

IMO Procedure Change and Development Working Group

Agenda

Meeting No.	13
Location:	IMO Board Room Level 17, Governor Stirling Tower, 197 St Georges Terrace, Perth
Date:	27 November 2012
Time:	2.00 – 4.00 pm

Item	Subject	Responsible	Time
1.	WELCOME & APOLOGIES / ATTENDANCE	Chair	10 min
2.	MINUTES OF PREVIOUS MEETING	Chair	15 min
3.	ACTIONS ARISING	Chair	10 min
4.	PC_2012_09: MARKET PROCEDURE FOR DETERMINING LOSS FACTORS	IMO	60 min
5.	PC_2012_11: MARKET PROCEDURE FOR NOTICES AND COMMUNICATIONS	IMO	5 min
6.	GENERAL BUSINESS	Chair	10 min
7.	NEXT MEETING: TBA	Chair	5 min

Independent Market Operator

IMO Procedure Change and Development Working Group

Minutes

Meeting No.	12
Location:	Clifton's Boardroom Parmelia House 191 St Georges Terrace, Perth
Date:	Tuesday 14 August 2012
Time:	Commencing at 1.00pm – 1:45 pm

Attendees		
Suzanne Frame	Independent Market Operator (IMO)	Chair
Fiona Edmonds	IMO	IMO
Greg Ruthven	IMO	IMO - Presenter
Aditi Varma	IMO	IMO - Observer
Natasha Cunningham	IMO	IMO - Minutes
Debra Rizzi	Alinta	Industry Representative
Jacinda Papps	Verve Energy	Verve Energy
John Rhodes	Synergy	Synergy
Apologies		
Steve Gould	Landfill Gas & Power	Industry Representative
Michael Frost	Perth Energy	Industry Representative

Item	Subject	Action
1.	<p>WELCOME AND APOLOGIES / ATTENDANCE</p> <p>The Chair opened the 12th meeting of the IMO Procedure Change and Development Working Group (Working Group) at 1:05pm.</p> <p>The Chair noted apologies from Dr Steve Gould and Mr Michael Frost.</p>	
2.	<p>MINUTES OF PREVIOUS MEETING</p> <p>The minutes from Meeting 10 of the Working Group, held on 26 May 2011, were circulated for comment on 2 June 2012. The Chair noted that Meeting 11 had been cancelled by the IMO.</p> <p>The minutes were accepted by Working Group members as a true and accurate record of the previous meeting.</p>	

Item	Subject	Action
	<i>Action Point: The IMO to publish the minutes of Meeting No. 10 on the Market Web Site as final.</i>	IMO
3.	<p>ACTIONS ARISING</p> <p>The following update of outstanding action items from the previous meeting was provided:</p> <p>Item 107: The Chair apologised on behalf of the IMO that the minutes had not been ratified out of session for Meeting 10 as stipulated in the agreement made previously with the Working Group.</p> <p>Items 121, 122 & 123: Mr Greg Ruthven informed the Working Group that the five yearly review of the IMO's forecasting processes was currently underway and that following the completion of the review a Draft Report will be published prior to the end of August 2012 for public comment. Dependent on the outcomes of the review the Market Procedure will be amended accordingly and brought back to the Working Group for discussion.</p> <p>Item 126: Ms Fiona Edmonds noted that the amended Market Procedure for Reserve Capacity Security had commenced on 2 April 2012.</p> <p>Item 131: Ms Edmonds noted that in the final Amending Rules from RC_2010_29, the requirement for the provision of single line diagrams for Curtailable Loads had been amended to no longer require a diagram to be provided for each load. In particular clause 2.29.5B had been amended to require a Market Customer to provide a diagram where a Load has a generation system that can connect to the network behind its associated meter.</p> <p>Item 132: Ms Edmonds noted that the new Market Procedure for Pre-Registration of Demand Side Programmes and the Association of Curtailable Loads, Interruptible Loads and Non-Dispatchable Loads had been revoked on 1 December 2011 following the completion of the transition to the new Amending Rules that had resulted from RC_2010_29.</p>	
4.	<p>PC_2012_07: MARKET PROCEDURE FOR CERTIFICATION OF RESERVE CAPACITY</p> <p>The Working Group discussed the IMO's proposed amendments to the Market Procedure for Certification of Reserve Capacity. The following amendments were agreed by the IMO:</p> <ul style="list-style-type: none"> • Section 1: Include a statement which stipulates that 'timelines associated with the certification of Reserve Capacity can be delayed.' • Section 1.4: Consider including a statement to make clear that the process to be followed by new small generators to receive Capacity Credits is covered off in a separate procedure. • Step 1.4.1: Include a reference to the clause on Reserve Capacity Testing Market Procedure. • Table 1 Terminologies and Definitions: Reference to the same 	

Item	Subject	Action
	<p>definition for 'WEMS' that was included in the Declaration of Bilateral Trades and Reserve Capacity Auction Procedure to ensure consistency.</p> <ul style="list-style-type: none"> • Step 2.1.7(b): Remove reference to '2007' after MS Office. • Step 3.3.3: Review language used in step and consider rewording to improve clarity and coherence. • Step 3.3.4: Revise the language used to refer to 'Conditional Certified Reserve Capacity' rather than 'Conditional Certification of Reserve Capacity'. • Step 3.7.1(a) & (b): Consider whether it is possible to clarify the generation types being referred to by the alternative certification methodologies. • Step 4.2.3: Redraft clause to improve clarity and coherence. • Step 4.6.1: Review the phrase 'to operate at full output' consistency with the requirement under clause 4.12.4(b)(iii) of the Market Rules. • Step 5.1: Update the reference to be to 'clause 4.11.2(b)'. • Step 6.2.2(b): To remove the phrase 'end users' and replace with 'Associated Loads.' <p><i>Action Point: The IMO to update the Market Procedure for Certification of Reserve Capacity to reflect the amendments agree at the 14 August 2012 meeting.</i></p>	IMO
5.	<p>PC_2012_08: MARKET PROCEDURE FOR MAXIMUM RESERVE CAPACITY PRICE</p> <p>The Working Group discussed the IMO's proposed amendments to the Market Procedure for the determination of the Maximum Reserve Capacity Price. The following amendments were agreed by the IMO:</p> <ul style="list-style-type: none"> • Section 1.4: Update the Associated Market Procedures section to refer to the Market Procedure for Balancing Facility Requirements and Power System Operation Procedure for Communications and Control Systems. • Step 2.1.1(f): Update to include an 'and' at the end of the statement to precede the last clause. <p><i>Action Point: The IMO to update the Market Procedure for the determination of the Maximum Reserve Capacity Price to reflect the amendments agree at the 14 August 2012 meeting.</i></p>	IMO
6.	<p>PC_2012_06: MARKET PROCEDURE FOR DECLARATION OF BILATERAL TRADES AND THE RESERVE CAPACITY AUCTION</p>	

