

# NATURAL GAS SERVICES BULLETIN BOARD – PARTICIPANT REGISTRATION KIT

OCTOBER 2016



## Important Notice

### Purpose

AEMO has prepared this Natural Gas Services Bulletin Board (BB) Participant Registration Kit to provide guidance on the steps required to register as a participant and a facility, to de-register as a participant and a facility, to apply for an exemption or to gain user access to the Natural Gas Services Bulletin Board under the National Gas Rules and the BB Procedures, as at the date of publication.

### Disclaimer

This document or the information in it may be subsequently updated or amended. This document does not constitute legal or business advice, and should not be relied on as a substitute for obtaining detailed advice about the National Gas Law, the National Gas Rules, or any other applicable laws, procedures or policies. AEMO has made every effort to ensure the quality of the information in this document but cannot guarantee its accuracy or completeness.

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### Distribution

Available to the public.

### Prepared by

Market Monitoring and Change

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### Documents made obsolete

The National Gas Market Bulletin Board – Participant Registration Kit

### Further Information

For further information, please visit AEMO's website [www.aemo.com.au](http://www.aemo.com.au) or contact:

AEMO Information and Support  
Hub

Phone: 1300 AEMO 00 (1300 236 600) and follow the prompts.

Email: [supporthub@aemo.com.au](mailto:supporthub@aemo.com.au)

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## Abbreviations and symbols

These abbreviations, symbols, and special terms assist the reader's understanding of the terms used in this document. Terms defined in the National Gas Law or the National Gas Rules have the same meanings in this document unless otherwise specified in this document.

Abbreviation	Abbreviation Explanation
AEMO	Australian Energy Market Operator
AEST	Australian Eastern Standard Time
BBO	The Natural Gas Services Bulletin Board Operator
CSV	Comma-Separated Values, a comma delimited text
N/A	Not Applicable
BB	Natural Gas Services Bulletin Board
TJ	1000 Giga Joules, $10^{12}$ Joules. A Joule is a unit of energy.

## Special terms

Term	Definition
Default flow	The direction that gas normally flows through a pipeline (as per the Schedule of Default Pipeline Flow Direction, found in the references section). Those flows in the opposite direction, will be shown as either negative values or labelled as Reverse flows.
Demand Zone	A region where the natural gas load is delivered by one or more BB pipelines.
Gas Day	A period of 24 consecutive hours that commences in accordance with the respective agreements or rules that apply to the facilities and pipelines covered by the BB. The Gas Day Start Hour that applies to each facility or pipeline is published in the INT901 – Plant List report.
Procedures	The Bulletin Board procedures made under Part 18 of the National Gas Rules.
Production Zone	A region in which natural gas is produced from one or more facilities and is injected into one or more BB pipelines that transport the gas to other Production or Demand Zones.
Rules	The National Gas Rules.
TJ	1 Terrajoule, 1,000 Gigajoules, 1,000,000 Joules. A Joule is a unit of energy.
Victorian DTS	The Victorian Declared Transmission System.

# 1 Introduction

## 1.1 Purpose

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The purpose of this document is to assist current and future Natural Gas Services Bulletin Board (BB) participants and users in understanding the BB registration and exemption process. This kit will cover BB participant registration and deregistration, BB facility registration and de-registration, BB facility exemption, and gaining user access to the Gas Bulletin Board.

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Where there is a discrepancy between information or a term in this document, and either of the [National Gas Rules](#) or the [BB Procedures](#), the National Gas Rules or BB Procedures take precedence.

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## 1.2 Governance

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Part 18 of the National Gas Rules (NGR) contains the registration and exemption requirements and eligibility criteria, and new applicants must familiarise themselves with these rules before submitting a registration or exemption application.

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For an up to date copy of the NGR which pertain to BB registration, see the [AEMC Website](#).

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## 2 Registration

### 2.1 BB Participant registration

#### 2.1.1 Registration categories

##### Mandatory registration categories

Organisations carrying out the following activities must register as BB participants in the relevant categories:

Categories	Description
<b>Pipeline operator</b>	A service provider or a gas market operator of a BB pipeline.
<b>Production facility operator</b>	A producer, user, or non-scheme pipeline user who operates a BB production facility.
<b>Storage provider</b>	A storage provider who operates a BB storage facility.
<b>BB shipper</b>	Anyone who is entitled to use a service provided by a BB pipeline. DWGM market participants and STTM shippers need to register as BB shippers.

