

SEM Agreed Procedure

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RELATED DOCUMENTS

DOCUMENT TITLE	VERSION	DATE	BY
Trading and Settlement Code	V1.3	30/03/2007	Regulatory Authorities
To be completed following consultation			

1. INTRODUCTION

1.1. BACKGROUND AND PURPOSE

This Agreed Procedure describes the specific procedures and directives for Emergency Communications with which Parties to the Trading and Settlement Code (the “Code”) must comply.

1.2. SCOPE OF AGREED PROCEDURE

This Agreed Procedure defines the process requirements for communication of data required for Settlement outside of normal operation of the IT systems.

All allowable forms of non-standard communication listed in order of preference that may be necessary in the event of a General Communication Failure, a General System Failure or a Limited Communication Failure are detailed in the procedure

The procedure also includes the process to be followed by the Market Operator in notifying the market that a General Communication Failure or a General System Failure is in effect, the responsibilities of impacted Parties when this state is declared and updates issued by the Market Operator during the emergency situation.

This Agreed Procedure forms an annexe to, and is governed by, the Code. This document is a statement of process and procedure. Parties’ rights and obligations are set out in the Code.

1.3. DEFINITIONS

Save as expressly defined, words and expressions defined in the Code shall have the same meanings when used in this Agreed Procedure.

References to particular sections relate internally to this Agreed Procedure unless specifically noted.

1.4. COMPLIANCE WITH AGREED PROCEDURE

Compliance with this Agreed Procedure is required under the terms as set out in paragraph 1.7 of the Code.

2. DESCRIPTIVE OVERVIEW

The details of Emergency Communications are set out in the Code, and this Section 2 of this Agreed Procedure provides a non-legally binding overview of those provisions, for information purposes only, as context for the remaining provisions of this Agreed Procedure.

2.1. EMERGENCY COMMUNICATIONS

There are three possible declared states that indicate communications may be conducted outside of normal operating conditions. They are:

- A General System Failure
- A General Communication Failure
- A Limited Communication Failure

A **General System Failure** is a declared state made by the Market Operator that the Market Operator's Isolated Market System is not functional preventing the processing of data leading to a failure in the required timescales of:

- i. the calculation and publication of SMP; or
- ii. the Settlement of any Unit for a Billing Period; or
- iii. calculation or publication of Capacity Payments or issuance of Settlement Statement for Capacity Payments and Capacity Charges. (See the Code for a full definition)

A **General Communication Failure** is a declared state made by the Market Operator that all computer related communication interfaces are unavailable save the System Operators or the Meter Data Providers. (See the Code for a full definition)

A **Limited Communication Failure** is a declared state made by an impacted Party that they are unable to submit Data Transactions in electronic form that is, using Type 3 Channel or Type 2 Channel, due a technical, communication or IT systems failure. (See the Code for a full definition)

In the event that a communications failure or any error affecting the System Operator, Interconnector Administrator, or Meter Data Provider outside of the Market Operator's Isolated Market System such that a System Operator and Interconnector Administrator CMS Data Transaction (Appendix E of the Code) or a Meter Data Provider CMS Data Transaction (Appendix G of the Code) has not been received by the Market Operator, such CMS Data Transactions shall be submitted within one day of the specified submission deadline.

All other Data Transactions will be required to be submitted in their normal timelines using alternative forms of communication, if applicable, unless the Market Operator notifies impacted Parties that, due to the communication failure, certain Data Transaction submissions required for Settlement are given an Emergency Transaction Timeline.

2.2. ALTERNATIVE FORMS OF COMMUNICATION

In the event of a communication failure alternatives to the normal method of communication will be employed for the submission of Data Transactions. The three Communication Channels available are:

- Type 1 Channel;
- Type 2 Channel, and;
- Type 3 Channel,

Generally the preferred alternative method of communication will cascade from the most automatic to the most manual. However, in the event that the web server is interrupted it is clearly possible that both Type 3 Channel and Type 2 Channel will not be available for communication.

The preferred order of communication with the Market Operator is as follows:

If Type 3 Channel is affected by a communication fault then:

1. Type 2 Channel

If Type 2 Channel affected then:

1. Type 1 Channel – fax
2. Type 1 Channel – post
3. Type 1 Channel – hand

During a General Communication Failure the response given by a Market Operator confirming receipt of a Data Transaction, whether by fax, post or hand, shall be sent by fax. The Market Operator shall act prudently in the event of a General Communication Failure and shall prioritise Data Transactions necessary for the calculation of System Marginal Prices, Market Schedule Quantities, Trading Charges, Trading Payments, and Settlement. It is recognised that in the event of a General Communication Failure some of the Market Operator's obligations cannot be reasonably fulfilled.