Item	Subject	Action
	<p>The Working Group discussed the IMO's proposed amendments to the Market Procedure for declaration of Bilateral Trades and the Reserve Capacity Auction. The following amendments were agreed by the IMO:</p> <ul style="list-style-type: none"> • Step 1.1.1: Update to refer to 'Appendix 3' at the end of the statement. • Step 1.3.2: Update the reference to the associated market document to 'New MPR User Guide' and add the hyperlink to access it. MPI User Guide should also be added as an associated market document. • Step 1.5.1: Update to remove '1.4' from the clause reference and replace with '1.3' so as to read as 'specified in clauses 1.3 and 1.5.' • Figure 2: Modify and update the flowchart to reflect the correct procedural steps. • Step 3.1.3: Amend the phrase 'step 3.1.12' to reflect the correct reference to 'step 3.1.2.' • Step 3.3.1: Amend statement to reflect consistency with language used elsewhere in the Market Procedure, i.e., "mutually exclusive facilities".. • Step A1.1.1: Include a capital 'S' to the end of 'WEM.' • Step A1.1.3(d): Amend the statement to include a reference that under the Electricity Industry Act a generation licence is required to demonstrate that a Facility is Committed. • Step A1.1.6: To remove the word 'promptly' and replace with 'as soon as practical.' <p><i>Action Point: The IMO to update the Market Procedure for declaration of Bilateral Trades and Reserve Capacity Auction to reflect the amendments agree at the 14 August 2012 meeting.</i></p>	IMO
7	<p>PC_2011_04: MARKET PROCEDURE FOR PRUDENTIALS REQUIREMENTS</p> <p>The Chair noted that this item had been removed from the agenda for discussion during the meeting. Further correspondence on the timing for consultation on the proposed amended Market Procedure would be forthcoming from the IMO.</p>	
8.	<p>GENERAL BUSINESS/CLOSE OF MEETING</p> <p>No general business was recorded at the meeting.</p> <p>The Chair noted that the details of the next Working Group meeting would be advised at a later date.</p> <p>The Chair thanked all members for attending and declared the meeting</p>	

Item	Subject	Action
	closed at 1:50pm.	

Agenda item 3: 2012 IMO Procedure Change and Development WG Action Points

Legend:

Shaded	Shaded action points are actions that have been completed since the last MAC meeting.
Unshaded	Unshaded action points are still being progressed.
Missing	Action items missing in sequence have been completed from previous meetings and subsequently removed from log.

#	Procedure Arising	Section	Action	Status/Progress
107	N/A		When there is a long break between Working Group meetings, the minutes are to be ratified by email.	Ongoing.
121	Market Procedure for undertaking LT PASA and conducting a review of the planning criterion and forecasting processes	3.5.1	The IMO to consider reinstating the timing of the submissions in step 3.5.1 of the Market Procedure for undertaking LT PASA and conducting a review of the planning criterion and forecasting processes.	Underway.
122	Market Procedure for undertaking LT PASA and conducting a review of the planning criterion and forecasting processes	3.2	The IMO to consider including a note that the Working Group was in addition to public submissions in the Market Procedure for undertaking LT PASA and conducting a review of the planning criterion and forecasting processes.	Underway.

#	Procedure Arising	Section	Action	Status/Progress
123	Market Procedure for undertaking LT PASA and conducting a review of the planning criterion and forecasting processes	3	The IMO to consider updating the Market Procedure to provide separate sections for procedure steps in conducting a review of the planning criterion and forecasting processes.	Underway.
133	Market Procedure for Certification of Reserve Capacity		The IMO to update the Market Procedure to reflect the agreed changes and the Working Group's comments.	Completed and formally submitted into the Procedure Change Process on 3 September 2012.
134	Market Procedure for the determination of the Maximum Reserve Capacity Price		The IMO to update the Market Procedure to reflect the agreed changes and the Working Group's comments.	Completed and formally submitted into the Procedure Change Process on 12 November 2012.
135	Market Procedure for declaration of Bilateral Trades and the Reserve Capacity Auction		The IMO to update the Market Procedure to reflect the agreed changes and the Working Group's comments.	Completed and formally submitted into the Procedure Change Process on 27 September 2012.

Agenda Item 4: Market Procedure for Determining Loss Factors (PC_2012_09)

1. BACKGROUND

The Market Procedure for Determining Loss Factors (Procedure) documents the standards, methodologies, classification systems and procedures used in determining Loss Factors for connection points on the South West interconnected system (SWIS).

2. AMENDED MARKET PROCEDURE

The IMO has updated the Procedure to:

- ensure consistency with the proposed Amending Rules for the Rule Change Proposal: Loss Factor Determination (RC_2012_07);
- reflect the IMO's new format arising from its Market Procedure project;
- distinguish between those parts of the Procedure applicable to all Network Operators and those applicable to Western Power specifically;
- distinguish between processes relating to the assignment of connection points to Loss Factors Classes and processes relating to the calculation of Transmission Loss Factors and Distribution Loss Factors;
- provide greater clarity around the methodology used by Western Power to calculate Transmission Loss Factors and Distribution Loss Factors;
- remove unnecessary details relating to the determination of Loss Factor Classes for Non-Dispatchable Loads without interval meters;
- refine the methodology for calculating the Distribution Loss Factor for the Notional Wholesale Meter, to exclude consideration of interval metered connection points; and
- clarify the treatment of small Entry Points.

Given the substantial restructuring and redrafting of this Procedure the IMO has not shown its proposed amendments in tracked changes. It should be noted that apart from the proposed change to the calculation of the Distribution Loss Factor for the Notional Wholesale Meter, the proposed amendments do not seek to change the current practices for the determination and provision of Loss Factors.

The current Procedure contains a number of requirements relating to the publication on the Market Web Site of "the models, procedures, processes and methodologies used to calculate Loss Factors". To date no information of this type has been provided to the IMO or published. The IMO seeks the views of Working Group members on what documentation relating to Loss Factor determination should be provided by Network Operators to the IMO and what of this information should be published on the Market Web Site.

3. RECOMMENDATIONS

The IMO recommends that the IMO Procedure Change and Development Working Group (Working Group):

- **Discuss** the amendments made to the Procedure;
- **Note** that the IMO will formally submit these changes into the Procedure Change Process, following clarification of the requirements for the provision and publication of Loss Factor documentation, and subject to any comments from the Working Group.



