Guide to Demand Side Participation Information Portal

3 March 2021

How to submit DSP information

Version 1.03

Important notice

PURPOSE

AEMO has prepared this document to provide guidance on the use of the Demand Side Participation Information Portal, as at the date of publication.

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Available to the public.

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VERSION HISTORY

Version	Date	Changes
1.00	March 2018	Published for the Demand Side Participation Information Portal (DSPIP) project.
1.01	March 2019	Updated hyperlinks and DSPIP interface screenshots.
1.02	March 2020	Updated DSPIP Interface screenshots, hyperlinks and described added functionality.
1.03	March 2021	Updated DSPIP Interface screenshots, hyperlinks and described added functionality.

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.

Contents

Glossary

Abbreviation	Term/explanation
AEMO	Australian Energy Market Operator
AEST	Australian Eastern Standard Time
CSV	Comma-separated values; a file format for exchanging data.
DSPIP	Demand Side Participation Information Portal
EMMS	Wholesale Electricity Market Management System; software, hardware, network, and related processes.
LAN	Local area network
MarketNet	AEMO's private network available to participants having a participant ID.
MSATS	Retail Market Settlement and Transfer Solution
NEM	National Electricity Market
NER	National Electricity Rules
NMI	[electricity] National Metering Identifier
PA	Participant Administrator; manages participant organisations user access and security.
Participant ID	Registered participant identifier
Production	Live environment, actively reflecting the currently available data.
UI	User interface
VPN	Virtual Private Network
ZIP	The file compression format used for downloading CSV template files.

1. Overview

1.1   Purpose

This guide provides instructions for using the Demand Side Participation Information Portal (DSPIP) in the AEMO Markets Portal.

The DSPIP is a National Electricity Rules (NER) mechanism for AEMO to collect DSP information from participants that informs AEMO electricity load forecasts. It consists of a series of self-service web forms for users to provide DSP information.

1.2   Audience

This guide is for all NEM participants to understand how to submit DSP information in accordance with the Demand Side Participation Information Guidelines[1]. The secondary audience is Participant Administrators wanting to know the user rights management (URM) entity to create and manage participant users.

1.3   Changes from previous years

Based on the latest DSPI consultation[2], some changes have been made to the information required from participants. Please see the change log in Appendix A1 for further details.

1.4   Demand Side Participation obligations

All NEM registered participants must submit DSP information in accordance with NER Clause 3.7D and the DSP Information Guidelines. Please note:

- Organisations that represent multiple registered participants must make a DSP submission for each registered participant that they represent.

- Registered participants that do not have any DSP data to submit, must still make a submission. This is an empty submission (also called a null submission – see Section 4.8).

1.5   What's in this guide

- Section 2 provides information on accessing the DSPIP.

- Section 3 describes the concept of organising DSP information into DSP Groups.

- Section 4 explains how to access and submit information in the DSPIP.

- Section 5 provides information about contacting AEMO's Support Hub.

1.6   How to use this guide

- This document should be read in conjunction with the CSV user guide if participants are intending to upload CSVs.

- This document is written in plain language for easy reading. Where there is a discrepancy between the NER and information or a term in this document, the NER take precedence.

- Yellow boxes are used to highlight important information.

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[1] At https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Planning-and-forecasting/Demand-Side-Participation-Information-Guidelines.
[2] See https://aemo.com.au/en/consultations/current-and-closed-consultations/dspi-guidelines.

2. Participant connection requirements

2.1 MarketNet connection

The DSPIP is accessed through the AEMO data network connection called MarketNet. Access to MarketNet, including creation of accounts and login credentials, is provided to participant users by the Participant Administrator (PA) within each business.

For any queries, please contact AEMO Support Hub on 1300 236 600 or supporthub@aemo.com.au.

2.2 User rights access

Each NEM participant has at least one PA nominated for MarketNet. The PA can add participant users and assign rights in the Retail Market Settlement and Transfer Solution (MSATS) system.

User rights access is maintained in MSATS under MSATS >Administration>Maintain Rights. The entity required for access is Forecasting & Planning – Demand Side Participation.

| MMS | FORECASTING_DSP | Forecasting & Planning - Demand Side Participation | Interactive |

For more information about MSATS, see the Guide to User Rights Management[3].

> **The PA can provide access in MSATS. If users do not have an account, or do not have access to the DSPIP, they should contact their PA. If unsure who the PA is, please contact AEMO Support Hub on 1300 AEMO 00 (1300 236 600) or supporthub@aemo.com.au.**

2.3 System requirements

The DSPIP is accessed using a web browser and is located on AEMO's network https://portal.prod.nemnet.net.au.

AEMO recommends the following system requirements:

- A current version of Google Chrome or Microsoft Internet Explorer.
- A monitor capable of 1024 x 768 screen resolution.

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[3] At http://www.aemo.com.au/-/media/Files/Electricity/NEM/Retail_and_Metering/Metering-Procedures/2016/Guide_to_User_Rights_Management.pdf.

3. Organising DSP data in DSP groups

The DSPIP uses the concept of a DSP Group to simplify the DSP submission process. A particular program or connection can come under one of the categories listed in Table 1.