In the event of issues with CMS Data Transactions, an impacted Party may also contact the Market Operator helpdesk as defined in Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support".

2.2.1. Transaction Notification Form

Part A of the Transaction Notification Form in Appendix 2 – FORMS allows a Participant to list each Data Transaction and its preferred method of communication following a Limited Communication Failure. Part B of the form allows the Market Operator to list each Data Transaction, its preferred method of communication, whether it is a vital Data Transaction and the Emergency Transaction Timeline following notification of a General System Failure or a General Communication Failure.

In the event of a communication failure the Market Operator, in the case of a General System Failure or a General Communication Failure or the impacted Party, in the case of a Limited Communication Failure will issue the relevant part of the form to confirm the method of communication that will be followed for each relevant Data Transaction during that event. If there is any change to the timeline of Data Transactions following a General Communication Failure or a General System Failure the form shall be resent by the Market Operator with the new information only.

2.2.2. Notification Communication

In the event of a General System Failure or a General Communication Failure the Market Operator must communicate the notice of the failure immediately they become aware of such an emergency. The preferred communication method would be fax. Where fax is not available the communication will be by telephone. Notification of the failure and notification of return to normal communication will require acknowledgement. Where the notification is by fax, any acknowledgements not received will require a follow up telephone call by the Market Operator informing each impacted Party of the failure. The Market Operator will also publish the information on the Market Operator Website and MPI as soon as possible.

3. PROCEDURE DEFINITION

3.1. GENERAL SYSTEM FAILURE

3.1.1. Overview

“General System Failure” is a situation where the Market Operator’s Isolated Market System can no longer process market data under normal operation and has missed a deadline, or will cause the Market Operator to miss a deadline, for calculation or publication of System Marginal Price, or any components thereof, for any Trading Day, Settlement of any Unit for any Billing Period, or calculation or publication of Capacity Payments, or the issuance of a Settlement Statement for Capacity Payments and Capacity Charges for any Capacity Period.

In the event that a deadline under a General System Failure is missed or in the opinion of the Market Operator is expected to be missed, the Market Operator will notify impacted Parties of the situation immediately. The Market Operator will inform impacted Parties whether or not Administered Settlement is expected to be implemented and notify them of Communication Channel alternatives in the same manner as if a General Communication Failure has occurred.

Following notification of a General System Failure the Market Operator will provide regular (i.e. not less than daily) status updates to each impacted Party of the General System Failure. Each status update will include the original notification and will provide each impacted Party of an estimate of the restoration time and when the Market Operator’s Isolated Market System will be available again. Restoration time will be categorised in one of five bands namely; less than 1 hour, 1-4 hours, 4-12 hours, 0.5-2 days, greater than 2 days from the date of the original notification. Should the restoration category change then a further notification will be made by the Market Operator.

3.2. GENERAL COMMUNICATION FAILURE

3.2.1. Overview

A “General Communication Failure” is a situation where the Market Operator’s Isolated Market System is operational but the normal communication interfaces between all Parties, (other than the System Operators or the Meter Data Providers) and the Market Operator are unavailable, leading to a failure of all such Parties to comply with the data submission requirements.

In the event of a General Communication Failure the Market Operator will notify each impacted Party of the General Communication Failure and issue instructions to each impacted Party how each relevant Data Transaction should be communicated to the Market Operator. Additionally, the Market Operator will highlight those Data Transactions that are vital for Settlement and detail the allowed timeline for each of these Data Transactions (the “Emergency Transaction Timeline”).

Where the failure also prevents the Market Operator receiving Data Transactions from the System Operators and Meter Data Providers, the Market Operator will also notify the System Operator and Meter Data Provider that submissions of Market Operator System Data Transactions and Meter Data Transactions will need to be submitted within 1 day of the specified submission deadline.

Following notification of a General Communication Failure the Market Operator will provide regular (i.e. not less than daily) status updates to all impacted Parties of the General Communication Failure. Each status update will include the original notification and will provide all impacted Parties of an estimate, if known, of when normal communication with the Market Operator’s Isolated Market System will be available again. Whenever the Market Operator receives information that significantly (in the opinion of the Market Operator) changes the expected time when normal communication will be restored, the Market Operator shall issue a status update.