INDEPENDENT
MARKET
OPERATOR



Market Procedure: Determining Loss Factors

VERSION 2



ELECTRICITY INDUSTRY ACT 2004
ELECTRICITY INDUSTRY
(WHOLESALE ELECTRICITY MARKET)
REGULATIONS 2004
WHOLESALE ELECTRICITY MARKET RULES
COMMENCEMENT:

This Market Procedure took effect from 8:00am (WST) on the
same date as the Wholesale Electricity Market Rules.

VERSION HISTORY

VERSION	EFFECTIVE DATE	NOTES
1	21 September 2006	Market Procedure for determining Loss Factors
2	DD MMMM 2012	Amendments to Market Procedure resulting from PC_2012_09

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1 PROCEDURE OVERVIEW

1.1 Relationship with the Market Rules

1.1.1 This Market Procedure for Determining Loss Factors (Procedure) should be read in conjunction with clause 2.27.17 of the Wholesale Electricity Market (WEM) Rules (Market Rules)

1.1.2 Reference to particular Market Rules within the Procedure in bold and square brackets **[Clause XX]** are current as of 1 September 2012. These references are included for convenience only and are not part of this Procedure.

1.2 Purpose of this Procedure

1.2.1 This Procedure outlines the standards, methodologies, classification systems and procedures to be used in determining Loss Factors.

1.3 Application of this Procedure

1.3.1 In this Procedure where obligations are conferred on a Rule Participant that Rule Participant must comply with the relevant obligations in accordance with clauses 2.9.6, 2.9.7 and 2.9.8, as applicable.

1.4 Associated Market Procedures

1.4.1 The following IMO Market Procedures are associated with this Procedure:

(a) Notices and Communications.

1.5 Conventions Used

1.5.1 In this Procedure, the conventions specified in clauses 1.3 - 1.5 of the Market Rules apply.

1.6 Terminologies and Definitions

1.6.1 A word or phrase defined in the Market Rules, the Electricity Industry Act or the Regulations has the same meaning when used in this Procedure. In addition the following defined terms have the meaning given.

Term	Definition
Access Contract	Has the meaning given to it in the Electricity Networks Access Code 2004.
Analysis Period	In respect of the annual recalculation of Transmission and Distribution Loss Factors, the 12 month period ending on 31 March immediately prior to the 1 June by which the recalculated Transmission and Distribution Loss Factors must be provided to the IMO.
Connection Point	Has the meaning given to it in the Electricity Networks Access Code 2004. Typically each Connection Point in the WEM is identified by a National Meter Identifier (NMI), but in some cases Western Power may treat a number of NMIs as a single logical Connection Point in an Access Contract. This means that a Connection Point as defined by Western Power may relate to several Loads in the WEM (each

Term	Definition
	identified by a NMI) or to several Scheduled Generators or Non-Scheduled Generators (each of which may relate to one or more NMIs).
Distribution System	Has the meaning given to it in the Electricity Networks Access Code 2004.
DLF	Means Distribution Loss Factor.
DLF Class	Means Distribution Loss Factor Class.
Entry Point	Has the meaning given to it in the Electricity Networks Access Code 2004.
Exit Point	Has the meaning given to it in the Electricity Networks Access Code 2004.
Peak Consumption	Means the Contracted Maximum Demand (CMD) for an Exit Point declared in an Access Contract, or where no CMD is declared, it means the peak demand that is likely to occur at an exit point over a 12 month period as determined by the Network Operator, acting as a reasonable and prudent person.
Pricing Zone	A grouping of several Substations based on their location, as defined in the Price List approved by the Economic Regulation Authority from time to time.
Reference Service	Has the meaning given to it in the Electricity Networks Access Code 2004.
Registered Market Participant	In respect of a Required Connection Point, the Market Participant to which the Facility connected at that Connection Point is registered.
Required Connection Point	In respect of a Network Operator, a Connection Point in the Network Operator's network identified under clause 2.27.1(a) of the Market Rules, for which the Network Operator must determine a Loss Factor.
Substation	Means a network facility at which lines are switched for operational purposes, and which may include one or more transformers so that some connected lines operate at different nominal voltages to others. Substations are identified in the SWIS by a Transmission Node Identifier (TNI).
TLF	Means Transmission Loss Factor.
TLF Calculation Program	Means an appropriate industry standard package used by a Network Operator to calculate Transmission Loss Factors.
TLF Class	Means Transmission Loss Factor Class.
Transmission System	Has the meaning given to it in the Electricity Networks Access Code 2004.
Zone Substation	Means a Substation connecting the Transmission and Distribution System.

Table 1 – Defined Terms

2 DETERMINATION AND PROVISION OF LOSS FACTORS

2.1 Assignment of Connection Points to Loss Factor Classes

2.1.1 When a Network Operator becomes aware of a new Required Connection Point in its network (including a Connection Point for a Non-Dispatchable Load that is upgraded from basic to interval metering), the Network Operator must, as soon as practicable but in any event before the information must be used in any calculations under the Market Rules:

- (a) determine the Transmission Loss Factor Class (TLF Class) and Distribution Loss Factor Class (DLF Class) for the Required Connection Point in accordance with the classification system prescribed for that Network Operator in section 3 of this Procedure; **[Clause 2.27.12]**
- (b) provide to the IMO and the Registered Market Participant:
 - i. the Loss Factor Classes for the Required Connection Point; and
 - ii. the Trading Day from which the Loss Factor Classes will have effect. **[Clause 2.27.14]**

2.1.2 When a change occurs to a Required Connection Point that might alter its applicable Loss Factor Classes, the Network Operator must, as soon as practicable but in any event before the information must be used in any calculations under the Market Rules:

- (a) re-determine the Loss Factor Classes for the Required Connection Point in accordance with the classification system prescribed for that Network Operator in section 3 of this Procedure **[Clause 2.27.13]**; and
- (b) if the re-determination results in a change to the TLF Class or DLF Class, provide to the IMO and the Registered Market Participant:
 - i. the new TLF Class or DLF Class (as applicable) for the Required Connection Point; and
 - ii. the Trading Day from which the new Loss Factor Class will have effect, which must as far as practicable reflect the time of the change that triggered the re-determination. **[Clause 2.27.14]**

2.1.3 When a Network Operator becomes aware of a change to the Registered Market Participant for a Required Connection Point, the Network Operator must, as soon as practicable provide to the new Registered Market Participant the Loss Factor Classes for the Required Connection Point.