##### Eligible registration categories

The NGR lists eligible parties who can choose to register as a BB participant, but are not required to unless they also fall within one of the mandatory registration categories. Eligible BB participants include, but are not limited to:

- A producer.
- A large end user.
- A gas-fired electricity generator.
- A service provider of a pipeline connected to a BB facility.
- A storage provider.
- A user or non-scheme pipeline user which retails gas to end users by means of a distribution pipeline.
- A member of the National Gas Emergency Response Advisory Committee (NGERAC) .
- A Minister of a participating jurisdiction or the minister's authorized representative.
- The Australian Energy Regulator.
- The Energy Retailers Association.
- The Australian Energy Market Commission.

The requirements to become registered as a BB participant are set out in rule 147 of the NGR.

Public access to BB Reports is available by accepting the terms and conditions of use. However, only authorised and registered users of a BB facility can undertake BB transactions (providing BB data and information).

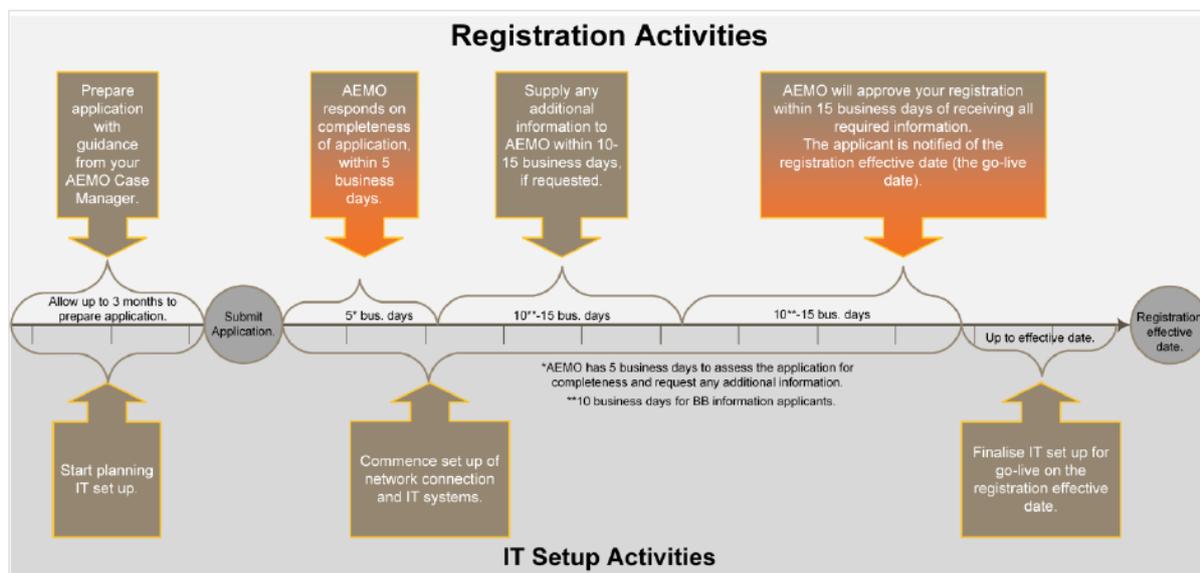
For BB facility registration requirements, please refer to Section 2.2.

### 2.1.2 Registration Process

Participants who fall into the mandatory registration category must complete the [Application for Registration in a Regulated Gas Market](#) as a Gas Market Participant.

In order to register as a BB Participant, applicants will go through a standard ‘Registration in the Gas Markets’ process. An AEMO Case Manager will be available to assist with the registration preparation activities.

This process is set out in the [How to register to participate in AEMO’s energy markets](#), and it is summarised in the below flowchart:



#### Step 1: Prepare application

Part 18 of the NGR contains the registration requirements and eligibility criteria, and applicants must familiarise themselves with these rules before registering. Applicants intending to register on the Natural Gas Services Bulletin Board should review, understand, and be able to comply with the requirements set out in the NGR and the BB Procedures. Participants registering as BB Shippers should have their shipping contracts arranged with their relevant pipeline operators.

