



Guide to DWGM Contact Types

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1. Guidance on contact type management

The following table lists the DWGM Contact types and associated communications. The following details are provided for each contact type:

- A short description of the purpose of the contact type.
- The communications that the contact will receive, and the method of communication (e.g. SMS, email).
- The types of DWGM participant roles to which the contact applies (e.g. market participants (retailers, market customers and traders), facility operators (DTS Service Provider, Producers, Storage Providers, Interconnected Transmission Pipeline Service Providers, Distributors))
- Whether a single contact or multiple contacts may be registered under the contact type.

For each contact type, please provide first name, last name, job title, email address, business phone, fax number, and mobile number. Please ensure that each person whose details are provided is made aware of AEMO's Privacy Policy which explains how AEMO manages personal information (see http://www.aemo.com.au/Privacy_and_Legal_Notices/Privacy-Policy).

Participants must have at least one of each contact type. Registered Participants can review their current contacts in MIBB report INT134. Please note MIBB report INT134 also includes STTM contact types from MIS report INT713 as per the Guide to STTM contact types.

A participant can update contacts via the following process:

- (a) Download and save INT134 Company contact details from the participants MIBB folder as a '.xml' file.
- (b) Add a column called "Contact Changes" to the file and list additions (highlighted in green), removals (highlight in red) and amendments (highlight changes only in yellow).
- (c) A participant's Authorised MIBB Security Contact is to email the change request to AEMO's Support Hub (Support.Hub@aemo.com.au).
- (d) AEMO will raise a Support Hub ticket, which will be receipted by the participant contact, and action the request.

The Support Hub ticket aims to action the change request within 5 business days, except where a large number of changes are required.

2. Summary of contact types

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
Chief Executive Officer (CEO)	The CEO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Single
Chief Financial Officer (CFO)	The CFO does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Single
Company Secretary (COS)	The Company Secretary does not receive any routine notifications, rather this contact is kept for AEMO's records.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email, phone or mail). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Single
24 Hour Contact (24HR)	DWGM 24 hour contact will receive information about Scheduling System Wide Notices (SWNs), Industry Conferences and Victorian gas market emergency events. This contact must be available at all hours.	<ul style="list-style-type: none"> May be provided information by AEMO on an ad hoc basis about scheduling/emergency issues via SMS and/or email. May be provided INT151 by email only in the event the MIBB becomes unavailable or to test Business Continuity Processes. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Multiple
Authorised MIBB Security Contact (AMIBB)	<p>Authorised MIBB security contact is responsible for submitting and confirming market participant specific data changes which include, but are not limited to, new accreditations.</p> <p>The Authorised MIBB security contact can access the Participant Portal to add or remove user accounts.</p>	<ul style="list-style-type: none"> Request for confirmation sought when an application for a participant specific data change is required (email). Update user This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Single
Authorised Web Exchanger User	Authorised Web Exchanger User (excluding Agency Distribution) does not receive any routine notifications,	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). 	Market Participant	Multiple

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
(WEBEX)	rather this contact is kept for AEMO’s records of end users.	<ul style="list-style-type: none"> User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 		
Authorised Web Exchanger Agency Distribution (WEXAD)	Authorised Web Exchanger Agency Distribution does not receive any routine notifications, rather this contact is kept for AEMO’s records of end users.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 	Market Participant	Multiple
DWGM Confirmation Contact (CONF)	DWGM Confirmation contact will confirm the quantity of gas they will inject for the remainder of the gas day as required by NGR219.	<ul style="list-style-type: none"> May be provided information by AEMO at the approval of each schedule to confirm they will be able to deliver the aggregate quantity of gas specified for the gas day. Each DWGM Facility Operator must have at least one and at most two Confirmation contacts. This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	DWGM Facility Operator (Pipeline Operator, Producer or Storage Provider)	Multiple
DWGM Control Room Contacts (CRC)	Contact details used by the Victorian Gas Control Room for facilities connected to the DTS	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone) when inconsistencies occur between scheduled quantities and nominations to a DWGM Facility Operator. This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	Market Participants	Single
DWGM Facility Operator Control Room Contact (FOCR)	The DWGM Facility Operator’s Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	DWGM Facility Operator (Pipeline Operator, Producer or Storage Provider)	Single
DWGM Distribution Operator Control Room Contact (DOCR)	The DWGM Distribution Operator’s Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	DWGM Distribution Operators (MultiNet, AGN or AusNet)	Single
DWGM Emergency Contact (EMRGY)	DWGM emergency contact is a representative, as required by Rule 334, of each Registered participant must be a person having appropriate authority and responsibility within the Registered participant’s organisation to act as the primary contact in the event of an emergency. This contact must be available at all hours.	<ul style="list-style-type: none"> A single telephone number, mobile number, email and facsimile number at which a representative of the registered participant is contactable by AEMO, 24 hours a day. In the event of a Victorian gas emergency will be required to attend an Industry Teleconference or an Emergency Teleconference (as set out in the Emergency Procedures Gas). 	All Participants	Single

Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
		<ul style="list-style-type: none"> This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 		
IT Security Contact (ITAUT)	The IT Security Contact that can access the Participant Portal to add or remove user accounts.	<ul style="list-style-type: none"> Issued with IT setup information, including system access credentials, upon registration. May be contacted on an ad hoc basis regarding IT security matters (email or phone). This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Single
MIBB Account Owner (MIPEC)	The MIBB Account Owner does not receive any routine notifications, rather this contact can access participant specific reports on the MIBB.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (email or phone). User accounts can be added or removed by the ITAUTH or AMIBB contact via the Participant Portal. 	All Participants	Multiple
GBB Facility Operator Contacts (GBBCR)	The non-DWGM Facility Operator's Control Room Contact is used to contact these facilities in the event of an issue.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	Non-DTS Facility Operators	Single
Gas Quality Contact (MSGQ)	Gas quality contact who receives communications (email and SMS) when a gas quality event occurs at a system injection point.	<ul style="list-style-type: none"> An alert that AEMO has published a System Wide Notices on the MIBB about gas quality issues, and general market information via SMS and/or email. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	All Participants	Multiple
DWGM Gas Powered Generation Control Room Contact (GPGCR)	DTS connected GPG Control Room contact to be used in the event of an issue impacting the DTS.	<ul style="list-style-type: none"> May be contacted by AEMO on an ad hoc basis (phone). This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	Gas Powered Generator	Single
DWGM Settlements Manager (STMGR)	Contact for all settlement and prudential notifications and issues.	<ul style="list-style-type: none"> Notification that settlement statements have been published via email and phone. Issuance of a prudential warning notice or margin call notice via email and phone. There can only be one Settlements Manager per ORG ID. This contact can be updated by submitting a request from the Authorised MIBB Security Contact or IT Security Contact to AEMO's Support Hub. 	Market Participant	Single



Contact Type	Description	Notifications (method of notification)	Participant Role	Number of Contacts
DTS Site Contact (SITE)	Contact phone number for each critical Victorian Declared Transmission System (DTS) Site.	<ul style="list-style-type: none"> • May be contacted by AEMO on an ad hoc basis (email or phone). • This contact can be updated by submitting a request to the Victorian Gas Control Room via Support Hub. 	DTSSP Only	Single contact per site
East Coast Gas System Industry Conference (ECGSIC)	Contact when the East Coast Gas System (ECGS) Notice for an identified risk or threat is issued requiring an ECGS Industry Conferences.	<ul style="list-style-type: none"> • May be provided information by AEMO on an ad hoc basis about identified risks or threats via SMS and/or email. • May be requested to attend on an ad hoc basis a East Coast Gas System Industry Conference and receive information about the event via SMS and/or email. 	All Participants	Multiple
East Coast Gas System Assessment Conference (ECGSAC)	Contact when the East Coast Gas System (ECGS) Notice for an identified risk or threat is issued requiring an ECGS Assessment Conferences.	<ul style="list-style-type: none"> • May be provided information by AEMO on an ad hoc basis about identified risks or threats via SMS and/or email. • May be requested to attend on an ad hoc basis a East Coast Gas System Assessment Conference and receive information about the event via via SMS and/or email. 	All Participants	Multiple