2.2 Annual recalculation of Loss Factors

2.2.1 By 1 June of each year, each Network Operator must:

- (a) recalculate the Loss Factors for its Required Connection Points, in accordance with the methodology prescribed for that Network Operator in section 4 of this Procedure;
- (b) provide to the IMO by email (to Operations@imowa.com.au):
 - i. updated Transmission Loss Factors (TLFs) and Distribution Loss Factors (DLFs) as applicable for each Loss Factor Class in the Network Operator's classification system **[Clause 2.27.6]**; and
 - ii. a written explanation of any change of more than 0.025 between an updated TLF or DLF and the previous value assigned to that Loss Factor Class.

- 2.2.2 As soon as practicable, but no later than two Business Days after receiving the updated TLFs and DLFs from all Network Operators under step 2.2.1(b), the IMO must publish on the Market Website:
- (a) the updated TLFs and DLFs received from each Network Operator **[Clause 2.27.7]**;
 - (b) any written explanation of changes to TLFs or DLFs received from a Network Operator; and
 - (c) the Trading Day from which the updated TLFs and DLFs will apply, which must allow sufficient time for Market Participants to identify and update Standing Data that is dependent on Loss Factors. **[Clauses 2.27.8 and 2.27.9]**

2.3 Creation of new Loss Factor Classes

- 2.3.1 If a Network Operator must develop a new Loss Factor Class to comply with its prescribed classification system then the Network Operator must, as soon as practicable but in any event before a Required Connection Point is assigned to the new Loss Factor Class:
- (a) calculate the initial TLF or DLF for the new Loss Factor Class in accordance with the methodology prescribed in section 4 of this Procedure;
 - (b) provide to the IMO by email (to Operations@imowa.com.au) the details of the new Loss Factor Class, including its initial TLF or DLF (as applicable). **[Clause 2.27.10]**
- 2.3.2 If the IMO receives details of a new Loss Factor Class from a Network Operator under step 2.3.1(b), the IMO must within two Business Days publish the details of the new Loss Factor Class and its initial TLF or DLF on the Market Web Site. **[Clause 2.27.11]**

2.4 Reassessment of Loss Factors

- 2.4.1 Where a Market Participant believes that:
- (a) the TLF for a TLF Class has been calculated incorrectly; or
 - (b) the DLF for a DLF Class has been calculated incorrectly; or
 - (c) a Required Connection Point has been assigned to the wrong TLF Class or DLF Class,
- the Market Participant may apply to the IMO for reassessment. **[Clause 2.27.15]**
- 2.4.2 A Market Participant may seek reassessment for any TLF or DLF applying to a Required Connection Point for which it is the Registered Market Participant.
- 2.4.3 To seek a reassessment the Market Participant must apply to the IMO by email (to Operations@imowa.com.au) within 15 Business Days of the Market Participant receiving notification of the TLF or DLF it believes to be in error. The application must outline:
- (a) the TLF or DLF believed to be in error; and
 - (b) the Market Participant's reasons for believing the TLF or DLF should be a different value.
- 2.4.4 Within two Business Days of receipt of the Market Participant's application, the IMO must notify the relevant Network Operator that it will be carrying out an audit of the Loss Factor calculation. The notification will outline:

- (a) the TLF or DLF believed to be in error;
 - (b) a request for access to the relevant data and calculations used in producing the TLF or DLF for the Loss Factor Class, or determining the Loss Factor Class for the Connection Point (as applicable). The request may include:
 - i. provision of written information to the IMO by the Network Operator; and
 - ii. access to the Network Operator's premises, systems and personnel for the IMO to review relevant data and calculations, including the Network Operator providing a demonstration of any systems and processes used to calculate Loss Factors or replication of the process used to calculate the Loss Factors at issue; and
 - (c) a date by which the Network Operator must comply with the request, which must be no less than five Business Days from the date of the IMO notification.
- 2.4.5 The IMO may, as it sees fit, institute any one or more of the following levels of audit:
- (a) Level 1 – reviewing the reasons provided by the notifying Market Participant for believing the TLF or DLF should be a different value and/or reasons provided by the Network Operator for the TLF or DLF value as calculated;
 - (b) Level 2 – reviewing or analysing the data used to calculate the TLF or DLF;
 - (c) Level 3 – reviewing, replicating, or rerunning the models or calculation processes used to calculate the TLF or DLF.
- 2.4.6 The IMO may, at its discretion, aggregate its audit of Loss Factor calculations that are the subject of Market Participant applications under section 2.4 of this Procedure, provided the IMO adheres to the timing parameters outlined in the Market Rules and this Procedure for each individual Market Participant's application.
- 2.4.7 The relevant Network Operator must cooperate with an IMO audit of any Loss Factor calculation, including provision of access to the data, systems, calculations and personnel used in producing the Loss Factor.
- 2.4.8 Where an audit reveals an error in the calculation of a TLF or DLF for a Loss Factor Class, the IMO must direct the relevant Network Operator to recalculate the TLF or DLF. The IMO may also direct the Network Operator to recalculate any other TLFs or DLFs, where the IMO is of the view that a recalculation is warranted.
- 2.4.9 The Network Operator must provide any recalculated TLFs or DLFs to the IMO as soon as practicable after receipt of the IMO's direction to recalculate.
- 2.4.10 As soon as practicable, but no later than two Business Days after receiving a recalculated TLF or DLF from a Network Operator under step 2.4.9, the IMO must publish on the Market Web Site:
- (a) the recalculated TLF or DLF; and
 - (b) the Trading Day from which the recalculated TLF or DLF will apply, which must allow sufficient time for Market Participants to identify and update Standing Data that is dependent on Loss Factors.
- 2.4.11 Where an audit reveals an error in the assignment of a Required Connection Point to a Loss Factor Class, the IMO must direct the relevant Network Operator to correct the error and re-determine the Loss Factor Class.

- 2.4.12 Where directed by the IMO under step 2.4.11, a Network Operator must as soon as reasonably practicable:
- (a) correct the error which caused the incorrect assignment;
 - (b) re-determine the Loss Factor Class for the Required Connection Point; and
 - (c) provide to the IMO and the Registered Market Participant:
 - i. the new TLF Class or DLF Class (as applicable) for the Required Connection Point; and
 - ii. the Trading Day from which the new Loss Factor Class will apply.
- 2.4.13 Where an audit reveals a material error in the Loss Factor which was the subject of an audit (e.g. error of more than 0.0025 in a TLF or DLF, or an incorrect assignment of a Connection Point to a Loss Factor Class), the Network Operator must pay the costs of the audit. Otherwise the Market Participant who initiated the audit must pay all relevant costs for the audit, including those of the Network Operator.