3.3. LIMITED COMMUNICATION FAILURE

3.3.1. Overview

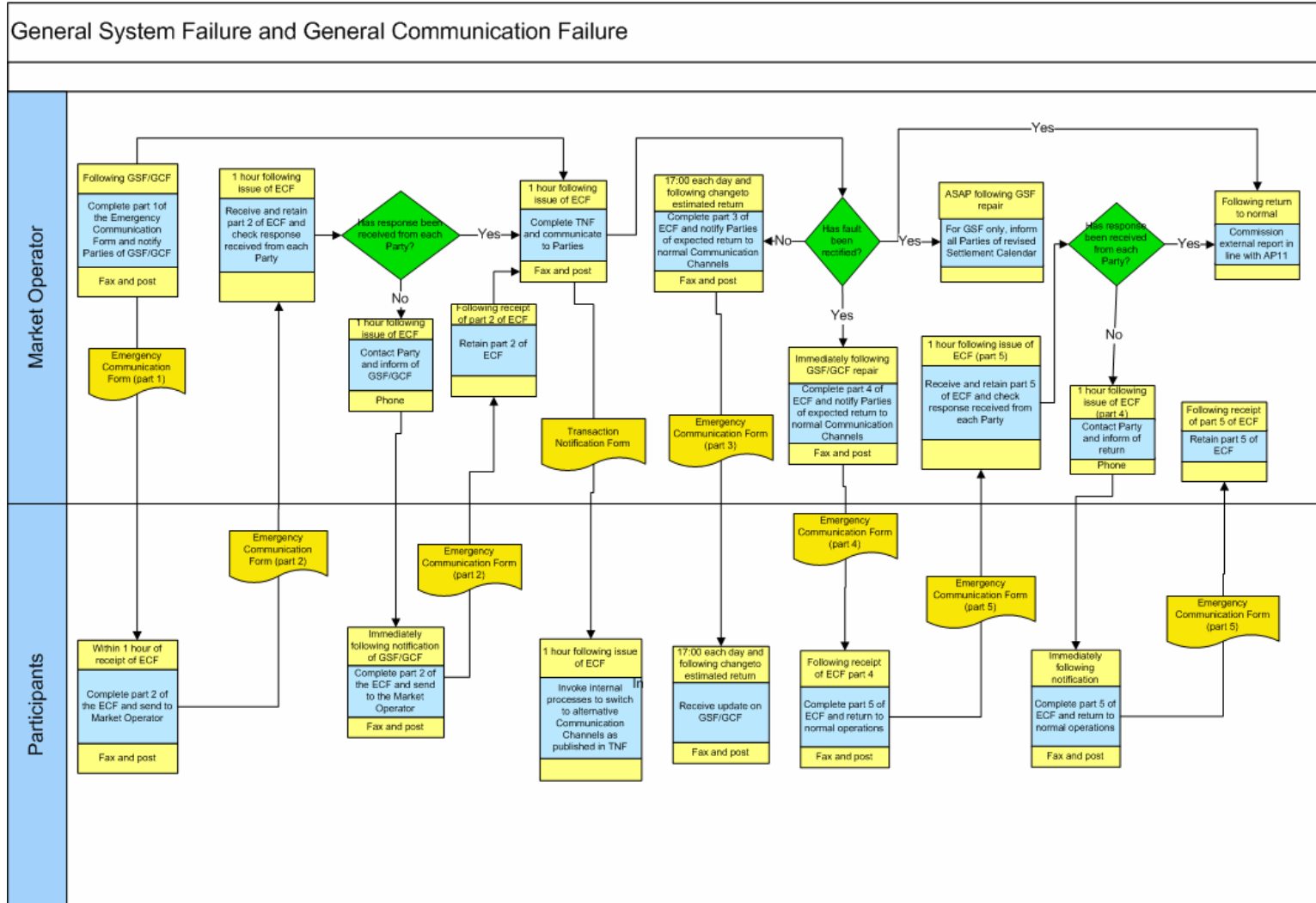
A “Limited Communication Failure” is a situation where one or more Parties, but not all Parties and none of those Parties being the Market Operator, a System Operator or Meter Data Provider, fail to comply with the data submission requirements because of a technical, communication or IT systems error outside of the Market Operator’s Isolated Market System.

