmission loss factor*. *Market Customers* and *Integrated Resource Providers* must pay AEMO for electricity supplied at each *connection point* as determined for each *trading interval* in accordance with NER Chapter 3.

1.5 Further requirements to participate in Settlements Residue Auctions

AEMO may only enter into a *settlement residue distribution agreement (SRD agreement)* where AEMO agrees to distribute a portion of the *settlement residues* to persons (called eligible persons) who are registered as a *Trader*, *Market Customer*, *Integrated Resource Provider* or *Generator*, and satisfy the criteria specified in the *auction rules*.

You should be aware that registration as a *Market Customer* or *Integrated Resource Provider* will not, of itself, enable you to participate in an *auction*. To participate in an *auction*, you must also enter into an *auction participation agreement*.

Clause 3.2 of the *auction rules* specifies that AEMO will only enter into an auction participation agreement with a person who:

- is registered as a *Trader*, *Generator*, *Market Customer* or *Integrated Resource Provider*;
- is not registered as a *Transmission Network Service Provider*; and
- would not be a "retail client", as defined in section 761G(7) of the *Corporations Act 2001* (Cth), if that person entered into an *SRD agreement* with AEMO.

Therefore, when you submit your *auction participation agreement* you also need to show that you are not a "retail client". AEMO has developed a guide to explain what evidence you need to produce to establish that you are not a "retail client" (**Retail Client Guide**). The Retail Client Guide, and the *auction rules* (including the *auction participation agreement* included as Schedule 1 to the *auction rules*) are available on the AEMO website under the Settlement Residue Auctions (SRAs) section on the ['Register as a Customer or an Integrated Resource Provider in the NEM'](#) webpage.

1.6 Application Submission and AEMO Contact

Please submit the completed Application by email, together with all the required attachments, to AEMO at: onboarding@aemo.com.au

Ensure any attachment clearly identifies the section it belongs to and is numbered sequentially (for example "Section D – Attachment 003").

For assistance. Contact AEMO:

Phone 1300 236 600 (International callers dial +61 3 9609 8000)

Email: onboarding@aemo.com.au

2. Registration Procedure

Chapter 2 of the *Rules* deals with registration. Each prospective applicant must apply to AEMO for registration by using the relevant application form.

The registration process consists of the following steps:

- Step 1 You submit the application form along with all attachments required by the Form to the address shown in Section 1.8 above.
- Step 2 On receipt of your application, AEMO will send an invoice for payment by EFT.
For information regarding participant registration fees, see [AEMO budget and fees](#) on the AEMO website.
- Step 3 AEMO will review the application and respond to you within 5 *business days* of receipt of the application (Clause 2.9.1(b) of the *NER*).
- Step 4 AEMO may request additional information or clarification of the information contained in the application. If such a request is made, you must supply the additional information or clarification within 15 *business days* of AEMO's request (Clause 2.9.1(c) of the *NER*).
- Step 5 Within 15 *business days* of receiving the application, or within 15 *business days* of receiving the requested additional information or clarification, AEMO will notify you of AEMO's determination and, if AEMO rejects your application, the reasons for rejecting it (Clause 2.9.2(a) of the *Rules*). AEMO's notification will include an effective date of registration. This date will be determined considering AEMO's software change management process.

Note: Regardless of outcome, application processing activities and timeframes are the same and carry the same overheads, so fees and charges are non-refundable.

3. Explanation of the Application for Registration Form

The application form is divided into the following sections:

- Section A. Participant Category
- Section B. Application Details

This section of the form must be signed by an authorised representative of the Applicant as a declaration that the application and supporting documents are true and correct. Usually, the authorised representative is a Chief Executive Officer / Head of Organisation, Company Secretary or holds a management position.

You must also authorise AEMO to contact other parties to verify the information you have provided.

AEMO will not proceed without the declaration as it allows us to speak to all necessary parties required to make a considered decision about your application.

Please read this declaration carefully and ensure you are aware of its meaning.

Note: If a digital signature is used then the signatory must be copied into the email submission of the application to AEMO.

- Section C. Contact Details
- Section D. Required Information
- Section E. Eligibility to register as a Customer or Integrated Resource Provider
- Section F. Scheduled Loads
- Section G. Technical requirements
- Section H: IT systems

Below is an explanation of how to complete the various sections of the application, including a description of the attachments that are required.