Table 1   DSP categories

DSP type	Explanation
Market exposed connections	Covers connections exposed to spot price, either directly or via pass-through contracts. This includes loads responding under the WDR rules[A] and any connections that are only spot price exposed during specific events.
Connections on fixed time-of-use tariffs	Includes connections exposed to fixed time-of-use pricing, including day/night tariffs.
Connections on dynamic event tariffs	Connections which are subject to dynamic tariffs, which cost price consumption and/or connection differently for specific periods during the year. These periods are dynamically determined by the program operator and could relate to local or regional demand at the time.
Directly controlled connections (fixed schedule)	Connections directly controlled based on a set schedule for the year, irrespective of actual demand and/or spot prices at the time. This includes control of hot water load.
Directly controlled connections (dynamic operation)	Connections directly controlled (or manually instructed) based on actual or forecast system conditions and/or price. This includes aggregated response of battery storage systems as a virtual power plant (VPP) and reduction in air-conditioner load or controlled electric vehicle charging on extreme demand days.
Not elsewhere classified	This category allows for special cases that don't obviously fit into the above categories. Entries in this category will be reviewed by AEMO and reclassified into the above if possible.

A. Available at https://www.aemc.gov.au/rule-changes/wholesale-demand-response-mechanism.

For more information, refer to Appendix A of the Demand Side Participation Information Guidelines[4].

Additionally, participants are to submit the National Metering Identifiers (NMIs) associated with each DSP Group (Section 1 data) and program level information (Section 2) per DSP Group where required by the guidelines.

Any number of DSP Groups can be created for a DSP submission. Groups are required to be grouped by NEM region, so if a group operates across regions, multiple groups need to be created per region.

Participants should also submit any future programs or future changes to existing programs.

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[4] At https://www.aemo.com.au/-/media/Files/Stakeholder_Consultation/Consultations/Electricity_Consultations/2017/DSPIG/Demand-Side-Participation-Information-Guidelines.pdf.

4. Using the DSPIP

The DSPIP offers several methods to submit DSP information:

- Manually entering information through the web interface forms for each individual program.
- Uploading CSV files in the DSPIP for a single program
- Bulk-uploading CSV files for multiple DSP programs.
- Any combination of manually entering information and uploading CSV files.

Participants also have the option to download the data for complete submission as a ZIP file containing CSV files. This can be done even if data has been entered manually in the DSPIP.

Participants intending to upload data using CSV files should see AEMO's Guide to Demand Side Participation CSV files5 for information about CSV file structure and requirements.

The following sections explain how to submit DSP information in the DSPIP. Each Participant should consider the most appropriate path for its situation, whether Participants have DSP information to submit or not.

Figure 1   Flowchart for submitting DSP information in the DSPIP
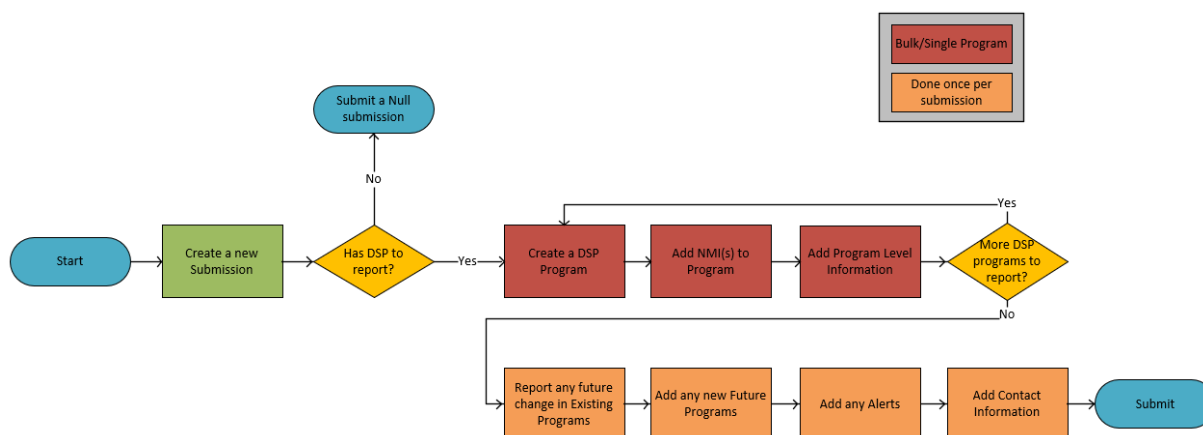
4.1   Access the DSPIP

To access the DSPIP:

1. Establish an AEMO VPN remote access connection. For more details, see Section 2.1.

2. Enter the AEMO Markets Portal URL in the web browser:

   – https://portal.prod.nemnet.net.au.

3. Log in using user ID and password.
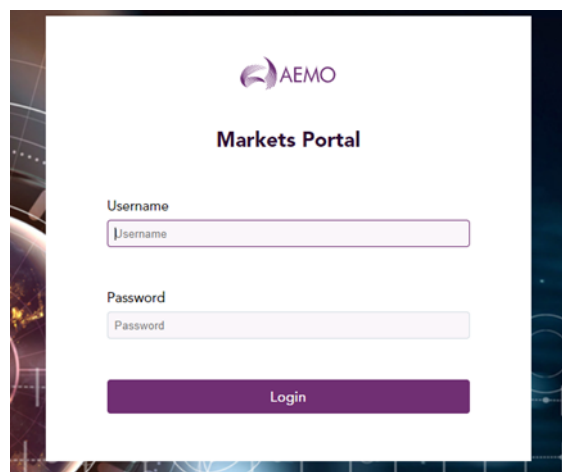
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4. On the left navigation pane, click Forecasting and Planning >
    Demand Side Participation.

