



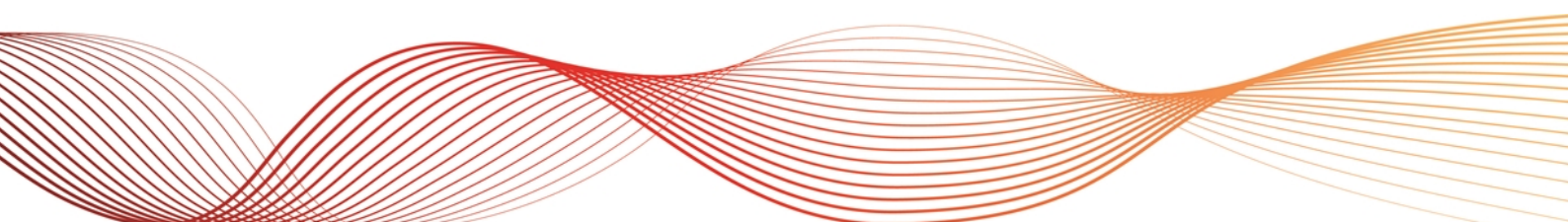
GUIDE TO GENERATOR RECALL PLANS

EXPLAINS HOW TO CREATE AND MANAGE GENERATOR
RECALL PLANS.

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IMPORTANT NOTICE

AEMO has prepared this Guide to Generator Recall Plans (Guide) to provide guidance on the use of the Generator Recall under the [Undefined variable MYVARIABLES.NER]]] (Rules), as at the date of publication.

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The release of this document changes any version of the Guide to Generator Recall Plans.

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Further information

For further information, please visit www.aemo.com.au or contact:
AEMO's Support Hub
Phone: 1300 AEMO 00 (1300 236 600), Email: supporthub@aemo.com.au

Feedback

To suggest corrections or improvements to this document, please contact AEMO's Support Hub.

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CHAPTER 1 INTRODUCTION

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Purpose

This guide explains how to use Generator Recall in the EMMS Markets Portal. It describes the interface and how to enter and maintain your recall plans.

Audience

This guide is relevant to NEM registered Generators requiring an understanding of Generator Recall in the EMMS Markets Portal. The secondary audience is Participant Administrators (PAs) wanting to know the user rights entity for their participant users to access Generator Recall.

How to use this guide

- This document is written in plain language for easy reading. Where there is a discrepancy between the Rules, and information or a term in this document, the Rules take precedence.
- **Text in this format** indicates a resource on **AEMO's website**.
- **Text in this format** indicates a direct link to a section in this guide.
- Glossary terms are capitalised and have the meanings listed against them in the **Glossary on page 18**.
- *Italicised terms* are defined in the National Electricity Rules (NER). Any rules terms not in this format still have the same meaning.
- Actions to complete in the web portal interface are **bold and dark grey**.



What's in this guide

[Chapter 2 About Generator Recall on page 3](#) provides an overview of Generator Recall, who, why, and how to use it, including the user rights access.

[Chapter 3 Using Generator Recall on page 9](#) assists with using the Generator Recall interface, how to access it and how to create, view, modify, clone, and delete plans.

[Needing Help on page 16](#) provides information about contacting AEMO's Support Hub, how to provide feedback, and related resources.

[Glossary on page 18](#) explains the capitalised abbreviations and terms used throughout this guide.

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Summary

When there are foreseeable circumstances requiring AEMO intervention in the NEM, AEMO requires information from generators to determine the latest time to intervene in the absence of a market response. Following a direction from AEMO:

1. Any increase in the physical capacity of a scheduled generating unit that can be made available.
2. The time required to make this capacity available (“recall time”).

Risks

AEMO understands this information is confidential and has designed the system to protect the confidentiality of participants’ information.

Business impact

Generators no longer send emails to AEMO with the DUID outage details; they use the Wholesale Energy Market Management System (EMMS) Generator Recall Plan web interface or web services where they can create, view, modify, clone, and delete recall plans.



Benefits

The aim of Generator Recall is to reduce manual handling and errors by:

- Providing an easy to use interface for generators to enter and update information about recall times of DUID outages.
- Transferring the data to a central database where AEMO operational staff can access and use it.

Generator Recall Plan Rules

Recall plans must comply with the following rules:

For more details, see [Procedure for Submitting Generator Outage Recall Information](#).

