



# WEM Procedure: Notices and Communications

**Prepared by:** AEMO

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**Document ref:**

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**Version:** 7.0

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**Effective date:** 01 October 2023

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**Status:** FINAL

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**Approved for distribution and use by:**

**Approved by:** Martin Maticka

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**Title:** Acting Executive General Manager – Western Australia & Strategy

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**Date:** 21 September 2023

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New South Wales | Queensland | South Australia | Victoria | Australian Capital Territory | Tasmania | Western Australia

Australian Energy Market Operator Ltd ABN 94 072 010 327

## Version Release History

Version	Effective Date	Summary of Changes
1.0	21 September 2006	Market Procedure for Notices and Communications
2.0	20 January 2009	Amendments to Market Procedure resulting from PC_2008_16
3.0	8 November 2010	Amendments to Market Procedure resulting from PC_2010_02
4.0	30 November 2015	Changes resulting from the transfer of functions from the IMO to AEMO
5.0	7 December 2015	Update contact details due to the transfer of function from the IMO to AEMO
6.0	1 October 2017	Update as per Procedure Change Proposal AEPC_2017_11
7.0	1 October 2023	WEM Procedure updated in accordance with clauses 1.6.2, 3.5.1A and 7.11.8 of the WEM Rules

## Contents

<b>1. Introduction</b>	<b>4</b>
1.1. Purpose and scope	4
1.2. Definitions	4
1.3. Interpretation	4
1.4. Related documents	5
<b>2. AEMO Notices and Communications</b>	<b>5</b>
2.1. Provision of Notices and Communications	5
2.2. Timing of Notices and Communications	6
2.3. Contact Details	7
<b>3. Significant Contingency Events</b>	<b>7</b>
<b>4. Notices of Dispute and Notices of Disagreement</b>	<b>7</b>
<b>5. Emergency Operating State</b>	<b>7</b>
<b>Appendix A. Relevant clauses of the WEM Rules</b>	<b>9</b>

## Tables

Table 1	Definitions .....	4
Table 2	Related documents .....	5
Table 3	Relevant clauses of the WEM Rules .....	9

# 1. Introduction

## 1.1. Purpose and scope

- 1.1.1. This WEM Procedure: Notices and Communications (Procedure) is made in accordance with AEMO's functions under clause 2.1A.2(h) of the Wholesale Electricity Market Rules (WEM Rules).
- 1.1.2. The *Electricity Industry Act 2004* (WA), the WEM Regulations and the WEM Rules prevail over this Procedure to the extent of any inconsistency.
- 1.1.3. In this Procedure, where obligations are conferred on a Rule Participant, that Rule Participant must comply with the relevant obligations in accordance with clause 2.9.7A, 2.9.7D or 2.9.8 of the WEM Rules, as applicable.
- 1.1.4. The purpose of this Procedure is to:
- set out the method by which notices and communications required under, contemplated by or relating to, the WEM Rules are to be given to or by AEMO **[Clause 1.6.2]**;
  - set out conditions under which AEMO may declare an Emergency Operating State **[clause 3.5.1A]**; and
  - provide a description of events that AEMO would consider significant for the purposes of clause 7.11.5(j) **[clause 7.11.8(a)]**.
- 1.1.5. Appendix A of this Procedure outlines the head of power clauses that this Procedure is made under, as well as other obligations in the WEM Rules covered by this Procedure.

## 1.2. Definitions

- 1.2.1. Terms defined in the *Electricity Industry Act 2004* (WA), the WEM Regulations and the WEM Rules have the same meanings in this Procedure unless the context requires otherwise.
- 1.2.2. The following definitions apply in this Procedure unless the context requires otherwise.

**Table 1** Definitions

Term	Definition
Business Hours	The time between 8:00 AM and 5:00 PM (Australia Western Standard Time) on a Business Day.
Wholesale Electricity Market System (WEMS)	An interface software that AEMO uses to administer and operate the Wholesale Electricity Market.

## 1.3. Interpretation

- 1.3.1. The following principles of interpretation apply in this Procedure unless the context requires otherwise.
- Clauses 1.3 to 1.5 of the WEM Rules apply in this Procedure.
  - References to time are references to Australian Western Standard Time.

- (c) Terms that are capitalised, but not defined in this Procedure, have the meaning given in the WEM Rules.
- (d) A reference to the WEM Rules or WEM Procedures includes any associated forms required or contemplated by the WEM Rules or WEM Procedures.
- (e) Words expressed in the singular include the plural and vice versa.
- (f) A reference to a paragraph refers to a paragraph of this Procedure.
- (g) A reference to an appendix refers to an appendix of this Procedure.
- (h) A reference to a clause refers to a clause or section of the WEM Rules.
- (i) References to WEM Rules in this Procedure in bold and square brackets **[Clause XXX]** are included for convenience only, and do not form part of this Procedure.
- (j) Text located in boxes and headed as **E[X]** in this Procedure is included by way of explanation only and does not form part of this Procedure. The Procedure prevails to the extent of any inconsistency with the explanatory notes contained within it.
- (k) The body of this Procedure prevails to the extent of any inconsistency with the figures, diagrams, appendices, schedules, annexures, or attachments contained within this document.