    The DSPIP landing page is displayed and described in the
    following section.
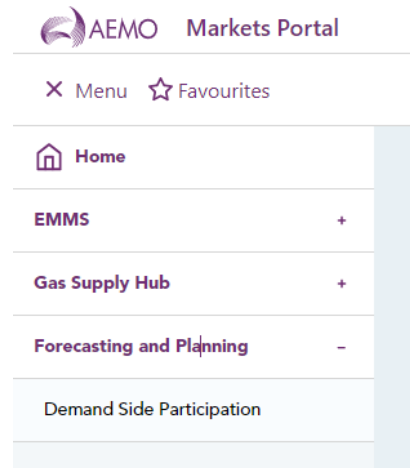
**If the 'Demand Side Participation' link is not visible in the left navigation pane, contact the PA for
access. For more information, see Section 2.2.**

4.2   DSPIP landing page

The DSPIP landing page is illustrated and described below. If no submission has been made, there will be no
record present and only the option to create a new submission. Edit, Download and Delete buttons are only
present when a submission is present either in draft or submitted status.

#	Field / Button	Description
1	New Submission	Button to create a new submission
2	#Ref	Submission reference number
3	Participant	Participant ID
4	Last Updated	Date and time stamp when the submission was edited
5	Status	Submission status
6	Edit button	Edit a saved draft of a submission
7	Download button	Download a copy of the submission
8	Delete	Delete a draft submission

If a submission has already been made, it can be recalled as seen below. This will revert the submission back
into draft status to be either modified or deleted.

My Submissions

	Ref# ⇕	Participant ⇕	Last Updated ⇕	Status ⇕			
	22		17/03/2020 10:08:06	● Submitted	⤓	⇄	①

#	Field / Button	Description
1	Recall Submission	Recall a submission with status of "Submitted"

Please note: Submissions can only be recalled during the submission period.
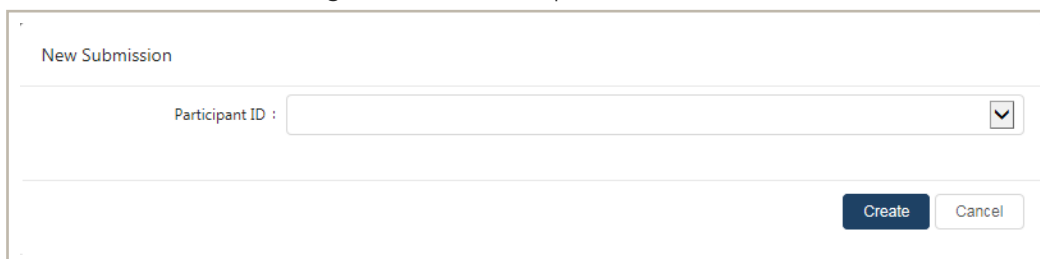
4.3   Create a new DSP submission

To create a new DSP submission:

5. In the main pane, click New Submission.
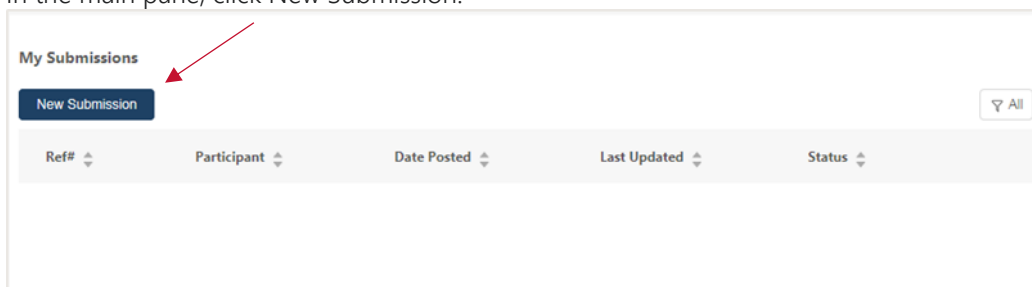
6. A pop-up window will appear. Select the Participant ID from the drop-down field and click Create. Permission must have been granted for a Participant ID to be viewed and selected.

The DSPIP only allows one submission per participant during a submission period. If users have created a draft submission and need to start again, they need to delete the existing submission and then create a new submission.
Please note if a submission has been submitted, a new submission cannot be created unless the submission is recalled into draft status, when it can be edited or deleted if still within the submission period.

4.4 Enter or upload DSP information for a single program

If there is no DSP data to submit, skip this process and go to Submit the DSP submission.

Once a submission is created, the process to submit DSP information includes:

1. Creating DSP groups – DSP groups relevant to the DSP portfolio can be created one at a time. For bulk-uploading multiple programs, see Section 4.5. For more information, see Section 3.

2. Manually entering data for each DSP group created or uploading CSV files.

3. Adding information regarding future programs, future changes to existing programs, and alerts lists.

4.4.1 Creating DSP Groups manually

For each DSP group created, users must only add the data relevant to that DSP group.

1. In the DSP Groups, click +.
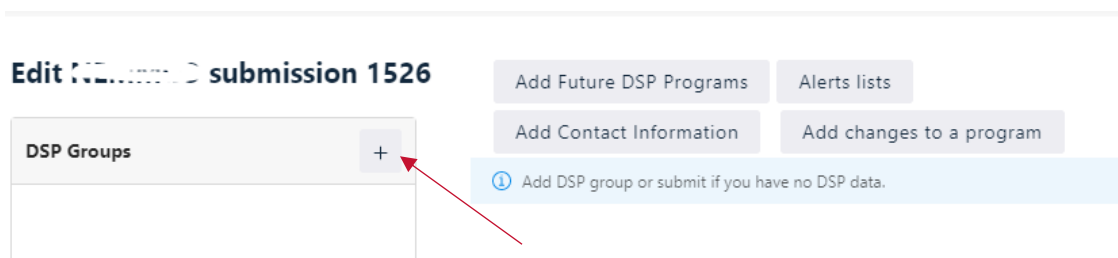
2. Ensure "Create/Upload Single Group" is selected in the drop down. Select the appropriate Region and Category and enter a name for the DSP Group. Also choose if the DSP Program will operate as Wholesale Demand Response (WDR), be a Qualifying Contract under the Retail Reliability Obligation (RRO), or neither.