- Only the registered owner of the DUID, at the current system time, can view or submit recall plans.
- Multiple recall plans for a single DUID cannot overlap.
- Recall plan entries, within a single recall plan, must be contiguous (for example, no gaps in dates), and cannot overlap.
- Recall quantities (for example, availability MW and recall time) must be greater than zero.
- Recall availability MW must be less than or equal to the maximum capacity of the DUID.
- Recall quantities in Stage 1 must be less than recall quantities in Stage 2, for a recall plan entry.
- Recall times cannot exceed a value of 1051200 minutes (approximately 2 years).
- Entry of recall times must be in hours.

Who can use Generator Recall

Persons having access to the Generator Recall include registered *Generators* and AEMO.



How do you use Generator Recall

Generators can interact with Generator Recall by:

1. Manually entering information in the Markets Portal. See [Using Generator Recall on page 9](#).
2. By using web services to send and retrieve information, see [Generator Recall APIs Technical Guide](#).

Generators can only access their own information. They cannot see information for other generators.

System requirements

You access the Generator Recall web application using a web browser. You require:

- The website address where the application is located on AEMO's network:
 - Pre-production: <https://portal.preprod.nemnet.net.au>
 - Production: <https://portal.prod.nemnet.net.au>
 - Markets Portal help: <https://portal.preprod.nemnet.net.au/help>
- Either the current or previous versions of Microsoft Internet Explorer or Google Chrome.

For the best experience, AEMO recommends using the current or previous version of Google Chrome.

- Access to MarketNet. If your company is a registered participant, you probably already have access because it is set up during the registration process. For more details, see [Guide to Information Systems](#).
- A monitor capable of 1024 x 768 screen resolution.



A user ID and password provided by your company's participant administrator (PA) who controls access to AEMO's web portals. For more details see [Guide to User Rights Management](#).

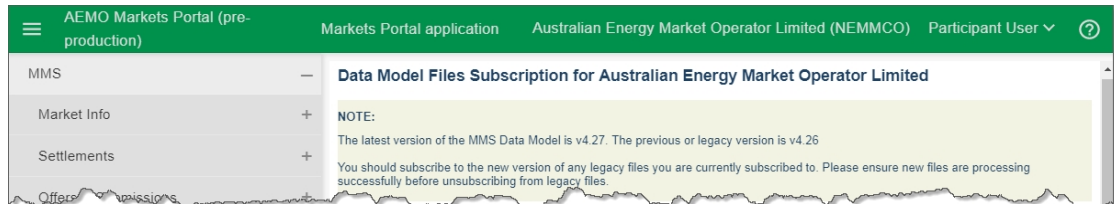
Generator Recall runs on both Windows and Unix-like operating systems.

PAs are set up during the registration process, if you don't know who your company's PA is, contact AEMO's Support Hub Email: supporthub@aemo.com.au.

Environment access

The Markets Portal gives you a clear indication of the environment you are working in by providing a different background colour for the menu:

- The pre-production environment has a green menu background
- The production environment has a blue menu background.



Supported web browsers

Generator Recall runs on both Windows and Unix-like operating systems. To access the MSATS web portal, AEMO recommends the following web browsers:

Browser	Platform	Current	More information
Microsoft Internet Explorer	Windows	IE11	https://www.whatismybrowser.com/guides/the-latest-version/internet-explorer
Microsoft Edge (Microsoft recommended)	Windows 10	Edge	https://www.microsoft.com/en-au/windows/microsoft-edge
Google Chrome	All platforms	62 (Dec 2017)	https://www.whatismybrowser.com/guides/the-latest-version/chrome

User rights access

To access Generator Recall, participant users must have the appropriate user rights access. The access right determines the functionalities and transactions you can use to access the web portal, batch interfaces, FTP, and API services.

PAs authorise participant user access in MSATS. The initial PA is set up by the AEMO system administrator as part of the registration process.

Your company's Participant Administrator (PA) provides access to Generator Recall for participant users in the **MSATS>Administration>Maintain Entities** menu, using one of the following entities:

- EMMS - Data Interchange - Data Subscription - Maintain and View Data
- EMMS - Data Interchange - Data Subscription - View Data

If you don't know who your company's PA is, contact AEMO's Support Hub.

For more details about participant administration and user rights access, see [Guide to User Rights Management](#).



Set participant

Where a Participant User has user rights assigned by more than one Participant ID, the Participant User selects the Participant ID they want to represent using the **Set Participant** option. For help, see [Setting a Participant](#) in the Markets Portal Help.

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Accessing Generator Recall

1. Using your web browser, access the Markets Portal. For help, see [Using Generator Recall](#) above.
2. Select **MMS > Offers & Submissions > Generator Recall**. For help, see [Recall plan list on the next page](#).
3. Your Participant ID recall plan list displays, where you can:
 - a. Filter by Station, DUID, or Date Range.
 - b. Search by text.
 - c. Create a new recall plan.
 - d. Click the up or down arrows to sort.
 - e. View existing recall plan details.
 - f. Modify an existing recall plan.
 - g. Clone an existing recall plan.