3.1 Section A. Participant Category

This section gives an overview of what the applicant is applying for. If applicable, select:

- the type of *Customer* you are applying to become from the following options:
 - *Market Customer*
 - *Integrated Resource Provider (acting as a Market Customer)*
 - *Retailer of Last Resort (RoLR)*
- the *connection point* classification category from the following options:
 - *market connection point only*
 - *market connection point and scheduled load at the connection point*

If the *scheduled load* is a *bi-directional unit* being simultaneously classified as a *scheduled generating unit* in accordance with NER 2.2.2(b2) then you cannot use this Form. You must register as an *Integrated Resource Provider* with respect to an *integrated resource system* using the [Application for Registration as an Integrated Resource Provider in the NEM](#) form on the AEMO website.

3.2 Section B. Application Details

3.2.1 Formal application and declaration

3.2.2 B.1. Applicant details

You must formally apply for registration and provide your entity details.

3.2.2.1. Participant ID

You can suggest a Participant ID for your organisation. AEMO will advise you of the suitability of this suggestion prior to the establishment of the registration record in AEMO's systems. Please take care in nominating the ID as AEMO's systems do not support changes once IDs have been allocated. The Participant ID must be a maximum of 8 characters. If the proposed ID is already taken or no suggestion is made by the Applicant AEMO will allocate one for you.

You will be charged an additional fee per the [AEMO budget and fees](#) if you already have an existing Participant ID but have requested an additional Participant ID.

3.2.3 B.2. Applicant declaration

This section of the form must be signed by an authorised representative of the Applicant as a declaration that the application and supporting documents are true and correct. Usually, the authorised representative is a Chief Executive Officer / Head of Organisation, Company Secretary or holds a management position.

You must also authorise AEMO to contact other parties to verify the information you have provided.

AEMO will not proceed without the declaration as it allows us to speak to all necessary parties required to make a considered decision about your application.

Please read this declaration carefully and ensure you are aware of its meaning.

Note: If a digital signature is used then the signatory must be copied into the email submission of the application to AEMO.

3.3 Section C. Contact Details

In Section C you must provide contact details for your head office and relevant personnel including control room and trading room with respects to any *scheduled load*. It is important that AEMO can communicate with the correct person within your organisation, especially during operational emergencies. Please note only Australian phone numbers are acceptable and all personnel must be based in Australia. A description of each of the contact categories is provided below.

To ensure all information is up to date AEMO requests this information even if you are currently registered in the capacity to which your application relates.

After registration, *Registered Participants* must maintain up-to-date contact details of all nominated operational personnel with AEMO on a regular basis. To update your operational contacts after registration, please contact AEMO's Support Hub at Support.Hub@aemo.com.au or call 1300 236 600.

Compulsory Contacts for Market Customers and Integrated Resource Providers	
Head of Organisation	The Managing Director or Chief Executive Officer of the Applicant organisation.
Company Secretary	The person responsible for providing governance advice to ensure the company is compliant with relevant corporate legislation.
Corporate Relations Manager	Responsible for external communication.
Registration Contact	AEMO Onboarding's primary point of contact with the Applicant in regard to their registration. Able to liaise extensively within their organisation and with the different teams in AEMO.
Dispute Management	First point of contact for the notification of disputes under NER Clause 8.2.
IT Security – Primary	Primary IT contact for participant security and systems access. This person will receive the MarketNet credentials needed for access to AEMO's market systems (i.e. MMS and MSATS) from AEMO's Information and Support Hub. This will occur after AEMO implements the participant in pre-production environments. They become the initial MSATS participant administrator.
IT Security – Secondary	Secondary to above. Must be available 24/7.

Compulsory Contacts for Market Customers and Integrated Resource Providers	
IT Technical Network	To setup your MarketNet connection (if requested). Provision and maintenance of the network connection to MarketNet requires a suitably qualified network specialist who is ready for contact from AEMO's network specialists. This is particularly important for the security-sensitive and time-critical nature of installation and maintenance of network connections.
Metering - Technical	Contact who is responsible for managing metering related matters for the Applicant
Prudentials – Primary	Responsible for prudential activities, trading limit breaches and bank guarantees.
Prudentials - Secondary	Secondary to above.
Settlements - Manager	Senior person within organisation with extensive knowledge of Settlement processes. Nominated 'Registration' contact in Settlements Direct. Someone who receives formal correspondence such as Maximum Credit Limit (MCL) Letters, and is contacted if there are Settlements queries.
Senior to Settlements Manager.	For example, Chief Financial Officer or General Manager.
Clearing – Primary	Responsible for Austraclear trades.
Clearing – Secondary	Secondary to above.