**Supporting documentation:** Registration applications require various supporting documentation to demonstrate your organisation meets all applicable requirements and standards. Use the BB checklist and application form to identify the necessary supporting documentation to prepare and submit with your application.

**Contact details:** Communication between participants and AEMO is essential for registration and ongoing market operations. AEMO requires contact details of the individual within your organisation responsible for general market operations, IT, emergency response, and payment settlements. The contact person is known as the BB Authorised Signatory.

Use the BB checklist and application form to identify the required contact details for your registration category.

Refer to AEMO's website: [Application Forms and Supporting Documentation](#)

BB Participant Registration Checklist: [Gas Market Checklist - DWGM, STTM, BB](#)

## Step 2: Application submission

The applications which need to be submitted in order to register as a BB Participant are the:

- [Application for Registration in a Regulated Gas Market](#)
- [Gas Systems User Access Request](#)

These forms must be signed by the CEO or Authorised Signatory of the eligible organisation. There is no registration fee to become registered on the BB.

Submit your application form, contact details, supporting documents, and attachments. Please mail any originals of signed AEMO documents.

- Email to: [Registration.Desk@aemo.com.au](mailto:Registration.Desk@aemo.com.au)
- Mail to: AEMO Registration Desk  
Australia Energy Market Operator Ltd  
Level 2, 20 Bond Street  
Sydney NSW 2000

## Step 3: AEMO responds on application

AEMO will provide an initial response within five business days of receiving your application, and notify you if any omitted or additional information is required.

The requested additional information must be provided to AEMO within 10 business days in order for your application to proceed to the approval stage.

## Step 4: AEMO assessment and approval

When AEMO has received all necessary information and documentation, your application will be assessed for approval within 10 business days.

When approved, you will be notified of the upcoming 'registration effective date', and your go-live date for market participation. The date is determined by AEMO's internal processes and your IT and system configuration timelines.

Your notification may also include any conditions of registration that AEMO considers necessary.

If AEMO rejects your application, you will be notified and provided with a reason for the decision.

## Step 5: Commence IT and systems set-up

AEMO's [Guide to Information Systems](#) provides information about how to set up your IT systems to interface with AEMO's market systems.

AEMO recommends familiarising yourself with the necessary IT systems and requirements as early as possible and that an experienced IT team manage the set up process.

Note: BB Shippers do not require IT and Systems set up.

When you submit your application, AEMO will begin setting up your access to the Natural Gas Services Bulletin Board. AEMO will provide your primary IT security contact with your IT access credentials.

AEMO's Information and Support Hub will then contact you when your access is available in our pre-production testing and training environment.

### Step 6: Finalise IT and systems set-up

When you have received your IT access credentials, you must verify connectivity to AEMO's system in our pre-production testing environment.

When your registration application is approved, AEMO will advise you of your 'registration effective date' and the go-live date for market participation. On this date, AEMO will enable your access to its market systems in its live production environment, using the same access credentials already provided.

- Please allow at least four to eight weeks to complete the required set up tasks.
- If you require assistance, contact [AEMO Information and Support Hub](#).

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Public access to BB Reports is available by accepting the terms and conditions of use. However, only authorised and registered users of a BB facility can undertake BB transactions (providing BB data and information).

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#### 2.1.3 User access

In addition to the registration of the organisation and facility, participants who undertake BB transactions must complete the [Gas Systems User Access Request](#) to obtain a username and password for access to the secured section. Submit your completed application form to [Registration.Desk@aemo.com.au](mailto:Registration.Desk@aemo.com.au).

Authorised BB participants can access the secure site to view secure AEMO reporting data, upload data to the site, and manage other AEMO material.

After accepting the terms and conditions, access the secure site via the '**My Account**' button at the top right of the Bulletin Board webpage, which takes you to the login page. Once logged in, authorised BB participants can choose to either change their password or upload data to the site via web form or CSV submission.

For further information, refer to the Natural Gas Services Bulletin Board User Guide published on the website.

### Step 1: Prepare application

The request is a smart form that changes according to your selections. Complete the form to request IT system access for new participant users, or to modify or remove existing authorised BB participants. Complete a separate form for each participant – you can request access to multiple markets for the same user. The form must be completed using Adobe Reader version 9 or above with JavaScript enabled. It cannot be printed and completed manually.

Select Natural Gas Services Bulletin Board for the required market and complete all displayed sections. Select the environment you would like access to and whether the user will require the BB Authorised Signatory role.