   Alternatively, users may upload the program level information instead of inputting a name via a CSV file. In this case, the name of the new group will be determined by the CSV. This can be done using the "Upload Program Level Details" button. See Section 4.4.4.

3. Click Create to see the new DSP Group and add the data relevant to that group.

Saving a draft submission may not be possible until some required data is entered, depending on the DSP program category selected. Enter the required fields in Section 2 as per the error message received. See below for an example where "Demand Status" is required before a submission can be saved or submitted.
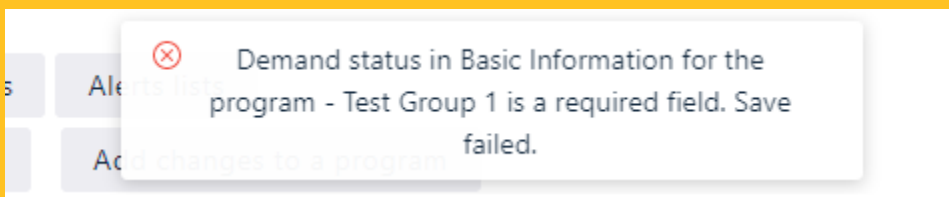
For more information about what data is compulsory per DSP category, please see Table 3 of the DSP Guidelines[6].

4.4.2   Add NMIs to a single DSP Program

1. Click on the DSP group in the left panel to select it.

2. NMIs can be entered manually into the textbox under Section 1 or can be uploaded via the "Upload NMI" button.

An example CSV can be downloaded via the "Download Example" button, or an empty template via the "Download CSV" button.

3. If uploading NMIs via a CSV, click "Upload NMI" and choose the file to upload. Click Open to upload the file.
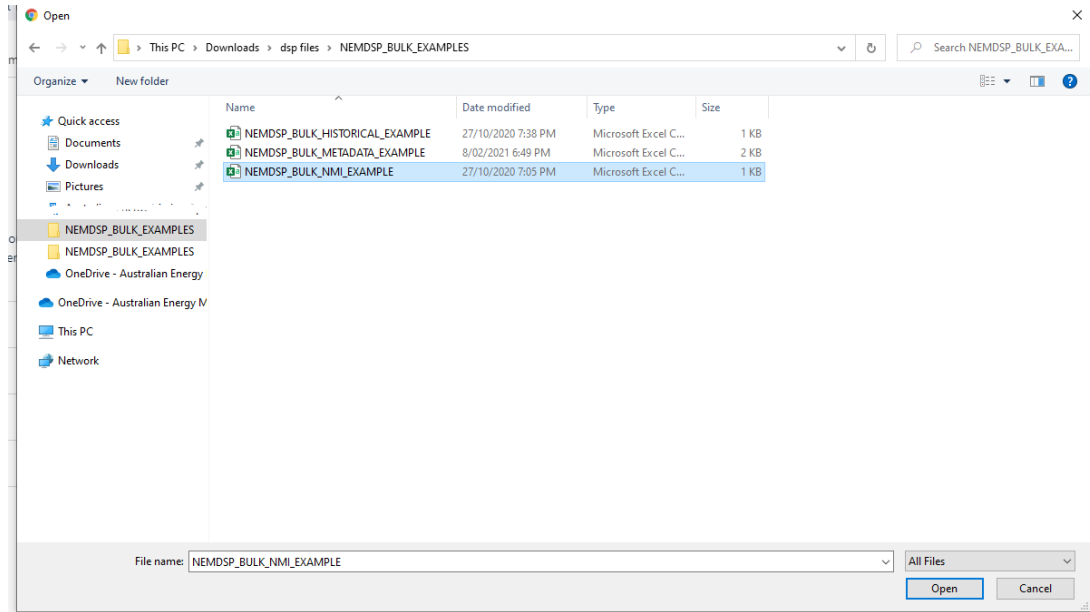
The participant reference field is an optional field to link CSV files for Participants' purposes. The program name can be used as the participant reference column.

Large CSV files may take some time to upload depending on the internet connection. For files with more than 100K NMIs it is suggested to upload multiple files of 100K each to avoid any upload errors.

4. The NMIs should be visible in the textbox as seen below. Please note, only the first 100 NMIs are shown in the text box. To download a CSV of the first 100 NMIs, click "Download CSV".

> **To remove NMIs from a Program, or verify all the NMIs that have been uploaded, it is suggested to delete the DSP program and re-upload the NMIs after verifying them offline before uploading again.**

4.4.3   Enter Program Level Details manually

Section 2 of the DSPIP is for Program Level Details. This can be entered manually by clicking each section to expand it.

There are five sub-sections;

1. Basic Information

2. DSP Type

3. Price Exposure

4. Response Control

5. Storage.

Some fields are compulsory, based on which DSP category has been selected. This is detailed in Table 3 of the DSP Guidelines[7].

4.4.4   Creating a DSP group via CSV upload

CSV templates can be downloaded from the AEMO website[8] or using the "Download CSV" buttons within each relevant portal section and used to populate NMIs, historical event data, and Program Level details associated with a program or connection.

To create a DSP group via CSV upload:

1. Create a new DSP Group by clicking +.

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[7] At https://aemo.com.au/-/media/files/stakeholder_consultation/consultations/nem-consultations/2020/dspi/demand-side-participation-information-guidelines-dec-20.pdf?la=en.