Compulsory Contacts for scheduled load	
Operations – Bidding	First point of contact for clarification of bids and offers in the spot market. Must be available 24/7.
Operations – Manager	Person responsible for day-to-day operations of the <i>scheduled load</i> . First point of contact for physical operation of plant.
Operations – Shift Supervisor	Senior on shift who manages load controllers. Must be available 24/7
Operations – Trading Manager	Senior person within organisation with extensive knowledge of spot market operations. Must be available 24/7

3.3.1 Section C: Operational Contact Details Requirements

The following points below summarise the requirements associated with the 24/7 control room and trading operational contacts if you are classifying *scheduled load*:

- Primary operational contacts should be established via direct connections through a Public Switched Telephone Network (PSTN).
- The use of mobiles as a primary contact may only be considered for Participants that are not covered by the requirements of the system restart communications protocol and where there is a dedicated 1300/1800 number which automatically connects to a prioritised list of recipients. If so, caller IDs must be correctly relayed such that correct call-back details are maintained. This requirement also ensures that caller authentication can be maintained. The call connectivity must also be robust.

- Backup operational contacts should also be established via direct connections through a PSTN but can include mobile phones if the phone is located in an area of reliable coverage to more than one carrier cell tower and is on a different network to the primary number.
- Call menu options are not appropriate for operational communication and points of operational contact should be established via a direct number to the relevant operator or controller.
- Operators or controllers of facilities in the NEM must be fluent in the English language.
- The physical voice communications channel must have low distortion and noise, such that the communication is intelligible.
- Operators or controllers must comply with the agreed electrical and switching terminology used within the NEM.
- The objective is to answer any incoming call within 30 seconds. All incoming calls must be answered within no more than 5 minutes. The recipient of a call should also initiate a response in the network within 15 minutes for any system security related requests, instructions or directions, in accordance with Clause 4.2.6.
- Call system annunciators are commonly used to advise callers that the call is being recorded, as per Clause 4.11.4(c). When used, the length and complexity of these annunciator messages should be minimised. For example, the following annunciator message is deemed appropriate: "This call is being recorded".

3.4 Section D. Required Information

Additional material must be attached in relation to the following unless the participant is already registered in which case confirmation that no change has occurred since this information was last provided, or updated information, is required:

3.4.1 D.1 Partnership status

If you are applying for registration on behalf of a partnership, you must provide evidence of the legitimacy of the partnership, such as a partnership agreement.

3.4.2 D.2 Trust status

Where the Applicant is acting in a trustee capacity, the Applicant must provide a copy of the Trust Deed establishing the Applicant Trust. It must also execute and return a [Trustee Deed Poll](#) in the form specified by AEMO. No changes are to be made to the form of Deed other than the completion of details where highlighted.

AEMO must be satisfied that an applicant for registration will be able to meet its obligations under the *Rules*. (The same applies to exemption applicants who appoint an intermediary, because they remain liable for the intermediary's acts and omissions.) Trustees, however, are generally not personally liable for obligations they incur on behalf of the trust. The purpose of the Trustee Deed Poll, therefore, is to assure AEMO that the trustee's right of recourse to the property and assets of the trust remains in place for the purpose of meeting its *Rules* obligations, on an ongoing basis.

3.4.3 D.3 Organisational capability

You must show that you are in a position to control the operation, business and administrative processes applicable to your activity as a *Customer or an Integrated Resource Provider* and that responsible officers within your organisation are in a position to establish, or have already established, resources, processes and procedures to ensure compliance with the *Rules*.

To confirm this, you need to enclose the documents requested in this section of the Form and check the appropriate checkboxes to confirm each document is attached or provide reasons why not.

3.4.4 D.4. Financial Viability

You will need to be able to meet your financial obligations to AEMO and satisfy the prudential requirements as set out in clause 3.3 of the *Rules*. You must include:

- copies of your most recent audited financial statements; and
- explanation of any financial links with parent or other organisations.