The BB Authorised Signatory of an organisation may authorise the following:

- Approve user access.
- Request for changes to organisational contact details.
- Request for changes to BB Facility details.
- Request for removal data from the BB website.
- Other Miscellaneous queries.

## Step 2: Application submission

The applications which need to be submitted in order to request for IT system access is:

- [Gas Systems User Access Request](#)

These forms must be signed by the CEO or Authorised Signatory of the eligible organisation. Submit your completed application form to: [Registration.Desk@aemo.com.au](mailto:Registration.Desk@aemo.com.au)

## 2.2 BB facility registration

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Organisations responsible for facilities such as production, storage, or pipelines, are required to register their facilities with the BB Operator (AEMO). These participants must complete the BB Facility Registration Form for their facilities.

Part 18 of the NGR contains the registration requirements and eligibility criteria, and applicants must familiarise themselves with these rules before registering. Applicants registering their facilities on the Natural Gas Services Bulletin Board should review, understand, and be able to comply with the requirements set out in the NGR and the BB Procedures.

Registered BB Participants who are operating or intend to operate a new facility will need to submit the BB Facility Registration form, contact details, supporting documents, and attachments to [bbo@aemo.com.au](mailto:bbo@aemo.com.au).

Facility operators with a new facility who are not registered as BB Participants will need to submit the following:

- Bulletin Board Facility Registration Form
- [Application for Registration in a Regulated Gas Market](#)
- [Gas Systems User Access Request](#)

For more information on the BB participant registration process, refer to Section 2.1.

These forms must be signed by the CEO or Authorised Signatory of the eligible organisation.

When you submit your application, AEMO will set up your facility in the Natural Gas Services Bulletin Board. AEMO's Bulletin Board Operator team will then contact you when your facility is available in our pre-production testing and training environment.

## 3 Deregistration

A registered participant in an AEMO-operated market can apply to be deregistered from any registrable capacity. This process is referred to as ‘revocation’ in gas markets.

Existing participants seeking to deregister must apply to AEMO for revocation of registration. The application should be on a formal letterhead, signed by a duly authorized officer, and include:

- The participant’s full name and ABN.
- Relevant gas Company ID(s) (if applicable).
- Markets, categories, or registrable capacities from which the participant wishes to deregister.
- The reasons why the participant considers it is (or will be) no longer required to register in the relevant capacity(ies) under the National Gas Rules.
- A preferred future deregistration effective date (AEMO cannot guarantee this date, but will try to meet the timeframe provided).

Depending on the circumstances, AEMO may require additional information to verify the reasons for deregistration and confirm that any ongoing liability in the market will be met.

An organisation’s information and history are not removed from the system by deregistration. Instead, the status of the organisation is changed in the various system registers maintained by AEMO.

Approximately six to nine months after the date of deregistration when all revisions have been settled:

- Data sharing to and from the deregistered participant ID is removed.
- Access to AEMO’s market systems by the deregistered participant ID is revoked.
- Subsequently produced statements and reports are disabled.

The fact that an organisation has ceased to be registered in any category, markets or registrable capacities, or has terminated any classifications, does not affect any prior obligation or liability of that organisation under the relevant market rules.

To re-register, the organisation must complete the registration process required for a new organisation.

## 4 Exemption

Organisations responsible for operating facilities such as BB production facility, BB storage facility, or BB pipeline, may apply to AEMO to have the BB facility they operate declared exempt.

To find out whether a pipeline, storage, or production facility is eligible for exemption, refer to the exemption criteria in rules 149(5), 150(5) and 151(7), respectively.

Participants wishing to apply for an exemption must complete the Application for Exemption in the Natural Gas Services Bulletin Board for their facilities.

An AEMO Case Manager will be available to assist with the exemption preparation activities.

### Step 1: Prepare application

If you operate a facility that you believe may be exempt, please contact [AEMO Information and Support Hub](#). Applicants must familiarise themselves with these rules before applying to AEMO to have the facility they operate declared exempt. Applicants intending to apply for exemption on the Natural Gas Services Bulletin Board should review, understand and be able to comply with the requirements set out in the NGR and the BB Procedures.

Exemption applications require various supporting documentation to demonstrate that your organisation meets all applicable requirements and standards. Use the application form to identify the necessary supporting documentation to prepare and submit with your application.