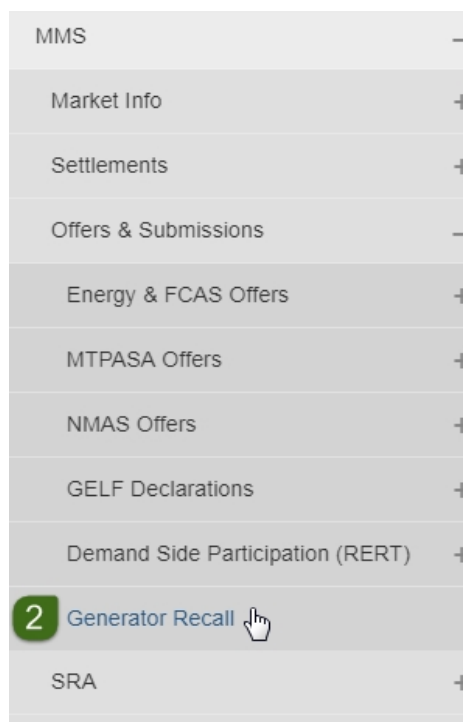


Figure 1 Recall plan list

Recall Plan List 3

Station a DUID Date Range Search b c

Pick a Station Pick a DUID Please select a date range Please enter the search text: **New Recall Plan**

STATION ID d	RECALL PLAN ID	COMMENTS	DUID	START DATE	END DATE	VERSION DATE TIME	ACTION e
STATION ID1	CLONIG EXA...	Some comm...	DUID1	24/09/2017	25/04/2018	26/10/2017 ...	f View Recall Plan
STATION ID2	TC EXECUTE ...	Please click o...	DUID2	25/10/2017	26/10/2017	25/10/2017 ...	g Modify Recall Plan
STATION ID3	343	Please click o...	DUID3	28/10/2017	31/10/2017	24/10/2017 ...	g Clone Recall Plan
STATION ID4	7568678	Please click o...	DUID4	24/12/2017	27/12/2017	20/10/2017 ...	
STATION ID5	DDD	Please click o...	DUID5	24/09/2017	30/04/2018	26/10/2017 ...	
STATION ID6	TEST QA BU...	Please click o...	DUID6	24/10/2017	25/10/2017	24/10/2017 ...	
STATION ID7	1 TO MANY	Please click o...	DUID7	25/10/2017	29/10/2017	26/10/2017 ...	

Create a new recall plan

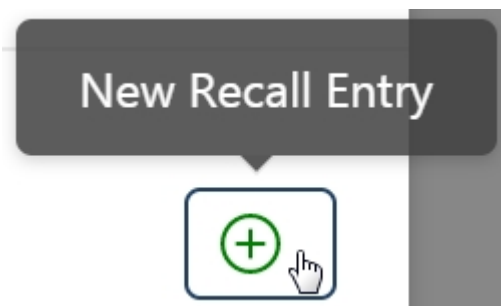
A quick way to create a new recall plan is to clone an existing plan, see [Clone an existing recall plan on page 14](#).

To create a new recall plan:

1. Login to the Markets Portal, for help, see [Accessing Generator Recall on the previous page](#).
2. Click **New Recall Plan**. For help, see [Recall plan list above](#).
3. In the right-hand corner, click **New Recall Entry**. If you cannot see the icon and your screen is maximised, try minimising it. For help, see [Create a new recall plan above](#)
4. A new row appears, **double-click** in each field to enter the following details:

- a. Select a Station ID.

For help creating the plan, see [Procedure for Submitting Generator Outage Recall Information](#).





- b. Select a DUID.
- c. Enter a Recall Plan ID. This is a unique alphanumeric value of your choice, from 1 to 40 characters.
- d. Enter any **Stage 1** or **Stage 2 Comments**. These are your comments advising other operators of your decision process. The field is alphanumeric text up to 60 characters.
- e. Enter a plan **Start and End Date**.
- f. Enter a **Stage 1 Recall Time (Start Date)** and a **Stage 1 Recall Time (End Date)** in hourly increments.

All stage 1 fields are mandatory.

Specify a recall time to apply to a DUID for a range of days. You do not need to enter the same value separately for each day of the outage. For example: If for a 20-day outage recall, Day 1 is 10 days and remains at that level through to Day 10 but then reduces steadily for the remainder of the outage, then you can specify recall times at Day 1, Day 10, and Day 20.