You will be required to provide credit support to cover the forecast maximum daily *consumption* in the first months of operation. This information should be included in your forward plan provided under D.3. Further information regarding the amount of credit support is available from the document “Credit Limit Procedures” which is on the AEMO website.

Credit support instruments must conform strictly to the format for financial guarantees available on the AEMO website.

Credit support providers must meet the criteria of clause 3.3.3 of the *Rules*. Guarantees from parent or affiliated companies are unlikely to satisfy the criteria.

Please check the appropriate checkboxes to confirm the documents are attached.

3.4.5 D.5 Regulatory compliance

You will need to confirm whether the Applicant is a *retailer* or not.

You must show that you comply with requirements currently imposed by the *Jurisdictional Regulator*¹ who has jurisdiction over your activities. You must confirm that you have either met your jurisdictional requirements, you are exempt from jurisdictional requirements, or that no jurisdictional requirements apply in your case. You should enclose the following:

- a copy of your current electricity licence or approval applicable in one or more *NEM* jurisdiction(s), or evidence of exemption, such as a letter from the relevant *Jurisdictional Regulator* explaining that no jurisdictional requirement exists, or copies of relevant exemptions or derogations; and
- details of any non-compliance with jurisdictional regulatory obligations.

Give an explanation if you are unable to provide this information.

3.4.6 D.6. Market Participant Criteria

Check the appropriate checkboxes.

3.4.7 D.7 Credit Support

AEMO requires the Applicant to provide a financial institution guarantee using the [AEMO Guarantee Pro-Forma](#).

AEMO’s prudential team will contact you following submission of your application to confirm your credit support requirements.

It is recommended that guarantees are checked by AEMO prior to execution by emailing a draft copy to prudentials@aemo.com.au. The guarantee is required at the time of application and prior to your registration.

For further assistance with financial guarantees, see the [Credit Support Management Guide](#) on the AEMO website.

¹ Australian Energy Regulator, Independent Pricing and Regulatory Tribunal of New South Wales, Essential Services Commission for Victoria, Queensland Competition Authority, Essential Services Commission for South Australia, Independent Competition and Regulatory Commission for the Australian Capital Territory, Economic Regulation Authority (Western Australia), Office of the Tasmanian Economic Regulator and Queensland Government - The Department of Natural Resources, Mines and Energy.

3.4.8 D.8 Recipient Created Tax Invoice

If your company (having the same ABN as this application) has signed a current version of the Recipient Created Tax Invoice Agreement (RCTI), you do not need to complete a new one. To see if your previously signed agreement is still current, check the **Last Updated** date in the latest Agreement's "notes for completion". If you have previously submitted an RCTI in the most current format you can identify that fact as a reason for not attaching a signed agreement.

An [RCTI](#) form is available from the AEMO website. To fulfill the requirements for an RCTI, please ensure that all essential fields are filled in and signed, including the accompanying cover letter. AEMO accepts both electronic and physical copies of RCTIs. In the case of physical copies, since the Agreement involves two parties, it is necessary to execute and send back two original copies to AEMO. This ensures that each party possesses a fully executed copy. AEMO will then proceed to sign each original and return one copy to you. Insert the date the authorised signatory signs the agreements underneath his/her signature. The date of the Agreement will be the date on which AEMO executes it.

3.4.9 D.9 Austraclear

AEMO uses an external electronic funds transfer system provided by Austraclear. Please provide your Austraclear Membership Number. If you do not have an Austraclear you will need to apply directly to the ASX for membership. Membership approvals can take up to five weeks to process and charges are payable direct to the ASX. See [Austraclear website](#).

If you do not have an Austraclear membership number at the time of submitting the application, AEMO will record this as an outstanding item.

If the Austraclear account holder is not the Applicant entity, the Applicant will need to provide with their application a formal letter on behalf of the account holder declaring that the Applicant has permission to use this Austraclear account.

3.5 Section E. Eligibility to register as a Customer or Integrated Resource Provider

Show that you meet the eligibility requirements to register as a *Customer* under NER clause 2.1B.4 or an *Integrated Resource Provider* under NER clause 2.1B.2. You will need to include:

- evidence that you intend to classify, within a reasonable period of time, a *connection point* as a *market connection point*
- if this evidence is not available, a business plan or strategy containing enough detail to enable AEMO to be satisfied that you intend to classify, within a 3 to 6 month period, the connection point as a market connection point
- if registration is for the purpose of acting as a RoLR, evidence that you have been appointed as the RoLR in the relevant participating jurisdiction.

