



# AEMO WA Operations Report

**Australian Energy Market Operator (AEMO)**  
**April 2022**

**Public**

# Authorisation

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# 1 Operational Issues

This section of the report outlines any operational issues encountered by the GRMS or the operational team during the month which either impacted, or had the potential to impact the delivery of WA GRMS services.

## 1.1 GRMS Originating Issues

This section describes operational issues which originated from the GRMS and had a direct impact either on the WA market, CGI's service levels or AEMO's adherence to the Retail Market Procedures (RMP).

There is one GRMS operational issues to report this month.

### 1.1.1 LATE WA MARKET REPORTS ON 22<sup>ND</sup> APR 2022 - IR-AEMO-0140

The Help Desk received an alarm at 12:10pm WST indicating that the gas day calculations workflow had not completed. The Help Desk investigated and determined that the DEE\_EST workflow was still processing the hourly readings report.

The Help Desk provided a notification to the market at 1pm WST informing them that the Swing Service reports would be delayed.

The Swing Service reports were generated at 1:02pm WST.

At 1.17pm WST, Help Desk confirmed that the gas day calculations workflow completed successfully and reports were generated.

Help Desk investigations indicated that the generation of the Swing Service reports were delayed due to the processing of the hourly data records. Analysis of the database determined that there were a very large number of hourly data records going back many years.

CGI proposed that a purge of historical hourly data records in the database would be performed. This would only be done after consultation with AEMO.

## 1.2 Market Originating Issues

This section describes operational issues which originated from outside the bounds of the GRMS which caused subsequent market impact or required significant input from the CGI operational team to resolve. Market originating issues may also have had an impact on CGI's service levels and AEMO's adherence with the RMP although in most cases, CGI will claim concession from service failures resulting from issues described in this section.

There are no Market originating issues to report this month.

## 1.3 Operational Risks

Operational risks are situations which, if not managed appropriately may become operational issues which have the potential to impact CGI, AEMO or the WA market. Current risks which CGI are managing and of which AEMO should be aware are described below.

No new operational risks have been identified.

## 1.4 Operational Matters

There are no operational matters to report this month.

## 2 GRMS Scheduled / Unscheduled Events

### 2.1 Scheduled Events

The following table details all scheduled events that may have affected GRMS availability during the calendar month. Events were performed during agreed downtime periods and therefore were implemented with minimal impact to participants.

Scheduled events which have the potential to impact participants are planned to take place outside of WA business hours on a best endeavours basis or at a time agreed with participants. Times shown are EST. It should be noted that only those events which involve the EbXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
WA GRMS	Microsoft Security Patching	5-May-2022	17:15	30	CR/AEMO-W/0463

### 2.2 Unscheduled Events

The following table details unscheduled events for the calendar month. Outage minutes exclude time during agreed maintenance periods. It should be noted that only those events which involve the EbXML or FTP gateways have an impact on the market from an availability perspective.

Name	Description	Date	Time	Mins	Ref
-	-	-	-	-	-

### 2.3 System Availability Summary

During the month, there were 30 days resulting in the following availability metrics as defined in the SOSA:

- TPA (Total Possible Availability) = 36,000 minutes
- (Based on 20hrs per day 03:00 until 23:00 each day)
- GAPS (Intervals of unscheduled downtime) = 0 minutes
- SAM (Scheduled & Agreed Maintenance) = 30 minutes

The SLA requires market system availability of 99.6%

The WA Market system was available for a total of **36,000** minutes once scheduled and agreed maintenance is excluded. This equates to an overall availability of 100.00%

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