- g. Enter a **Stage 1 Quantity (in MW)**.
- h. Enter a **Stage 1 Flag**: Indefinite without further outage (IFO), for use if IFO does not apply (NIL).
- i. Enter a **Stage 2 Recall Time (at Start Date)**.
For each day and for each DUID, you can specify up to two separate recall times with corresponding improvements in availability.
- j. Enter a **Stage 2 Recall Time (at End Date)**.
- k. Enter a **Stage 2 Quantity (in MW)**.
- l. Enter a **Stage 2 Flag**: Indefinite without further outage (IFO), for use if IFO does not apply (NIL).

Stage 2 fields are optional unless you are specifying 2 separate recall times, then all fields are mandatory.

- 5. A recall plan is made of 1 or more entries so, if required, continue adding rows.
- 6. Click **Save Changes**.

To delete an entry (not the whole plan), click the delete icon.

If you need to make changes, see [Modify an existing recall plan on page 13](#).

Figure 2 New recall plan

i New Recall Plan

Fields with an asterisk are required

* Station ID **a** * DUID **b** * Recall Plan ID **c** Stage 1 Comments **d**

Pick a Station Pick a DUID Please enter a Recall Plan Please enter a description for Stage 1

Stage 2 Comments

Please enter a description for Stage 2

3 **5** New Recall Entry

Start Date	End Date	Stage 1 Recall Time in Hrs (Start Date)	Stage 1 Recall Time in Hrs (End Date)	Stage 1 Quantity(MW)	Stage 1 Flag	Stage 2 Recall Time in Hrs (Start Date)	Stage 2 Recall Time in Hrs (End Date)	Stage 2 Quantity(MW)	Stage 2 Flag
4 8/12/2017	e 19/12/2017	f 2		g	h	i	j	k	l

Click to delete an entry (not the whole plan)

6 Save Changes



View existing recall plans

To review the latest DUID information you provided:

1. Access the Generator Recall Plan web interface. For help, see [Accessing Generator Recall on page 9](#).
2. Use the sort, filter, or search options to find the existing plan. For help, see [Recall plan list on page 10](#).
3. In the **Action** column, click **View Recall Plan**. For help, see [Recall plan list on page 10](#).
4. A window displays where you can view the recall plan details.
5. To close the window, click **OK**.

This interface is read-only, you cannot modify the plan, see [Modify an existing recall plan below](#).

Recall Plan

Station ID

DUID

Recall Plan ID

Stage 1 Comments

Stage 2 Comments

Start Date	End Date	Stage 1 Recall Time (As at Start Date)	Stage 1 Recall Time (As at End Date)	Stage 1 Quantity(MW)	Stage 1 Flag	Stage 2 Recall Time (As at Start Date)	Stage 2 Recall Time (As at End Date)	Stage 2 Quantity(MW)	Stage 2 Flag
21/11/2017	22/11/2017	0.5 hour	0.5 hour	95	NLR				

Ok

Modify an existing recall plan

You can change an entry if an outage is rescheduled or its nature changes:

1. Access the Generator Recall Plan web interface. For help, see [Accessing Generator Recall on page 9](#).
2. Use the sort, filter, or search options to find the existing plan. For help, see [Recall plan list on page 10](#).
3. In the **Action** column, click **Modify Recall Plan**. For help, see [Recall plan list on page 10](#).



4. A window displays where you can modify the recall plan details by clicking inside the field you want to modify.
5. Make your change, and click **Save Changes**.
6. From this interface, you can also:
 - a. Add recall plan entries.
In the right-hand corner, click **New Recall Entry** to include another row in the grid, enter the details, and click **Save Changes**. . If you cannot see the icon and your screen is maximised, try minimising it. For help, see [Create a new recall plan on page 10](#).
 - b. Delete recall plan entries.
Click the delete icon next to the entry to remove it from the grid, and then click **Save Changes**.