Give an explanation if you are unable to provide this information.

3.6 Section F. Scheduled Loads

If you want to classify *plant* at a *market connection point* as a *scheduled load* you must complete Section F.

If you are registering as a *Market Customer* or *Integrated Resource Provider*, you can request that AEMO classify *plant* at your *market connection points* as *scheduled loads* so that you can then submit *dispatch bids*. The information about *scheduled loads* will be used to establish standing data for processes such as the *short-term PASA*, *medium-term PASA* and for validation of bids.

A *scheduled load* must be able to be switched on or off as appropriate in accordance with submitted bids. Before classifying your *plant* at a *market connection point* as a *scheduled load*, AEMO must be satisfied that the *scheduled load's* facility can comply with AEMO's *dispatch* instructions.

3.6.1 Identifiers

When you first submit your application form, you must nominate Station IDs, Dispatchable Unit IDs and Load Set IDs where applicable. AEMO will advise you of the suitability of these suggestions prior to registration approval and request you to update them on the application form if necessary. Please take care in nominating these IDs as changes once IDs have been allocated are not supported.

All IDs are a maximum of 8 characters.

- IDs containing only alphanumeric characters are preferred.
- Underscores or use of symbols (for example *, #, @, >, /), are not acceptable.
- Station IDs, DUIDs and Load Set IDs must intuitively represent the full load name.
- Station ID or DUID must not contain any reference to the owner of the load.
- For the DUID the final character must be a unique number which identifies the load number. Even if only a single (or aggregated) unit (load) is planned the DUID should still end in 1. For any additional units the number should increase sequentially.
- For consistency new units at an existing station should follow the existing DUIDs.
- Where there is a single Load Set under a Dispatchable Unit, it is acceptable for the Load Set ID to be the same as the Dispatchable Unit ID.
- Where there are multiple Load Sets under a Dispatchable Unit, please order the Load Sets.
- Example IDs for 'Blue Sky Station':
 - Suppose this station has 2 dispatchable units. Each dispatchable unit contains a single load set.
 - Station ID: 'BLUESKY'
 - DUIDs: 'BLUESKY1' and 'BLUESKY2'
 - Load Set IDs: 'BLUESKY1' and 'BLUESKY2'
 - Suppose this station has two dispatchable units. The first dispatchable unit contains one load set and the second dispatchable unit contains two.
 - Station ID: 'BLUSKY'
 - DUIDs: 'BLUSKY1' and 'BLUSKY2'
 - Load Set IDs: 'BLUSKY1', 'BLUSKY2A' and 'BLUSKY2B'

There should be one Dispatchable Unit ID for each *scheduled load* so please copy the table as required and add the additional information as attachments to this Section F.

3.6.2 Operational and System Readiness

The operation of the *power system* requires participants to have robust communication mechanisms and 24-hour operational capabilities in place prior to registration and commissioning. Among many other things, operational obligations outlined within the NER require *Market Customers and Integrated Resource Providers* with scheduled load to:

- nominate personnel who will receive and act on operational communications;

- maintain up-to-date contact details of nominated operational personnel with AEMO;
- provide two independent telephone system numbers for each nominated operational personnel and control centre (mobile phone numbers only are not acceptable);
- maintain both independent telephone systems in good repair and investigate communication faults within 4 hours;
- establish and maintain a form of electronic mail facility as approved by AEMO;
- notify AEMO of settings or model updates, and circumstances affecting plant operation that could affect AEMO's management of power system security;
- ensure that appropriate personnel are available at all times to receive and immediately act upon instructions from AEMO (24/7 operational coverage)²; and

Prior to registration, *Market Customers* and *Integrated Resource Providers*, must provide AEMO evidence of their operational and system readiness, and demonstrate they are able to:

- participate in bidding and *central dispatch* processes; and
- ensure appropriate personnel are always available to receive and immediately act upon *dispatch instructions* and operational communications on a 24/7 basis.³

To demonstrate your operational readiness, you must attach to your application form:

