GAS WHOLESALE CONSULTATIVE FORUM PAPER

FOR NOTING

SUBJECT: REVIEW AND UPDATE PARTICIPANT CONTACT INFORMATION

AGENDA ITEM: 8

1. PURPOSE

AEMO held an Industry Conference on 23 June 2021. This results in approximately 10 per cent of the market notices concerning the event going to inactive email addresses.

On this basis AEMO has arranged for those 24 Hour and STTM 24 Hour contacts that provided a bounceback to be made inactive.

Registered participants are responsible for maintaining registered contacts as per the Wholesale Market Electronic Communication Procedure section 3.1. However, AEMO has noted a large number of registered contacts that should potentially be made inactive. Therefore the following, once-off process, is designed to identify all invalid users and contacts to be made inactive.

2. BACKGROUND

The following table provides a breakdown of the current number of existing active contacts and users held by AEMO in our market systems for the Gas Bulletin Board, DWGM and STTM.

Contact/User breakdown	**Number**
Active Contacts with a User Account	1766
Active Contact with no User Account (email registered)	1545
Active Contact with no User Account (no email registered)	69
Active Contact with no User Account or Contact Type associated	286
Total Active Contacts and Users	3666

3. DISCUSSION

To assist in ensuring the integrity of AEMO's user and contact information we propose that:

1. AEMO confirm which user accounts, associated with a contact, have been accessed in the last 12 months. If the user account:

a. has been accessed then the corresponding contact details are assumed to still be valid.

b. has not been accessed in the last 12 months then the corresponding contact details will be validated via the process in steps 2 or 3.

Note A User Account is locked after 90 days and requires a password reset to unlock from AEMO's Supporthub. If a contact type is associated with a user account then follow the process outlined in steps 3 or 4 based on registered information.

2. If a contact (or a contact associated with a user) has a registered email address then AEMO will send an email to check the email address is still active.

   a. In the event the email is received without bounceback then the user account will remain active.

   b. In the event of email bounceback then AEMO will make the user account and contact inactive.

3. If a contact has no registered email address (and/or phone number) then these contact will be sent to the Authorised Signatory for review.

4. Email to the participants authorised contact(s) (AMIBB for DWGM or SWEXA for STTM) for contacts and user accounts to be review within 5 business days prior to making the account/contact inactive.

5. In the event there is no response from the authorised contact(s) in 5 business days then the contact/user account will be made inactive.

   Note: Any registered contact with no associated user account or contact type will be made inactive.

4. FOR NOTING

This is a once off process to remove many of the old contact data entered by registered participants. The aim of this process is to reduce the active users and active contacts held by AEMO for each gas market. In addition all redundant contact types will be removed.

Please note the Wholesale Market Electronic Communication Procedures section 3.1 places the obligation on Registered Participants to have their contacts updated with AEMO. This is a once off process to clean up old gas contacts and old user data.

To review your contact please review INT134 on the MIBB or INT713 on the MIS. Updates to these contacts can be provided to AEMO's supporthub.