2.5 Failure to provide Loss Factors

- 2.5.1 In the event a Network Operator fails to provide the IMO with a TLF or DLF, as required in accordance with this Procedure or the Market Rules, the IMO must use the equivalent TLF or DLF from the previous year.
- 2.5.2 Where a Network Operator subsequently provides an updated TLF or DLF, the previous year's TLF or DLF will continue to apply until the commencement of the applicable Trading Day published by the IMO for the updated value.

3 LOSS FACTOR CLASSIFICATION SYSTEMS

3.1 Transmission Loss Factor Classes – Western Power

- 3.1.1 Western Power must define a unique TLF Class for:
- (a) subject to step 3.1.2, each Connection Point on its transmission system at which a Scheduled Generator, Non-Scheduled Generator or Load is connected;
 - (b) each Zone Substation on its network;
 - (c) its transmission system as a whole (“Transmission SWIN Average”); and
 - (d) the group of Substations assigned to the Urban and CBD Pricing Zones (“Transmission Urban Average”).
- 3.1.2 Where multiple physical transmission connections at a Substation are identified as a single Connection Point by Western Power in an Access Contract, Western Power may define a single TLF Class to apply to each Scheduled Generator, Non-Scheduled Generator or Load connected through that Connection Point.

The Bi-directional Reference Services listed in step 3.1.3(b) below will need to be confirmed once the latest Access Arrangement has been finalised.
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- 3.1.3 Western Power must assign each Required Connection Point on its network to a TLF Class in accordance with the following:
- (a) if the Connection Point is on the transmission system it must be assigned to the specific TLF Class for the Connection Point prescribed in step 3.1.1(a); or else

- (b) if the Connection Point:
 - i. is contracted on any of the following Reference Services:
 1. A1 – Anytime Energy (Residential) Exit Service;
 2. A2 – Anytime Energy (Business) Exit Service;
 3. A3 – Time of Use Energy (Residential) Exit Service;
 4. A4 – Time of Use Energy (Business) Exit Service;
 5. A5 – High Voltage Metered Demand Exit Service;
 6. A6 – Low Voltage Metered Demand Exit Service;
 7. C1 – Anytime Energy (Residential) Bi-directional Service;
 8. C2 – Anytime Energy (Business) Bi-directional Service;
 9. C3 – Time of Use Energy (Residential) Bi-directional Service; or
 10. C4 – Time of Use Energy (Business) Bi-directional Service; or
 - ii. is an Exit Point with Peak Consumption less than 1000 kVA, it must be assigned to the Transmission SWIN Average TLF Class prescribed in step 3.1.1(c); or else
- (c) if the Connection Point has Peak Consumption greater than or equal to 1000 kVA and:
 - i. the associated Substation identified in an Access Contract; or
 - ii. the electrically closest Substation (if a Substation is not identified in the Access Contract)

is in the Urban or CBD Pricing Zones, the Connection Point must be assigned to the TLF Class prescribed in step 3.1.1(d); or else
- (d) if a specific Substation is identified in the Access Contract for the Connection Point, the Connection Point must be assigned to the TLF Class prescribed in step 3.1.1(b) for that Substation; or else
- (e) the Connection Point must be assigned to the TLF Class prescribed in step 3.1.1(b) for the electrically closest Substation.

3.1.4 Western Power must assign the Notional Wholesale Meter to the Transmission SWIN Average TLF Class prescribed in step 3.1.1(c).

3.2 Distribution Loss Factor Classes – Western Power

- 3.2.1 Western Power must define a unique DLF Class for:
- (a) Connection Points on the transmission system (“Transmission Connected”);
 - (b) Connection Points connected to the network at the distribution busbar of a Zone Substation (“Zone Substation Connected”);
 - (c) each Connection Point on the distribution system for which Western Power determines under step 3.2.3 that a specific DLF Class is required;
 - (d) each of the following Reference Services:
 - i. A1 – Anytime Energy (Residential) Exit Service;
 - ii. A2 – Anytime Energy (Business) Exit Service;
 - iii. A3 – Time of Use Energy (Residential) Exit Service;

- iv. A4 – Time of Use Energy (Business) Exit Service;
- v. A5 – High Voltage Metered Demand Exit Service;
- vi. A6 – Low Voltage Metered Demand Exit Service;
- vii. C1 – Anytime Energy (Residential) Bi-directional Service;
- viii. C2 – Anytime Energy (Business) Bi-directional Service;
- ix. C3 – Time of Use Energy (Residential) Bi-directional Service; and
- x. C4 – Time of Use Energy (Business) Bi-directional Service; and

(e) the Notional Wholesale Meter.

3.2.2 Where a site that is supplied by multiple distribution feeders is identified as a single Connection Point by Western Power in an Access Contract and Western Power defines a specific DLF Class for the Connection Point, then that DLF Class will be assigned to each NMI associated with the Connection Point.

3.2.3 Western Power must assign each Required Connection Point on its network to a DLF Class in accordance with the following:

- (a) if the Connection Point is on the transmission system then it must be assigned to the Transmission Connected DLF Class prescribed in step 3.2.1(a); or else
- (b) if the Connection Point is connected to the network at the distribution busbar of a Zone Substation, it must be assigned to the Zone Substation Connected DLF Class prescribed in step 3.2.1(b); or else
- (c) if a Scheduled Generator, Non-Scheduled Generator, Dispatchable Load or Interruptible Load is connected through the Connection Point, then the Connection Point must be assigned to a specific DLF Class defined for it in step 3.2.1(c); or else
- (d) if the Connection Point is contracted on one of the following Reference Services:
 - i. A1 – Anytime Energy (Residential) Exit Service;
 - ii. A2 – Anytime Energy (Business) Exit Service;
 - iii. A3 – Time of Use Energy (Residential) Exit Service;
 - iv. A4 – Time of Use Energy (Business) Exit Service;
 - v. A5 – High Voltage Metered Demand Exit Service;
 - vi. A6 – Low Voltage Metered Demand Exit Service;
 - vii. C1 – Anytime Energy (Residential) Bi-directional Service;
 - viii. C2 – Anytime Energy (Business) Bi-directional Service;
 - ix. C3 – Time of Use Energy (Residential) Bi-directional Service; or
 - x. C4 – Time of Use Energy (Business) Bi-directional Service,
 then it must be assigned to the DLF Class prescribed for the relevant Reference Service in step 3.2.1(d); or else
- (e) if the Connection Point is:
 - i. an Exit Point with Peak Consumption greater than 7000 kVA; or
 - ii. an Entry Point,

it must be assigned to a specific DLF Class defined for it in step 3.2.1(c); or else