- a diagram which shows the roles of the individuals responsible for daily bidding and physical control of your load installation, including details of their expertise;
- a description of how 24/7 operational coverage⁴ will be maintained, to ensure appropriate personnel are available at all times to receive and immediately act upon instructions issued by AEMO. This should include, but is not limited to:
 - details on how you intend to receive and immediately act upon *dispatch instructions* and other operational instructions for physical plant operation on a 24/7 basis;
 - details on who will and how you intend to submit bids, including rebids, and comply with the latest consumption offer; and
 - details of the systems in place for 24-hour access to AEMO systems, in particular AEMO's MMS portal;
- details of the two independent voice communications systems established for the load installation, to give or receive operational communications. Applicants must provide for each nominated operational person and control centre two independent telephone communication system numbers (mobile phone numbers are not acceptable); and⁵
- details of the data communication systems established for the load installation to connect to AEMO systems.
- a completed and signed Application Capability Declaration.

To demonstrate your system readiness, you will be asked to submit evidence you can use AEMO's pre-production systems once you have been configured to do so. You will be required to submit screenshots of;

- the first bid that you are likely to submit post commissioning, and acknowledgment of successful submission,

² Example : appropriate systems are in-place to receive and follow dispatch instructions via bidding systems and backup by AEMO's MMS portal,

³ For both market dispatch and physical operations of plant

⁴ Please note 24/7 bidding operations is not considered the same as 24/7 physical load installation operations (who can physically adjust plant).

⁵ Registered Participants are required to maintain both telephone communication systems in good repair and investigate communication faults within 4 hours.

- an MT PASA availability profile and acknowledgment of successful submission
- receipt of dispatch target (MW) and

If the application is with respect to an existing load installation with *scheduled load* classification the applicant will not be required to provide operational readiness documentation. However, they may still be asked to provide system readiness information and a capability declaration will be needed for any Applicant that has not previously provided one.

 Please clearly mark all attachments as '**Attachment to Section F**' and number each page consecutively.

3.6.3 F.5 Energy dispatch instructions

AEMO's primary interface for dispatch instructions is the Electricity Market Management System (MMS) Data Interchange.

Market Participants may choose to receive 5-minute *dispatch instructions* via SCADA but must be aware that AEMO considers this a secondary system and cannot monitor successful transmission of SCADA signals.

AEMO seeks to provide *Market Participants* with *dispatch* (energy and FCAS) targets in a reliable and robust way. The MMS Data Interchange system has been designed for this.

Although AEMO's SCADA can be used to provide *dispatch instructions*, AEMO cannot ensure that the *dispatch instruction* is sent to and received by a *Market Participant*. Any interruptions to the SCADA signal could be in AEMO's systems or NSP systems and may not be visible to AEMO. As such, a participant could be using an old or incorrect *dispatch instructions* and might be declared non-conforming as a result.

3.7 Section G. Technical requirements

You must attach the *performance standards* for your facility. If the *connection agreement* with your *Network Service Provider* provides a level of detail equivalent to the 'Customer Performance Standards' document, you can attach a copy of the *connection agreement* instead (with commercial terms removed).

3.8 Section H. IT systems

When appropriate, Applicants need to provide AEMO with IT system information.

3.8.1 H.1 MarketNet connection

All participants requiring access to AEMO's IT market systems must have access to AEMO's private network called MarketNet. As part of processing an application, AEMO's network specialist will liaise with your IT Technical Network Contact (or third party as organised by you) to setup a primary and secondary connection according to your request.

In this section, you need to select 'Yes' if you require a new MarketNet connection and provide the information requested or select 'No' if you have access to an existing connection or do not require one.

For details regarding MarketNet options and entitlements, see the [Guide to Information Systems](#) on the AEMO website.

3.8.2 IT Notifications email address

It is important to receive AEMO notifications regarding IT changes or outages that may impact your business.

Please have your IT staff set up and maintain a group email address with an appropriate distribution list for this to occur (individual email addresses are not accepted).

Once established, enter your organisation's email address in the space provided.

3.8.3 e-Hub access

AEMO has a private communication platform called e-Hub which supports the exchange of information between participants and AEMO using APIs. The e-Hub is accessible over MarketNet or the internet.

The e-Hub includes:

- An API Developer portal
- An API Gateway

Not all applicants require e-Hub access and access may be optional or mandatory. If you require e-Hub access, select 'Yes' then fill in the appropriate fields, or select 'No' if you do not.

To access, an AEMO-signed TLS certificate is required, please see the [TLS Certificate Management](#) guide.