[8] At https://aemo.com.au/en/energy-systems/electricity/national-electricity-market-nem/nem-forecasting-and-planning/scenarios-inputs-assumptions-methodologies-and-guidelines/forecasting-and-planning-guidelines/demand-side-participation-information-guidelines.

2. Ensure "Create/Upload Single Group" is selected in the drop down.

3. Select the appropriate Region and Category. Also choose if the DSP Program will operate as Wholesale Demand Response (WDR), be a Qualifying Contract under the Retail Reliability Obligation (RRO), or neither.

4. The Name field is not required, as this will be populated via the CSV.

5. Click "Upload Program Level Details"

6. A dialog box will appear. Select the file and click Open.
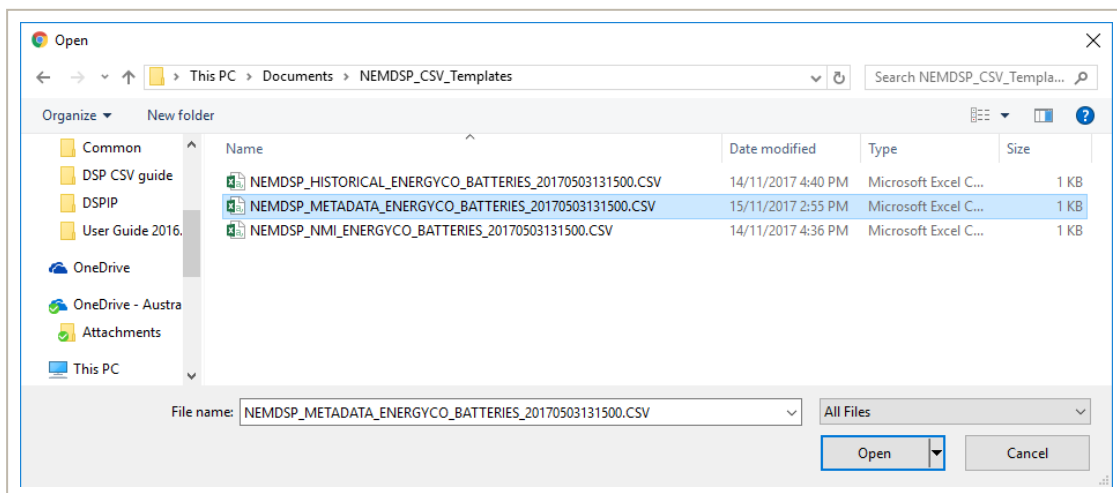
7. Click Create, and the information in the CSV file is populated in the fields.

8. To verify all the programs and details submitted, navigate back to the New DSP group(s) screen, change the drop down to "Upload Multiple Groups", and click "Verify Program Level Details", which will download a CSV with all the programs and their associated program details.

9. Add NMIs to the program by following the steps in Section 4.4.2.

4.4.5 Add Historical Events to a program

1. To upload historical events via a CSV file, under Section 2 > Basic Information > Historic tab, click Upload Historical. Download a template by selecting "Download CSV" or an example CSV by choosing "Download Example".

2. A dialog box will appear. Select the file and click Open. The information will be stored within that DSP Program but does not appear in the user interface (UI). To verify what data has been uploaded, click "Download CSV"..
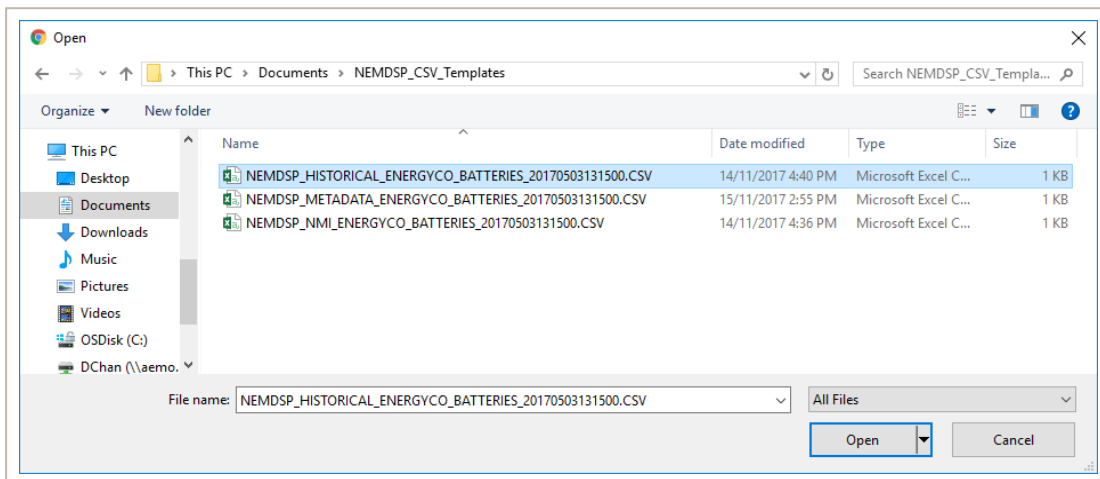
Please note, following the upload of the CSV file the success or failure message will appear on the screen only momentarily. There is currently no indication that the historical events have been uploaded on the UI, so Participants should verify what events have been uploaded by clicking "Download CSV".

