



WEM and GBB (WA) Participant Support Guide

Version 5.0

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Important notice

PURPOSE

AEMO has prepared this document to inform Market Participants of the support available for issues and enquiries relating to the Wholesale Electricity Market (WEM) and the Gas Bulletin Board (GBB) in Western Australia. This support guide also provides information on the communications protocol in the event of market system outages, both planned and unplanned.

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VERSION CONTROL

Version	Release date	Changes
5.0	28/12/2023	Updated to reflect changes in support arrangements from New WEM Commencement Day.

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1. Guide Overview

The Wholesale Electricity Market (WEM) and Gas Bulletin Board (GBB) Participant Support Guide outlines the arrangements by which AEMO will provide operational support to participants of the WEM and the GBB (WA), and the communications protocol in the event of market system outages, both planned and unplanned.

AEMO is broadly responsible for day-to-day operation of the Wholesale Electricity Market Systems (WEMS) and South-West Interconnected System (SWIS). Participants may need to engage AEMO's WA support teams regarding matters relating to trading in the WEM such as Real-Time Market Submissions (RTMS), Short-Term Electricity Market (STEM) submissions or the Reserve Capacity Mechanism (RCM), or operational matters such as Outage submissions and Dispatch Instructions.

This guide outlines the contact points for participants across all areas.

2. Support

AEMO's WA operations consists of several front-line operational teams. Each team provides support on issues and enquiries related to their specific area of the WEM and GBB (WA), and manages IT related issues and queries.

If you have a general enquiry or are unsure, the WA Energy Market Management Team is the primary contact point for all operational enquiries and will direct you to the appropriate support contact.

The general AEMO Information and Support Hub should be contacted for issues, enquiries and service requests related to the NEM, east coast gas markets and WA retail gas market. The Support Hub may be contacted on 1300 236 600 or emailed at supporthub@aemo.com.au.

2.1 Contacting AEMO WA Operations

AEMO provides 24/7 support to participants for issues that arise in the WEM or GBB (WA). AEMO contact information is listed below:

Table 1 AEMO WA Contact Information

Team	Description	Support Arrangement	Contact Details
WA Energy Market Management	Primary contact point for general operational enquiries and information requests. Issues and queries related to the Short-Term Energy Market, Registration, GBB (WA) and Market Advisories.	24/7 On-Call Support	Ph: 1300 989 797 (Option 1) wa.operations@aemo.com.au
WA Operational Planning & Forecasting	Issues and queries related to outages, commissioning tests, forecasts.	On call support	Ph: 1300 989 797 (Option 2) wa.sm.planning@aemo.com.au
WA Real-Time Market Monitoring	Issues and queries related to Real-Time Market Submissions (RTMS) and WEM Dispatch Engine outcomes.	On call support via WA Energy Market Management	wa.rtm@aemo.com.au
WA Real Time Operations	Limited to control room interactions. All queries and issues related to real time dispatch including dispatch	24/7 Operations	Ph: Participant specific dial in.

	instructions, real-time outages and energy / ESS availability.		
WA Settlements & Prudentials	Issues and queries related to settlement invoices, payments, prepayments, trading margins, credit limits and margin calls.	Business hours support	wa.settlements@aemo.com.au
WA Reserve Capacity	Queries related to the Reserve Capacity Mechanism, including certification.	Business hours support	wa.capacity@aemo.com.au

Emails will be actively monitored during business hours, with the participant contacted where necessary for further information, and then resolved, or referred to the appropriate team(s) for further investigation. If support is required after hours, please contact the relevant area by phone in accordance with Table 1.

After hours, incidents with severity levels 1 and 2 (critical system, network, interface or IT outage to one or more participants) will be progressed immediately, with remaining incidents logged and then addressed during office hours.

2.2 Incident Severity Levels

All enquiries received will be triaged and given priority based on severity. Each severity level has a response and resolution timeframe, with severity level 1 having highest priority.

Upon receipt of a call, AEMO will ask the caller a specified set of questions to make an initial assessment of the issue and to have the caller determine whether the issue is severity level 1 to 4.

The questions asked may include:

- Identification of the caller – name, contact number and organisation.
- Determination of the system impacted – WEMS or GBB (WA).
- Determination of the environment impacted – production or market trial.
- Determination of impact on the participant.

For severity level 1 or 2 issues, or any issues for which the severity level is unclear, AEMO will progress the issue immediately.

3. System Outage Notification

System outages are required to enable hardware and software upgrades, and for disaster recovery processes to be tested.

Hardware and software upgrades can be required for several reasons, such as replacement of equipment, change of provider, maintenance, legislative change or process improvement.

Disaster recovery testing provides assurance that, should catastrophic system failure occur (due to an event such as flood or fire), the processes in place will ensure minimal disruption to the market.

3.1 AEMO Communication with Participants

AEMO will communicate with participants to advise of system outages (such as upgrades), and provide service updates for unplanned outages and system faults. The following table outlines AEMO's communications protocol for WEMS and GBB (WA).

Table 2 Communication to participants

Type	Target notice period	Communication method
Emergency IT change	1 hour (if possible)	WEMS: Market Advisory GBB (WA): Email to participants
Scheduled outage: Disaster Recovery testing Software upgrade	2 weeks	Email to participants (including release notes for software upgrades) For WEMS an additional Market Advisory will be sent 48 hours before outage and another immediately at the conclusion of the outage.
Unplanned outage	N/A	WEMS: Retrospective Market Advisory GBB (WA): Retrospective email
Return to service	N/A	WEMS: Market Advisory GBB (WA): Email notifying return to service

Participants' requests to modify a scheduled system outage date or time should be sent to AEMO as soon as practicable. Early requests will increase the likelihood of AEMO being able to accommodate the requests.

3.2 Planned System Outages

There are two types of planned outage which occur regularly:

- Disaster Recovery testing.
- Software upgrade deployment.

3.2.1 Disaster Recovery Testing

To mitigate risk to the WEMS and GBB (WA), AEMO duplicates the services in two data centres. At any time, one WEMS and GBB (WA) site is active and the other is inactive. To ensure our ability to operate from either site, AEMO will activate (switch to) the opposite site. This test is usually performed four times each year and requires a planned system outage of up to two hours.

In the event of a serious system failure, a 'fail-over' would be initiated and AEMO would activate the standby site. WEMS and GBB (WA) users will automatically connect to the newly active site and will not need to take any action in the event of either a planned or unplanned fail-over.

3.2.2 Software Deployment

Software versions will be available for test in the Market Trial environment, usually one month prior to the scheduled production release date. Release notes will be provided with the release notification. AEMO will support the WEMS and GBB (WA) Trial environments during standard support hours, though production issues will always be given priority.

3.3 Unplanned Outages

In the event of a system failure, AEMO will notify participants as soon as practicable after becoming aware of the situation. An estimated time to resolve and advice of change in expected resolution time will be provided as soon as practicable.

For WEMS and GBB(WA), these notifications will take the form of Market Advisories and Market Messages, respectively.