1 Modifying the Recall Plan

Station ID	DUID	Recall Plan ID	Stage 1 Comments		Stage 2 Comments				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>				

Start Date	End Date	Stage 1 Recall Time (As at Start Date)	Stage 1 Recall Time (As at End Date)	Stage 1 Quantity(MW)	Stage 1 Flag	Stage 2 Recall Time (As at Start Date)	Stage 2 Recall Time (As at End Date)	Stage 2 Quantity(MW)	Stage 2 Flag
21/11/2017	22/11/2017	0.5	0.5	95	NLR	<input type="button" value="Add more details"/>			<input type="button" value="Delete"/>

Click to delete an entry (not the whole plan)

Clone an existing recall plan

To make it easy to create a new plan, you can clone an existing plan:

1. Access the Generator Recall Plan web interface. For help, see [Accessing Generator Recall on page 9](#).
2. Use the sort, filter, or search options to find the existing plan. For help, see [Recall plan list on page 10](#).
3. In the **Action** column, click **Clone Recall Plan**. For help, see [Recall plan list on page 10](#).
4. A window displays where you can double-click in the fields to edit them. For help with the fields, see [Create a new recall plan on page 10](#).
5. From this interface, you can also:



- a. Add recall plan entries.
Click **New Recall Entry** to include another row in the grid, enter the details, and click **Save Changes**. For help, see [Create a new recall plan on page 10](#).
- b. Delete recall plan entries.
Click the delete icon next to the entry to remove it from the grid, and then click **Save Changes**.
- c. When you are finished, click **Save Changes**.

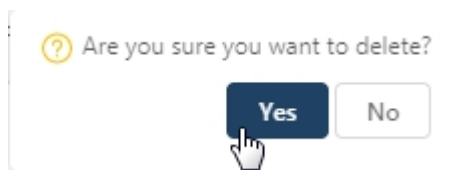
Cloning the Recall Plan

* Station ID: * DUID: * Recall Plan ID: Stage 1 Comments: Stage 2 Comments:

Start Date	End Date	Stage 1 Recall Time (As at Start Date)	Stage 1 Recall Time (As at End Date)	Stage 1 Quantity(MW)	Stage 1 Flag	Stage 2 Recall Time (As at Start Date)	Stage 2 Recall Time (As at End Date)	Stage 2 Quantity(MW)	Stage 2 Flag
21/11/2017	22/11/2017	0.5	0.5	95	NLR				<input type="button" value="Delete"/>

Delete an existing recall plan

1. Follow the instructions for [Modify an existing recall plan on page 13](#).
2. Click the delete icon next to each entry and click **Yes** to confirm deletion.



3. When you have deleted all entries, click **Save Changes**.
4. A message confirms the plan is removed from the **Recall Plan List**.



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AEMO's Support Hub

Contacting AEMO's Support Hub

IT assistance is requested through one of the following methods:

- Phone: 1300 AEMO 00 (1300 236 600)

For non-urgent issues, normal coverage is 8:00 AM to 6:00 PM on weekdays, Australian Eastern Standard Time (AEST).

- Email: supporthub@aemo.com.au

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

Information to provide

Please provide the following information when requesting IT assistance from AEMO:

- Your name
- company name
- Participant ID
- System or application name
- Environment: production or pre-production
- Problem description
- Screenshots



For AEMO software-related issues please also provide:

- Version of software
- Properties or log files
- Replication Manager support dump and instance name (if Data Interchange problem)

Feedback

Your feedback is important and helps us improve our services and products. To suggest improvements, please contact AEMO's Support Hub.

Related resources

You can find the following documents on [AEMO's website](#):

Generator Recall APIs Technical Guide, provides participants with the detailed technical specifications for the delivery of generator recall information using the e-Hub API Gateway.

Guide to User Rights Management, assists Participant Administrators to manage their participant user's access to AEMO's systems. It also explains how to set up single user IDs for use with the Set Participant function in AEMO's web portals.

Procedure for Submitting Generator Outage Recall Information, provides guidelines for Generators to submit recall information and explains how AEMO interprets and uses this information.



GLOSSARY

AEMC

Australian Energy Market Commission

AER

The Australian Energy Regulator, established by section 44AE of the Trade Practices Act 1974.

AEST

Australian Eastern Standard Time

API

Application Programming Interface; a set of clearly defined methods of communication between various software components.

DUID

Generating Unit ID

e-Hub API Gateway

AEMO's communication platform supporting exchange of information between participants and/or Participants and AEMO.

EMMS

Wholesale Electricity Market Management System; software, hardware, network and related processes to implement the energy market.

FTP

File transfer protocol; a standard network protocol used for the transfer of computer files between a client and server on a computer network.

MarketNet

AEMO's private network available to participants having a participant ID

Markets Portal

Web portal for access to AEMO's wholesale web-based applications.

MSATS

Retail Market Settlement and Transfer Solution

MSATS web portal

MSATS web-based interactive interface

MW

Megawatt

NEM

National Electricity Market

NER

National Electricity Rules

PA

participant administrator

Participant ID

Registered participant identifier

Pre-production

AEMO's test system available to participants

Production

AEMO's live system

Rules

National Electricity (NER)

URM

User Rights Management; see the Guide to URM on AEMO's website



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