> **To remove the historical events, delete the DSP program and create it again.**

3. Click Save Draft to save changes. The submission can be edited at any time.

4.5   Bulk-uploading multiple DSP programs

4.5.1   Create multiple DSP groups via CSV upload

1. Click the + to open the new DSP Groups screen.
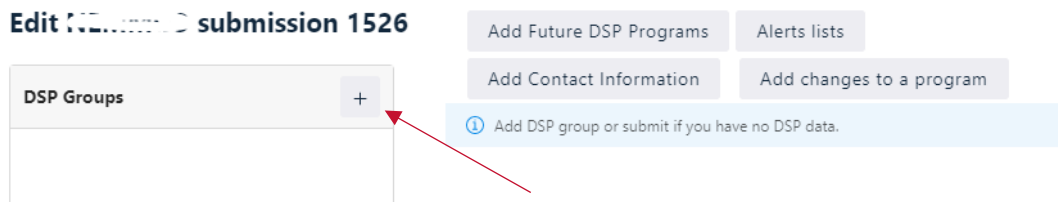
2. Change the dropdown to "Upload Multiple Groups".
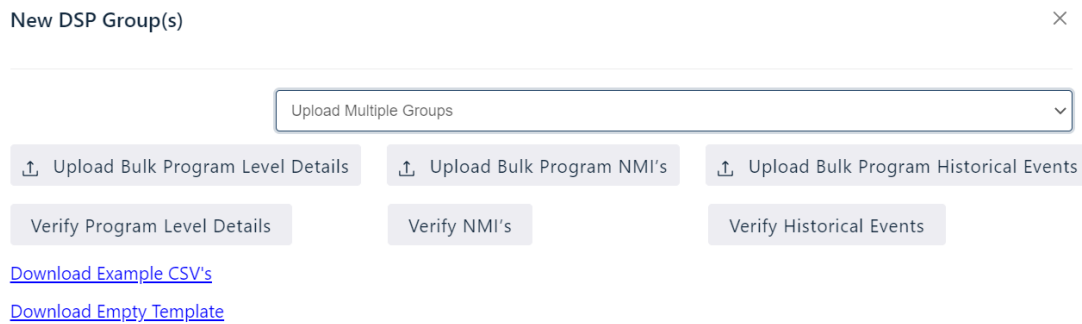
3. Upload a CSV containing all the DSP programs and their associated program level details by clicking "Upload Bulk Program Details". Download example CSVs and empty templates by clicking "Download Example CSVs" and "Download Empty Template" respectively.
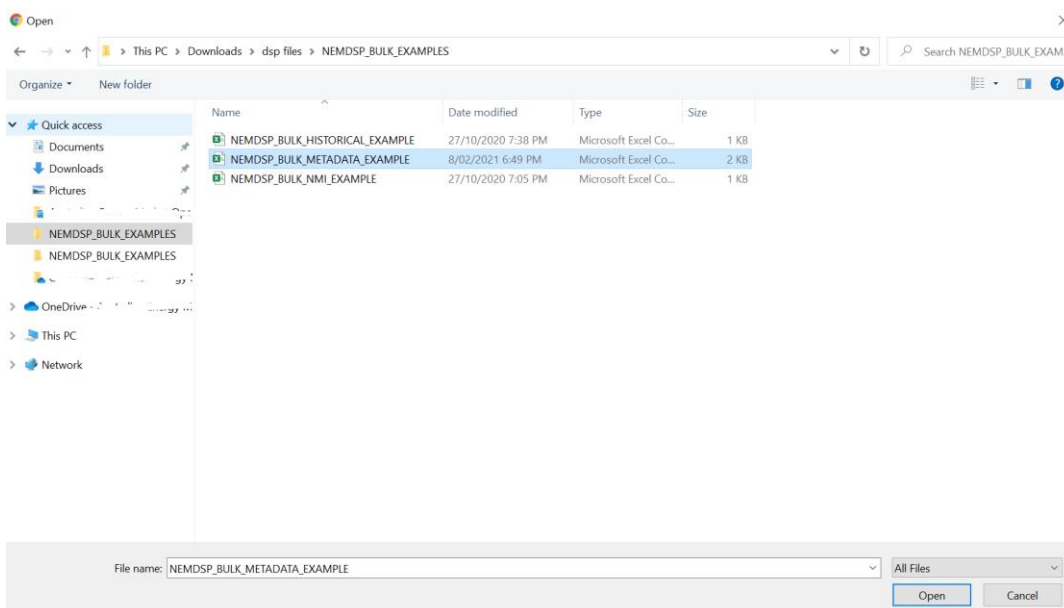
4. "Open", which should create the DSP groups and return users to the main screen.

5. Verify all the programs and details submitted by navigating back to the New DSP group(s) screen, changing the drop down to "Upload Multiple Groups", and clicking "Verify Program Level Details", which will download a CSV with all the programs and their associated program details.

4.5.2   Add NMIs to multiple DSP Programs via bulk upload

NMIs can be added to a DSP program individually, as outlined in Section 4.4.2, or they can be uploaded in bulk for multiple DSP programs.

To upload bulk NMIs:

1. Click the + to open the new DSP Groups screen.

2. Click "Upload Bulk Program NMIs".

Download example CSVs and empty templates by clicking "Download Example CSVs" and "Download Empty Template" respectively.