- (f) if the Connection Point has Peak Consumption less than 1000 kVA then:
 - i. if the Connection Point is connected to the distribution system at low voltage (nominally 415 volts or less) and is located at a residential premise or a premise occupied by a voluntary/charitable organisation, it must be assigned to the Anytime Energy (Residential) Exit Service DLF Class prescribed in step 3.2.1(d); or
 - ii. if the Connection Point is connected to the distribution system at low voltage (nominally 415 volts or less) and is located at a commercial premise, it must be assigned to the Anytime Energy (Business) Exit Service DLF Class prescribed in step 3.2.1(d); or
 - iii. if the Connection Point is connected to the distribution system at high voltage (nominally greater than 415 volts), it must be assigned to the High Voltage Metered Demand Exit Service DLF Class prescribed in step 3.2.1(d); or else
- (g) if the Connection Point is located greater than 10 km from:
 - i. the associated Substation identified in an Access Contract; or
 - ii. the electrically closest Substation (if a Substation is not identified in the Access Contract),it must be assigned to a specific DLF Class defined for it in step 3.2.1(c); or else
- (h) if the Registered Market Participant has requested Western Power to calculate a specific DLF for the Connection Point at the Market Participant's expense in step 3.2.5 or step 3.2.7, the Connection Point must be assigned to a specific DLF Class defined for it in step 3.2.1(c); or else
- (i) if the Connection Point is connected to the distribution system at high voltage (nominally greater than 415 volts) it must be assigned to the High Voltage Metered Demand Exit Service DLF Class prescribed in step 3.2.1(d); or else
- (j) the Connection Point must be assigned to the Low Voltage Metered Demand Exit Service DLF Class prescribed in step 3.2.1(d).

3.2.4 Western Power must assign the Notional Wholesale Meter to the Notional Wholesale Meter DLF Class prescribed in step 3.2.1(e).

Requests for individual DLF calculations for eligible Connection Points

3.2.5 If a Required Connection Point on Western Power's network:

- (a) has Peak Consumption between 1000 kVA and 7000 kVA inclusive; and
- (b) is located 10 km or less from:
 - i. the associated Substation identified in an Access Contract; or
 - ii. the electrically closest Substation (if a Substation is not identified in the Access Contract),

the Registered Market Participant may request Western Power to calculate a specific DLF for the Connection Point at the Market Participant's expense, by notifying the Western Power account manager assigned to the Market Participant in writing.

- 3.2.6 Before recalculating its DLFs each year under step 2.2.1, Western Power must:
- (a) identify those Connection Points that are eligible to have an individual DLF calculated at the Registered Market Participant's expense;
 - (b) provide each affected Market Participant, through its Western Power account manager, with a list of its eligible Connection Points and request that the Market Participant confirm for which of these Connection Points an individual DLF is required.
- 3.2.7 If a Market Participant receives a notification under step 3.2.6(b), then within 10 Business Days it must notify its Western Power account manager, in writing, for which of its eligible Connection Points it requires the calculation of an individual DLF.

4 LOSS FACTOR CALCULATION METHODOLOGIES

4.1 Transmission Loss Factor Methodology – Western Power

Annual recalculation of Transmission Loss Factors

- 4.1.1 Western Power must select an appropriate industry standard program as its TLF Calculation Program.
- 4.1.2 Western Power must compile schedules of historical network load (exit) and generation (entry) energy quantities for each Trading Interval in the Analysis Period, for each physical transmission connection on the boundary of its transmission system for which this information is available.
- 4.1.3 Where a physical transmission is used for both entry and exit, Western Power must compile separate schedules for each (i.e. entry and exit quantities must not be netted against one another).
- 4.1.4 Western Power must allocate each physical transmission connection on the boundary of its transmission system to a TLF Class as follows:
- (a) if the physical transmission connection is identified as part or all of a Connection Point by Western Power in an Access Contract, then the physical transmission connection must be assigned to the TLF Class defined for that Connection Point in step 3.1.1(a); or
 - (b) if the physical connection point provides a connection to the distribution system then it must be assigned to the TLF Class defined for the relevant Zone Substation in step 3.1.1(b).
- 4.1.5 Where a single physical transmission connection is allocated to a TLF Class, Western Power must allocate the schedules of exit data and/or entry data (as applicable) for the physical transmission connection to that TLF Class.
- 4.1.6 Where multiple physical transmission connections are allocated to a TLF Class, Western Power must summate the schedules of exit and/or entry data (as applicable) compiled in step 4.1.2 for the physical transmission connection to produce single schedules of exit data and/or entry data (as applicable) for that TLF Class.
- 4.1.7 For any Trading Interval in the Analysis Period, if total generation (as measured by the sum of the entry schedules identified in step 4.1.2) does not equal total load (as measured by the sum of the exit schedules identified in step 4.1.2) +/- 10%, then Western Power must exclude the data for that Trading Interval from the schedules determined for each TLF Class in steps 4.1.5 and 4.1.6.

- 4.1.8 Western Power must sufficiently document the source and processing of the generation and load information it uses to calculate TLFs to allow it to be reviewed should the information become subject to an IMO audit.
- 4.1.9 Western Power must compile network topology information that reflects the actual system configuration, impedance and state, using its TLF Calculation Program. The base load flow case must include as commissioned equipment at 31 March in the relevant year and be representative of the typical system operating state consistent with the Western Power Drawing No TS1 (Transmission System Diagram).
- 4.1.10 Western Power must load the schedules described in steps 4.1.5 and 4.1.6, as amended in step 4.1.7, into its TLF Calculation Program.
- 4.1.11 Western Power must have in place processes to examine the information files for errors, including missing or erroneous data. Western Power must have in place processes for reloading the correct information and recalculating data, as required, including a process to check that any error or changes required have been fixed.
- 4.1.12 Western Power must use its TLF Calculation Program to calculate static average marginal loss factors for each modelled exit and entry point. The calculation must involve the following steps:
- (a) a load flow is solved for each Trading Interval in the Analysis Period (except for Trading Intervals excluded in step 4.1.7) using the energy schedules compiled for each modelled entry and exit point;
 - (b) a marginal loss factor is calculated for each modelled entry and exit point for each Trading Interval with respect to the Reference Node; and
 - (c) the static average marginal loss factor for each modelled entry or exit point is calculated as the energy weighted average of the marginal loss factors calculated for that point.
- 4.1.13 If either an entry point or an exit point (but not both) was modeled for a TLF Class in step 4.1.12 then Western Power must determine the TLF for that TLF Class to be the static average marginal loss factor calculated for that entry point or exit point (as applicable) in step 4.1.12(c).
- 4.1.14 If both an entry point and an exit point were modeled for a TLF Class in step 4.1.12 then Western Power must determine the TLF for that TLF Class to be the energy weighted average of the static average marginal loss factors calculated for the entry point and the exit point in step 4.1.12(c).
- 4.1.15 Western Power must calculate the TLF for the Transmission SWIN Average TLF Class as the energy weighted average of all the static average marginal loss factors calculated for exit points in step 4.1.12(c).
- 4.1.16 Western Power must calculate the TLF for the Transmission Urban Average TLF Class as the energy weighted average of all the static average marginal loss factors calculated for exit points for TLF Classes defined for Substations in the Urban and CBD Pricing Zones.

