



AEMO GAS RETAIL MARKET COMPLIANCE QUARTERLY REPORT GAS RETAIL MARKET PROCEDURES

PREPARED BY: AEMO

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Introduction

ROLE OF AEMO

For New South Wales (NSW), Australian Capital Territory (ACT), South Australia (SA), Victoria (VIC) and Queensland (QLD) gas retail markets, section 91MB(3) of the National Gas Law (NGL) requires that, if AEMO has reasonable grounds to suspect a breach of the Retail Market Procedures (Procedures), it must, after making such inquiries and investigations as it considers appropriate, decide as to whether the breach is a material breach. AEMO must publish that decision and its reasons. AEMO is required to assess the materiality of breaches of the Procedures and if it determines that the breach is material may direct a person suspected of a breach to take remedial action. AEMO is not required to undertake this assessment for breaches of the NGL and National Gas Rules (NGR).

For Western Australia (WA) gas retail market, Chapter 6 of the WA Retail Market Procedures deals with Compliance and Interpretation and places several obligations on AEMO. AEMO's role under Chapter 6 of the WA Retail Market Procedures includes:

- To create a Compliance Panel and support that panel¹.
- To make determinations on whether to refer Procedure compliance and interpretation matters to the Compliance Panel.

The Compliance Panel makes all decisions under Chapter 6, except that it may delegate authority to AEMO to make determinations on whether a Procedure breach is material².

PURPOSE

This report includes immaterial breaches identified in the last quarter, i.e. between March and May 2023. Breaches that have a material impact on market participants, the market as a whole, or end use customers are reported separately.

For WA gas retail market, any breaches that are referred to the Economic Regulation Authority (ERA) or have material impact on any other market participants, the market as a whole, or end use customers are reported separately and are included as a line item in this report for completeness.

VERSION CONTROL

Version	Release date	Changes
1.0	15 June 2023	Initial version

¹ The Compliance Panel has established the "WA Gas Retail Market Compliance Panel Guidelines" to set out its governance and administrative arrangements, as required by clause 338 of the Procedures. The WA Gas Retail Market Compliance Panel Guidelines are available on the AEMO website (www.aemo.com.au), and should be read in conjunction with the WA Gas Retail Market Compliance Guidelines.

² Clause 343(3) of the WA Retail Market Procedures.

QUARTERLY REPORT – IMMATERIAL BREACHES

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
8 February 2022	WA	Electricity Generation and Retail Corporation (Synergy)	166A(1) of WA RMP	<p><u>Description</u></p> <p>As part of the negative assurance audit as per clause 350(2) of the WA RMP for calendar year 2022, Synergy identified that it had not complied with clause 166A(1) of WA RMP on 8 February 2022. Synergy had not obtained the explicit informed consent (EIC) for a customer prior to Synergy requesting the network operator to provide historical metering data.</p> <p>This is a breach of clause 166A(1) of the WA RMP relating to obtaining a customer’s EIC prior to lodging a request with the network operator for historical metering data or historical meter reading data.</p> <p><u>Cause</u></p> <p>Synergy’s investigation and review of their standard operating procedures revealed that:</p> <ul style="list-style-type: none"> • Synergy’s standard EIC process to obtain historical metering data from the network operator was not fully adhered to. • Synergy did not obtain the customer’s EIC prior to Synergy making the request with the network operator for historical metering data. <p><u>Actions</u></p> <p>All relevant teams will be required to undertake additional refresher training in relation to the EIC process.</p>	<p>Immaterial</p> <p>On 4 April 2023, AEMO requested participants to provide their feedback on this breach by 20 April.</p> <p>AEMO received feedback from AGL confirming no impact.</p> <p>After having regard to the other matters in clause 329(1) of the WA RMP, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
				<p>Synergy will increase the frequency of its intermittent quality assurance checks and reviews to ensure EICs are obtained and actioned in line with Synergy's Standard Operating Procedure and the Procedure will be redistributed to the teams for review.</p>	
1 April 2023	NSW - ACT	AEMO	8.11.9 and 8.12.1(a) of NSW-ACT RMP	<p><u>Description</u></p> <p>On 1 April 2023, the provision of the network allocation daily (NAD) file for gas day 31 March 2023 to the STTM system was delayed by 33 minutes and the NSW STTM market reports were delivered late to market participants by 3 minutes.</p> <p>This caused a non-compliance with the NSW-ACT RMP relating to the timely provision of the NAD file to the STTM system and timely provision of data to the market participants.</p> <p><u>Cause</u></p> <p>The daily calculations record for gas day 31 March was in a locked state preventing the completion of gas day calculations for on 1 April.</p> <p><u>Actions</u></p> <p>On 1 April at 10.30 AM (AEDT) AEMO found a lock on the daily calculations record for gas day 31 March. AEMO terminated the affected session and restarted the daily calculations at 11.50AM.</p> <p>AEMO added a note to the NSW Reconciliation Account Balance (RAB) operational procedure providing clarification around the record update steps and the necessary actions to be followed to ensure that the RAB process is completed successfully. AEMO has provided additional training to the relevant team around the</p>	<p>Immaterial</p> <p>AEMO's non-compliance with clause 8.11.9 and 8.12.1(a) of the NSW-ACT RMP on 1 April 2023 had no material impact on any other market participants, the market as a whole, or end use customers.</p> <p>AEMO does not run STTM daily prudential on weekends and public holidays.</p>

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
				execution of the RAB report process to prevent a recurrence of this incident.	
18 April 2023	WA	AEMO	228(2), 228(3), 246(1), 248(1), 286, 288(1), 287(1), 296, 299(1), 300 and 302(3) of WA RMP	<p><u>Description</u></p> <p>On 18 April 2023, the following WA market reports were delivered late to market participants by approximately 6 minutes:</p> <ul style="list-style-type: none"> • UETW reports • INTMR reports • DI reports • UDW reports • BID-PUB reports • BID-ALLOC reports • OMP-APP reports • MCP-TANUSA reports • MCP-TSS reports • SRQ reports • SS reports • USS reports • DGQ reports <p>This is a breach of clauses 228(2), 228(3), 246(1), 248(1), 286, 288(1), 287(1), 296, 299(1), 300 and 302(3) of the WA RMP.</p> <p><u>Cause</u></p> <p>On 18 April, the basic meter reads file was delivered to WA gas retail market system (GRMS) later than usual and close to the</p>	<p>Immaterial</p> <p>On 8 May 2023, AEMO requested participants to provide their feedback on this breach by 22 May 2023.</p> <p>AEMO received feedback from Kleenheat confirming no impact and agreed with the implementation of an alarm to detect future recurrence of this incident.</p> <p>After having regard to the other matters in clause 329(1) of the WA RMP, AEMO has determined that the breach was not material and resolved. AEMO to take no further action in relation to this matter.</p>

Date of breach	Market	AEMO/Market participant	Procedures and clause	Summary	Impact
				<p>start of the calculation at 1.30PM AEST. WA GRMS also received a few basic meter reads files at around similar time with large number of records. This prevented the calculation from starting on time.</p> <p><u>Action</u></p> <p>On 18 April 2.29 PM AEST, AEMO stopped the data estimation workflow service on the application server and moved the basic meter reads file workflow out of the queue to give way for the data estimation workflow and then started the data estimation workflow service. At 3.09PM AEST, AEMO confirmed that the data estimation workflow had completed and the market reports had been sent to participants.</p> <p>AEMO has implemented an alarm to detect a future recurrence of this incident. The alarm will detect if there are any basic meter reads file workflows running during the time that the calculation runs.</p>	