3. Select the file and click "Open".
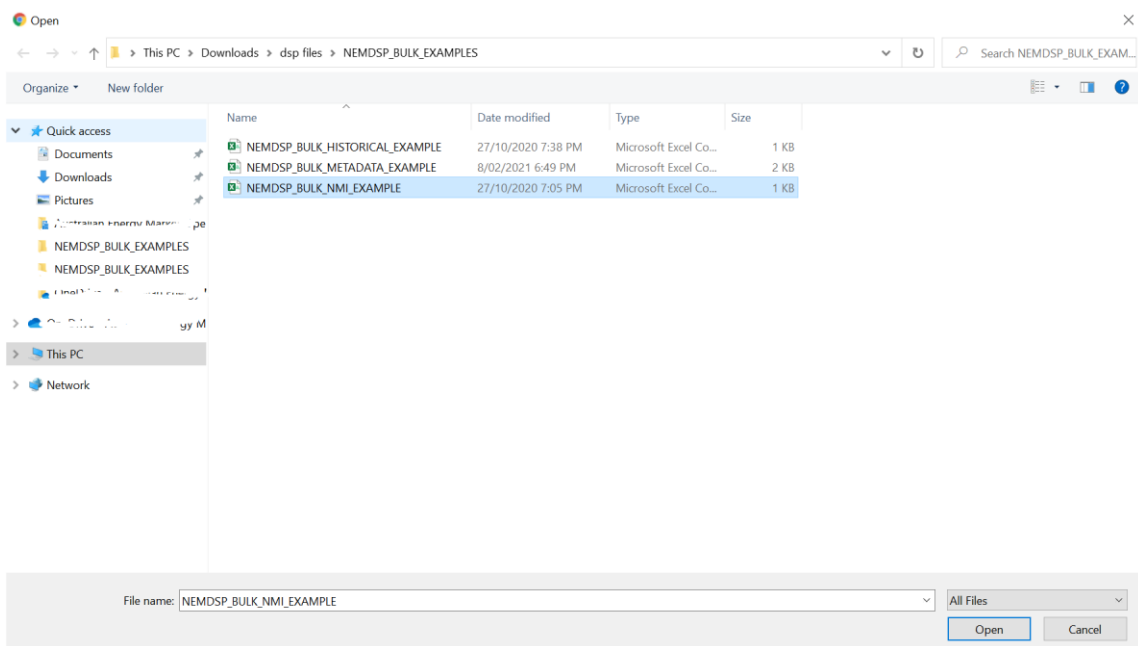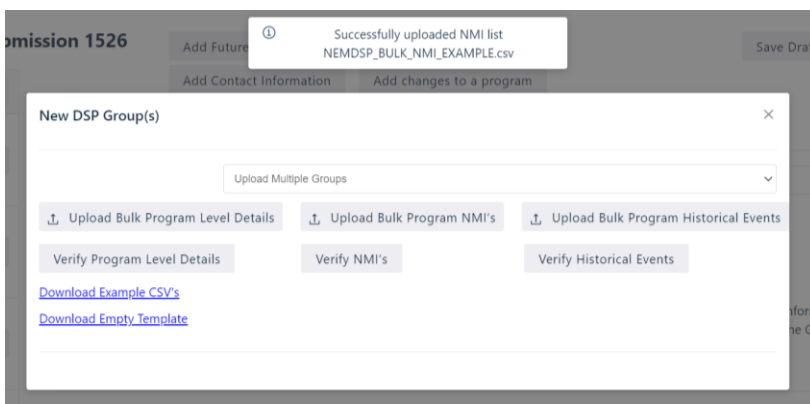
4. A message should say the upload was successful.

Large CSV files may take some time to upload, depending on the internet connection. For files with more than 100K NMIs, it is suggested to follow Section 4.4.2 to upload multiple files of 100K NMIs each to a single program at a time to avoid any upload errors.

5. The NMIs should be visible in the text box, as seen below. Please note, only the first 100 NMIs are shown in the text box. To verify the first 100 NMIs per program, click "Verify NMIs" in the new DSP Group(s) screen or "Download CSV" for an individual program. Only the first 100 NMIs per program will be listed.

To remove NMIs from a Program, or verify the NMIs that have been uploaded, delete the DSP programs and re-upload the NMIs after verifying them before uploading again.

4.5.3 Add Historical Events to multiple DSP programs via bulk upload

Historical events can be added to a DSP program individually, as outlined in Section 4.4.5, o4.4.2r can be uploaded in bulk for multiple DSP programs.

To upload bulk events:

1. Click the + to open the new DSP Groups screen.

2. Click "Upload Bulk Program Historical Events".

3. Select the file and click "Open".

4. A message should say the upload was successful.

5. To verify the events that were uploaded, click "Verify Historical Events" on the New DSP group screen. This will download a CSV with all the events per DSP group.

4.6 Adding future programs, future changes to existing programs, and alert list information

The DSPIP contains fields to provide information for future programs, future changes to existing programs, and alerts lists.

4.6.1 Adding future programs

1. In the DSP submission, click Add Future DSP Programs.

2. Click "Add Future Program".

3. Fill in the fields as required.

3. Click Save to save changes.

4. The program now appears in the list, and users can edit or delete any existing programs or add another future program.

4.6.2 Adding future changes to existing programs

1. Click "Add changes to a program".

2. Click "Add Future changes to an existing program".

Future Change to Existing DSP Programs   ✕

> **Add Future changes to a existing Program**

3. Fill in the fields as required. Please note the Name must match an existing DSP program that has been created.

Future Change to Existing DSP Programs   ✕

* Name ⑦	DSP Program 1
Description ⑦	
* Region ⑦	NSW ⌄
* Demand Status ⑦	⦿ Increase ○ Decrease
* WDR/ RRO ⑦	○ WDR ○ RRO ⦿ N/A
Expected Start Date ⑦	04/03/2021
Maximum Response - Year1(MW) ⑦	
Maximum Response - Year2(MW) ⑦	
Maximum Response - Year3(MW) ⑦	
* Firm Response - Year1(MW) ⑦	20
Firm Response - Year2(MW) ⑦	
Firm Response - Year3(MW) ⑦	

Save   Cancel

4. Click save. The program now appears in the list. Users can edit or delete any change to a program or add another future change to an existing program.