Calculation of a Transmission Loss Factor for a new Transmission Loss Factor Class

- 4.1.17 If a new Substation is commissioned then Western Power must assign the TLF of the electrically nearest Substation to any new TLF Classes defined for the new Substation or its Connection Points in steps 3.1.1(a) or 3.1.1(b), until specific TLFs are determined for these TLF Classes in the next annual recalculation of Loss Factors.

4.1.18 If a new Connection Point is connected to an existing Substation then Western Power must assign the TLF for that Substation to the new TLF Class defined for the Connection Point in step 3.1.1(a), until a specific TLF is determined for this TLF Class in the next annual recalculation of Loss Factors.

4.2 Distribution Loss Factor Methodology - Western Power

Annual recalculation of Distribution Loss Factors

- 4.2.1 Western Power must determine from its information systems:
- (a) the total net kWh consumption from its distribution system over the Analysis Period (“Total Sales”); and
 - (b) the total kWh distribution losses over the Analysis Period (“Total Losses”).
- 4.2.2 Western Power must assign a DLF to the Zone Substation Connected DLF Class that reflects typical Zone Substation transformer losses incurred by a Connection Point connected to the network at the distribution busbar of a Zone Substation.
- 4.2.3 Western Power must identify each Connection Point on its distribution system for which:
- (a) the calculation of an individual DLF is required under steps 3.2.3(c), 3.2.3(e) or 3.2.3(g); or
 - (b) the Registered Market Participant has confirmed that an individually calculated DLF is required in step 3.2.7.
- 4.2.4 For each Connection Point identified in step 4.2.3, Western Power must:
- (a) compile details of the Connection Point’s maximum demand or declared sent-out capacity (as applicable), network configuration and feeder peak demand, where these details may be sourced from historical data in Western Power’s information systems or from forecasted values if Western Power considers these to be more appropriate;
 - (b) use an appropriate industry software package to calculate an individual DLF for the Connection Point using the formula and methodology detailed in Schedule 4 of the Electricity Distribution Regulations 1997; and
 - (c) assign the calculated DLF to the DLF Class defined for that Connection Point.
- 4.2.5 Where an individual DLF must be calculated for a site that is supplied by multiple distribution feeders but is identified as a single Connection Point by Western Power in an Access Contract, Western Power must determine DLFs for each feeder as described in step 4.2.4(b), and then calculate the DLF for the DLF Class as the average of the calculated DLFs.
- 4.2.6 Western Power must determine the DLFs for the High Voltage Metered Demand Exit Service DLF Class and the Low Voltage Metered Demand Exit Service DLF Class using appropriate assumptions with regard to losses on high voltage lines and in distribution transformers.
- 4.2.7 Western Power must apply the DLFs calculated in steps 4.2.2, 4.2.4 and 4.2.6 to the total net kWh consumption (“sales”) for the applicable Connection Points to calculate the losses attributable to these Connection Points over the Analysis Period.
- 4.2.8 Western Power must allocate the remaining losses (i.e. Total Losses – losses calculated in step 4.2.7) amongst the remaining Connection Points on the distribution system according to their contracted Reference Service, based on the

estimated relative contribution to peak load losses of typical customers on each of the relevant Reference Services.

- 4.2.9 Western Power must use the losses assigned to each Reference Service in step 4.2.8 and the sales for each of these Reference Services over the Analysis Period to calculate DLFs for each of the following DLF Classes:
- (a) Anytime Energy (Residential) Exit Service DLF Class;
 - (b) Anytime Energy (Business) Exit Service DLF Class;
 - (c) Time of Use Energy (Residential) Exit Service DLF Class;
 - (d) Time of Use Energy (Business) Exit Service DLF Class;
 - (e) Anytime Energy (Residential) Bi-directional Service DLF Class;
 - (f) Anytime Energy (Business) Bi-directional Service DLF Class;
 - (g) Time of Use Energy (Residential) Bi-directional Service DLF Class; and
 - (h) Time of Use Energy (Business) Bi-directional Service DLF Class.
- 4.2.10 Western Power must apply the DLFs calculated in step 4.2.9 to the sales for the applicable (interval metered) Required Connection Points to calculate the losses attributable to these Connection Points over the Analysis Period.
- 4.2.11 Western Power must calculate the DLF for the Notional Wholesale Meter DLF Class as one plus the ratio of the remaining losses (i.e. Total Losses – losses calculated in steps 4.2.7 and 4.2.10) to the remaining sales (i.e. Total Sales – sales for the Connection Points whose losses were calculated in steps 4.2.7 and 4.2.10).
- 4.2.12 Western Power must assign a DLF of one to the Transmission Connected DLF Class.

Calculation of a Distribution Loss Factor for a new Distribution Loss Factor Class

- 4.2.13 If a Market Participant requests Western Power to calculate an individual DLF for a Connection Point in step 3.2.5, Western Power must calculate the individual DLF using the methodology outlined in step 4.2.4 of this Procedure.

5 DOCUMENTATION REQUIREMENTS

For discussion by the IMO Procedure Change and Development Working Group. The steps below are copied from the current Market Procedure. The IMO will be seeking input from the Working Group on what documentation on Loss Factor determination should be provided by Network Operators to the IMO and published on the IMO web site.

- 5.1.1 The Network Operator must have in place internal procedures and business processes for calculating Loss Factors.
- 5.1.2 The Network Operator must sufficiently document all its models, procedures, processes and methodologies used to calculate Loss Factors to allow for these to be reviewed should the Loss Factor calculations become subject to an IMO audit. The models, procedures, processes and methodologies used to calculate Loss Factors must be provided to the IMO by the Network Operator no later than 5 Business Days following the commencement of this Procedure. The IMO must publish the models, procedures, processes and methodologies as soon as practicable on its Web Site. Any subsequent change proposed to the models, procedures, processes and methodologies used to calculate Loss Factors must be provided to the IMO by the Network Operator and published by the IMO as soon

as practicable. The Network Operator must allow sufficient time for the IMO to review the change and seek comments from Market Participants on the change before the change is implemented.