## 1.4. Related documents

1.4.1. The documents in Table 2 are associated with this Procedure.

**Table 2** Related documents

Reference	Title	Location
WEM Procedure	WEM Procedure: Settlements	<a href="#">WEM Website</a>
WEM Procedure	WEM Procedure: Meter Data Submissions	<a href="#">WEM Website</a>

## 2. AEMO Notices and Communications

### 2.1. Provision of Notices and Communications

2.1.1. AEMO may, unless otherwise provided in the WEM Rules or WEM Procedures, provide notices and communications to a relevant Rule Participant, the Economic Regulation Authority or the Coordinator using one or more of the following methods:

- (a) courier or other form of personal delivery, to the recipient's registered place of business;
- (b) by prepaid Australia Post, express post, registered post, or air mail (if outside Australia), to the recipient's registered postal address;
- (c) by electronic mail, to the recipient's registered email address (for Market Participants, this is the Wholesale Electricity Market Systems main contact);
- (d) in the case of Market Advisories, AEMO may also notify Market Participants via SMS to the recipient's registered phone number; and
- (e) by voice communication.

## 2.2. Timing of Notices and Communications

2.2.1. Unless otherwise provided in the WEM Rules and WEM Procedures, a notice or communication is deemed to be received:

- (a) where sent by Australia Post or air mail:
  - (i) within Australia, on the third Business Day after the day on which it is mailed; or
  - (ii) outside Australia, on the tenth Business Day after the day on which it is mailed.
- (b) subject to paragraph 2.2.2, where sent by email, whichever occurs first out of the following:
  - (i) on the date and at the time when the sender receives an automated message confirming delivery; or
  - (ii) four hours after the time the notice or communication was sent (as recorded on the device from which the sender sent the notice) unless the sender receives an automated message advising that the email has not been delivered,
- (c) where given by voice communication to or by AEMO, at the date and time of the notice or communication;
- (d) where sent by courier, at the point in time where the notice or communication is hand delivered to the recipient's registered place of business; and
- (e) in the case of a Market Advisory, immediately after it has been sent by AEMO.

- 2.2.2. For the purposes of paragraph 2.2.1(b), if a notice or communication given by email is deemed to be received on a date and time that is not within Business Hours, then the notice or communication is deemed to be received at 8:00AM on the next Business Day.
- 2.2.3. If the notice or communication is by voice communication and is not otherwise documented or recorded, then it should be confirmed in writing afterward by another communication method listed in paragraph 2.1.1.
- 2.2.4. Rule Participants must issue notices and communications as soon as practicable after becoming aware of a requirement to send the notice or communication.
- 2.2.5. AEMO may request a recipient acknowledge receipt of a notice or communication to confirm delivery, either via the original communication method or an alternative communication method specified in paragraph 2.1.1.

### 2.3. Contact Details

- 2.3.1. AEMO will publish its contact details (unless otherwise specified by AEMO or required by law) for the purposes of receipt of notices and communications in accordance with this WEM Procedure on the WEM Website.

## 3. Significant Contingency Events

- 3.1.1. For the purpose of clause 7.11.8(a), AEMO considers any Contingency Event which has resulted in the SWIS operating outside the Normal Operating Frequency Band to constitute a significant Contingency Event and would result in a Market Advisory under clause 7.11.5(j).

## 4. Notices of Dispute and Notices of Disagreement

- 4.1.1. Rule Participants seeking to raise a Notice of Dispute or Notice of Disagreement with AEMO must do so via email, and where the dispute is:
  - (a) a settlement related dispute, in accordance with the WEM Procedure: Settlements;
  - (b) a meter data related dispute, in accordance with the WEM Procedure: Meter Data Submissions; or
  - (c) any other dispute as outlined in clause 2.18.1 not captured by the above listed WEM Procedures, in accordance with the processes outlined in clauses 2.19 and 2.20 of the WEM Rules.

## 5. Emergency Operating State

- 5.1.1. For the purposes of clause 3.5.1A, the conditions under which AEMO considers that its ability to operate the SWIS has been or will be impacted and may declare an Emergency Operating State, which will result in a Market Advisory being issued in accordance with clause 7.11.5(a), include, but are not limited to:
  - (a) A system shutdown or major supply disruption;
  - (b) An ongoing or extended loss of control and/or visibility of the SWIS, or elements of the SWIS, that significantly deteriorates AEMO's ability to operate the SWIS;

- (c) An ongoing or extended inability of AEMO to maintain a Reliable Operating State;
- (d) An ongoing or extended inability of AEMO to maintain Power System Stability Requirements;
- (e) Significant shortfall of Essential System Services for extended period; and
- (f) Any other circumstance which AEMO considers may significantly threaten Power System Security or Power System Reliability.



## Appendix A. Relevant clauses of the WEM Rules

Table 3 details:

- (a) the head of power clauses in the WEM Rules under which the Procedure has been developed; and
- (b) each clause in the WEM Rules requiring an obligation, process or requirement be documented in a WEM Procedure, where the obligation, process or requirement has been documented in this Procedure.

**Table 3 Relevant clauses of the WEM Rules**

Clause
1.6.2
3.5.1A
7.11.8(a)
7.11.8(b)
7.11.8(c)