Future Change to Existing DSP Programs   ✕

Add Future changes to a existing Program

Name ⇕	Region ⇕	WdrOrRro ⇕	Description ⇕	DemandStatus ⇕	
DSP Program 1	NSW	N/A		INCREASE	✎

Showing 1 to 1 of 1 rows   ←   →

4.6.3   Add Alert Lists

1. Click "Alerts lists".

2. Enter information in the supplied field.

Alert List   ✕

Alerts Lists ⑦   [   ]

Save   Cancel

3. Click Save to save changes.

For a description of the information fields and examples, refer to Appendix A in the [Demand Side Participation Information Guidelines](#).

4.7   Add Contact Information

Before a submission can be submitted, two contacts need to be added.

1. Click "Add Contact Information"

2. Enter the required fields and hit "Save". This window can now be closed.

4.8   Submit a null submission

Participants that do not have any DSP information to provide must make an empty submission, also called a null submission. To make a null submission, Create a new DSP submission (se Section 4.3e, then Submit a DSP submission as shown below.

> **Even to make a Null submission, users are still required to enter two contacts. Please follow Section 4.7 to add two contacts before submitting below.**

4.9   Submit a DSP submission

1. Once all the DSP information has been entered or uploaded, to submit a DSP submission, click Submit.

2. A dialog box appears to confirm submission. Click Yes to finalise the submission.

4.10   Recalling a submitted submission

1. To make changes or start over, users can recall a submission if it is still within the submission period.

#	Field / Button	Description
1	Recall Submission	Recall a submission with status of "Submitted"

Hit the recall button seen above to recall the submission into draft status. This can then be modified or deleted if required.

Submissions can only edited if they are recalled within the submission window. This will revert it back into a draft for editing.

5. Needing help

5.1   Related resources

Document Name	Description	Link
Section 3.7D of the National Electricity Rules	Relates to Demand Side Participation Information, which provides the regulatory requirements for both participants and AEMO regarding Demand Side Participation Information.	The latest version of the national electricity rules are available on the Australian Energy Market Commission website, at https://www.aemc.gov.au/regulation/energy-rules/national-electricity-rules/current
Guide to User Rights Management	Information about managing a web portal account (accounts are created in MSATS).	http://www.aemo.com.au/-/media/Files/Electricity/NEM/Retail_and_Metering/Metering-Procedures/2016/Guide_to_User_Rights_Management.pdf
Demand Side Participation Information Guidelines	This outlines participant obligations with respect to the timing, frequency, data format, submission method, and data requirements relating to the provision of DSP information.	https://www.aemo.com.au/Electricity/National-Electricity-Market-NEM/Planning-and-forecasting/Demand-Side-Participation-Information-Guidelines
Guide to Demand Side Participation CSV files	Explains the form and requirements of CSV files for participants intending to submit their DSP information using CSV files.	http://www.aemo.com.au/-/media/Files/Electricity/NEM/Planning_and_Forecasting/DSP/Guide-to-Demand-Side-Participation-CSV-files.pdf
CSV template files	CSV templates to populate NMI, program level details, and historical data, and upload to the DSPIP.	http://www.aemo.com.au/-/media/Files/Electricity/NEM/Planning_and_Forecasting/DSP/NEMDSP_CSV_Templates.zip
AEMO Consultation for DSP Information Guidelines	Information about Demand Side Participation Information Guidelines consultation.	https://www.aemo.com.au/Stakeholder-Consultation/Consultations/NEM-Demand-Side-Participation-Information-Guidelines-Consultation

5.2   AEMO's Support Hub

5.2.1   Contacting AEMO's Support Hub

IT assistance is requested through one of the following methods:

- Phone: 1300 AEMO 00 (1300 236 600)
- Email: supporthub@aemo.com.au

AEMO recommends Participants call AEMO's Support Hub for all urgent issues.

Participant feedback is important and helps AEMO improve its services and products. To suggest improvements, please contact AEMO's Information and Support Hub.

5.2.2   Information to provide

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

- User's name
- Organisation name

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

A1. Change log

Change Number	Change Description
1	Potential Response field has been split into "Maximum potential response" and "Firm (or contracted) response". Firm Response applies to all categories except Connections on fixed time-of-use tariffs and market exposed connections. "Maximum potential response" is optional.
2	Added field to identify whether the DSP program is currently (or will be) in WDR OR, The DSP program is currently (or will be) a registered RRO Qualifying Contract OR Neither.
3	Added field to identify whether a DSP program represents a curtailment (decrease) in demand or increase (load-on) in demand. Applies to all categories except market exposed customers and programs with connections on fixed Time-Of-Use tariffs
4	Future Programs has been changed from a text field to a table of fields
5	Future Deployments has been removed
6	Future Changes to existing DSP programs have been added as a table of fields
7	Added a UI for collecting 2 contacts per DSP submission.
8.	NEM Region has been added as an additional compulsory field per DSP program.
9.	Bulk upload functionality has been added to allow uploading multiple DSP programs and their associated NMI's and Historical events.
10	The following DSP categories have been removed: • Connections on retail time-of-use tariffs • Connections on network event tariffs • Connections with network-controlled load • Connections with energy storage • Larger Connections and Programs
11	The following have been added as new DSP categories: • Connections on fixed time-of-use tariffs • Connections on dynamic event tariffs • Directly controlled connections (fixed schedule) • Directly controlled connections (dynamic operation) • Not elsewhere classified