Agenda Item 5: Market Procedure for Notices and Communications (PC_2012_11)

1. BACKGROUND

The Market Procedure for Notices and Communications (Procedure) describes the methods by which notices and communications are to be provided to or by the IMO and outlines when the timing of such notice will be considered to have been duly given.

2. AMENDED MARKET PROCEDURE

The IMO has updated the Procedure to:

- include the IMO's new office address and the contact details for the Legal and Compliance team; and
- reflect the IMO's new format arising from its Market Procedure project.

3. RECOMMENDATIONS

The IMO recommends that the IMO Procedure Change and Development Working Group (Working Group):

- **Review** the amendments; and
- **Note** that the IMO will formally submit these minor changes into the Procedure Change Process.



INDEPENDENT
MARKET
OPERATOR



Market Procedure: Notices and Communications

VERSION 3



ELECTRICITY INDUSTRY ACT 2004
ELECTRICITY INDUSTRY
(WHOLESALE ELECTRICITY MARKET)
REGULATIONS 2004
WHOLESALE ELECTRICITY MARKET RULES
COMMENCEMENT:

This Market Procedure took effect from 8:00am (WST) on the same date as the Wholesale Electricity Market Rules.

VERSION HISTORY

VERSION	EFFECTIVE DATE	NOTES
1	21 September 2006	Market Procedure for Notices and Communications
2	20 January 2009	Amendments to Market Procedure resulting from PC_2008_16
3	8 November 2010	Amendments to Market Procedure resulting from PC_2010_02
4	XX November 2012	Updated to reflect new branding and contact details

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1 PROCEDURE OVERVIEW

1.1 Relationship with the Market Rules

- 1.1.1 This Notices and Communications Procedure (Procedure) has been developed in accordance with, and should be read in conjunction with clause 1.6.1 of the Wholesale Electricity Market (WEM) Rules (Market Rules).
- 1.1.2 Reference to particular Market Rules within the Procedure in bold and square brackets **[MR XX]** are current as of 1 October 2010. These references are included for convenience only, and are not part of this Procedure.

1.2 Purpose of this Procedure

- 1.2.1 The purpose of the Procedure is to:
- (a) describe the methods by which notices and communications are to be provided to or by the IMO; and
 - (b) outline when the timing of such notice will be considered to have been duly given.

1.3 Application of this Procedure

- 1.3.1 This Procedure applies to notices and communications:
- (a) required under the Market Rules;
 - (b) contemplated by the Market Rules; and
 - (c) relating to the Market Rules.
- 1.3.2 For the avoidance of doubt, this Procedure does not apply to:
- (a) information or documents required to be published or released by the IMO on the public website, in accordance with clause 1.7.1 of the Market Rules; or
 - (b) information or documents required to be distributed via another method specified in the Market Rules.

1.4 Associated Market Procedures

- 1.4.1 There are no Market Procedures associated with this Procedure.

1.5 Interpretation

- 1.5.1 In this Procedure the conventions specified in clauses 1.3- 1.5 of the Market Rules apply. The following additional clarification is noted:
- (a) the term "Business Hours" means 8.00 am to 5.00 pm (Western Standard Time) from Monday to Friday (excluding Western Australian public holidays and in relation to clauses 9.16.1(b), 9.16.2(e) and 9.16.4(d) excluding Western Australian and New South Wales public holidays).

2 PROCEDURE STEPS

2.1 Provision of Notice

2.1.1 Unless otherwise provided in the Market Rules or Market Procedures, notices and communications may be properly provided using the following methods:

- (a) Courier or other form of personal delivery, to the recipient's notified place of business.
- (b) By prepaid Australia post, express post, registered post, or air mail (if outside Australia), to the recipient's notified postal address.
- (c) By facsimile, to the recipient's notified facsimile number.
- (d) By electronic mail, to the recipient's notified electronic communication address (the Wholesale Electricity Market Systems main contact).
- (e) By voice communication by the IMO, provided the IMO confirms the communication in writing by any manner set out in steps 2.1.1 a - d.

2.2 Timing of Notice and Communications

2.2.1 Unless otherwise provided in the Market Rules and Market Procedures, notice will be considered to be properly provided on the following basis:

- (a) Where given by Australia post or air mail:
 - i. within Australia, on the third Business Day after the day on which it is mailed;
 - ii. outside Australia, on the tenth Business Day after the day on which it is mailed.
- (b) Where given by facsimile:
 - i. during Business Hours, on the date and at the time of successful transmission as indicated on the sender's facsimile transmission report;
 - ii. outside Business Hours and the addressee is obliged to monitor the receipt by facsimile outside of Business Hours, on the date and at the time of transmission as indicated on the sender's facsimile transmission report;
 - iii. outside Business Hours and the addressee is not obliged to monitor the receipt by facsimile outside of Business Hours, at 9.00 am on the first Business Day following transmission.
- (c) Where given by electronic mail:
 - i. during Business Hours, on the date and at the time when notification is recorded by the sender's electronic communication system as having been first received at the electronic mail destination. To ensure valid notification, the sender should request a return receipt, request confirmation from the recipient or follow up the email with alternate confirmation;
 - ii. outside Business Hours and the addressee is obliged to monitor the receipt by electronic mail outside of Business Hours, on the date and at the time when notification is recorded by the sender's electronic

- communication system as having been first received at the electronic mail destination;
- iii. outside Business Hours and the addressee is not obliged to monitor the receipt by electronic mail outside of Business Hours, at 9.00 am on the following Business Day.
- (d) Where given by voice communication by the IMO:
 - i. on the date and at the time of communication.
 - (e) In any other case:
 - i. when the person actually receives the notice or communication.

2.3 Contact Details

2.3.1 The contact details for the IMO are:

- (a) Mailing address:

PO Box 7096
CLOISTERS SQUARE
PERTH WA 6850
- (b) Courier / Personal Delivery:

Level ~~173~~, Governor Stirling
St Georges Terrace
PERTH WA 6000
- (c) Telephone Number:

+ 61 (0) 8 9254 4300
- (d) Facsimile:

+ 61 (0) 8 9254 4399
- (e) Email (as relevant):
 - i. For general enquiries: imo@imowa.com.au
 - ii. For Rule/Procedure Change enquiries: Market.Development@imowa.com.au
 - iii. For System Capacity enquiries: System.Capacity@imowa.com.au
 - iv. For Market Operation enquiries: Operations@imowa.com.au
 - ~~iv.~~v. For Legal and Compliance enquiries: IMO.Compliance@imowa.com.au

2.3.2 The contact details for Rule Participants are as advised on the Rule Participant's Rule Participant registration application, unless otherwise advised.

2.3.3 The contact details for other recipients are as advised by the recipient.