### Step 2: Application submission

The applications which need to be submitted in order to apply for an exemption is:

- Application for Exemption in the Natural Gas Services Bulletin Board

These forms must be signed by the CEO or Authorised Signatory of the eligible organisation.

Submit your application form, contact details, supporting documents, and attachments. Please mail any originals of signed AEMO documents.

- Email to: [Registration.Desk@aemo.com.au](mailto:Registration.Desk@aemo.com.au)
- Mail to: AEMO Registration Desk  
Australia Energy Market Operator Ltd  
Level 2, 20 Bond Street  
Sydney NSW 2000

### Step 3: AEMO responds on application

AEMO will provide an initial response within five business days of receiving your application, and notify you if any omitted or additional information is required.

The requested additional information must be provided to AEMO within 10 business days in order for your application to proceed to the approval stage.

### Step 4: AEMO assessment and approval

When AEMO has received all necessary information and documentation, your application will be assessed for approval within 10 business days.

When approved, you will be notified of the upcoming ‘exemption effective date’.

Your notification may also include any conditions of exemption that AEMO considers necessary. If AEMO rejects your application, you will be notified and provided with a reason for the decision. AEMO will publish a notice on the Natural Gas Services Bulletin Board for either making or refusing to make that exemption declaration.

## 5 Need help?

### 5.1 AEMO Information and Support Hub

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The AEMO Information and Support Hub provides information regarding AEMO operations, and the electricity and gas industry generally to market participants and the general public.

The AEMO Information and Support Hub also provides an IT service to registered Gas and Electricity Market Participants to assist with the resolution of operational IT problems including installation and systems administration support of AEMO supported products.

Support for IT related problems is available 24 hours, 7 days a week.

#### Contact:

Email	For technical enquiries: <a href="mailto:supporthub@aemo.com.au">supporthub@aemo.com.au</a> For general enquiries: <a href="mailto:general.enquiries@aemo.com.au">general.enquiries@aemo.com.au</a>
Online form	<a href="http://aemo.com.au/Contact-us">http://aemo.com.au/Contact-us</a>
Phone	1300 236 600 (Australia) For IT support and assistance, select Option 1. +61 3 9609 8000 (International) For general enquiries, select Option 2.

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Please note that AEMO recommends participants call AEMO's Information and Support Hub for all urgent issues whether or not you have logged a call in the Customer Portal.

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When requesting assistance from AEMO, please be ready to provide the following information:

- Your name
- Job Title
- Company name
- Email
- Work Phone (include area code)
- Participant ID
- Environment: (production or pre-production)
- Problem description
- Screenshots.

For AEMO software-related issues, please also provide:

- Version of software (that you are using).
- Properties or log files.
- Replication Manager Support dump and instance name (if Data Interchange problem).

To suggest improvements to this document, please contact the [AEMO Information and Support Hub](#).

## 6 References

The following resources may be helpful:

### 6.1 Rules, law, and government bodies

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The Australian Energy Market Commission (AEMC) makes rules under the National Gas Law, the National Electricity Law and the National Energy Retail Law that must be followed by all participants in the Australian energy market (excluding WA and NT). The National Gas Rules can be found on the [AEMC website](#).

The Australian Energy Regulator (AER) oversees compliance by participants in the Australian Energy Market with the National Gas Law and National Gas Rules. For more information see the [AER Website](#).

### 6.2 Relevant documents and guides

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User guides for the Bulletin Board can be found within the [Documents Section](#) under the BB Information Tab on the BB website.

This includes:

- NGSBB Participant Registration Kit (this document) – information for prospective participants in the BB and the BB gas systems.
- BB Procedures – the procedures that regulate the operation of the BB website.
- NGSBB User Guide – guide to using the BB website.
- BB Facility Registration Form – registration form for registering a new facility.
- Application for Exemption in the Natural Gas Services Bulletin Board – exemption form for facility exemption in the Natural Gas Services Bulletin Board.
- Guide to NGSBB CSV File Transactions – detailed explanation for uploading CSV files to provide data to AEMO for the BB website.
- Guide to NGSBB Reports – detailed explanation for accessing, viewing, and saving data reports available on the BB website.
- Schedule of Default Pipeline Flow Direction – schedule that defines the default direction for all pipelines.