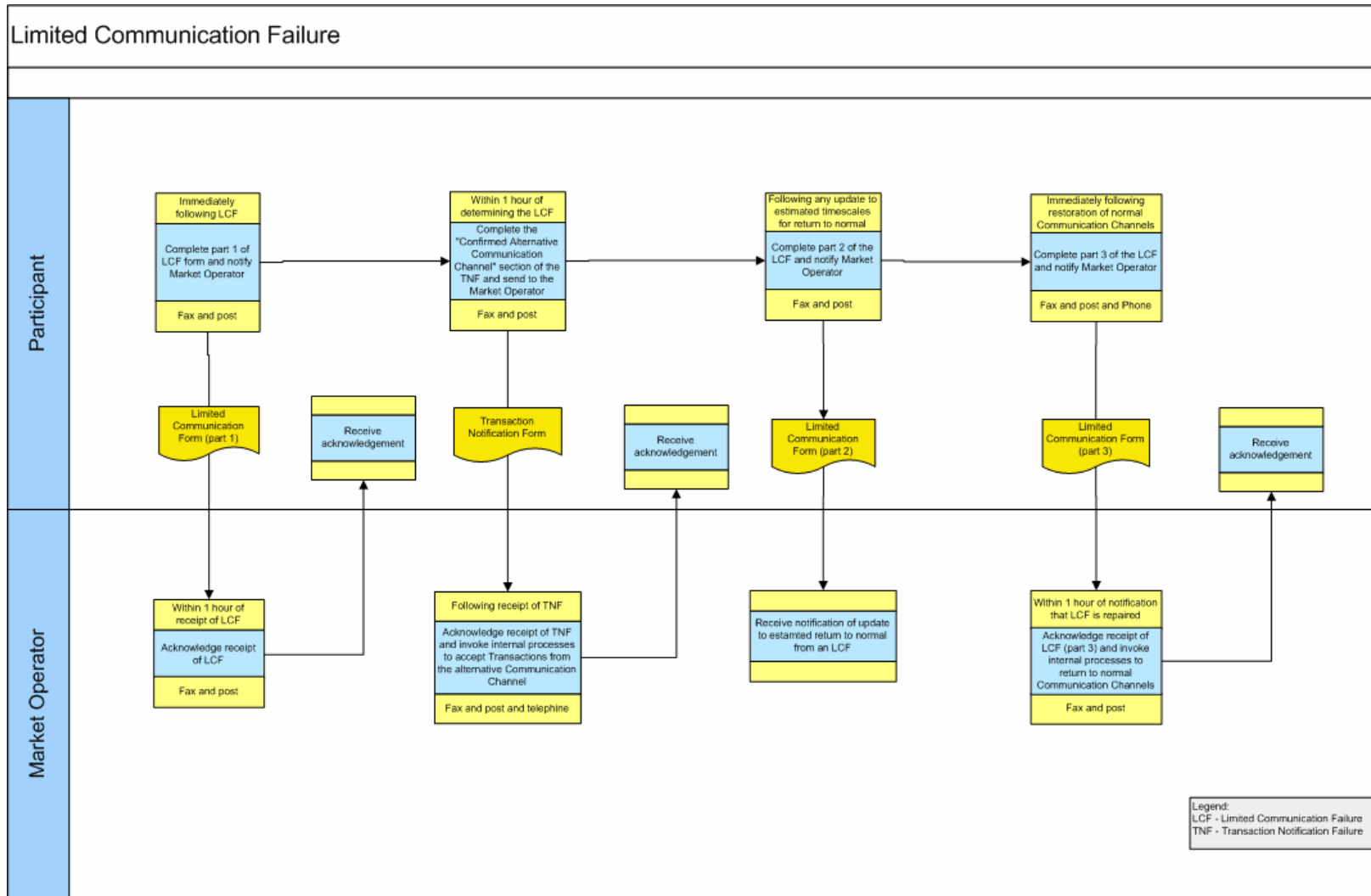
All Parties are required under Agreed Procedure 5 “Data Storage and IT Security” to maintain a redundant and fault-tolerant network configuration of sufficient capacity to meet their peak communication needs. Whenever there is a Limited Communication Failure the impacted Party should initially attempt to rectify the problem or utilise other facilities to enable it to use its normal Communication Channels.

In the event that an impacted Party is unable to re-establish its normal Communication Channel and the impacted Party incurs a Limited Communication Failure, the impacted Party will notify the Market Operator that they have communication problems and will operate their alternative Communication Channel process for the specified Data Transactions. The impacted Party will provide regular (i.e. not less than daily) status updates to the Market Operator of progress in their attempts to restore their normal Communication Channel.

A Limited Communication Failure shall not affect the obligations of any impacted Party to submit Data Transactions.

4. SWIMLANE DIAGRAMS





5. PROCEDURAL STEPS

5.1. GENERAL SYSTEM FAILURE

#	Procedural Step	Timing	Method	By / From	To	Linkage
1	Attempt restoration of the Market Operator’s Isolated Market System to the timelines and standards under Agreed Procedure 11 “Market System Operation, Testing, Upgrading and Support”	Immediately following determination of a General System Failure	-	Market Operator		Agreed Procedure 11 “Market System Operation, Testing, Upgrading and Support”
2	Complete part 1 of the Emergency Communication Form and notify impacted Parties of the General System Failure and list which of the following deadlines have been missed or are about to be missed: <ul style="list-style-type: none"> • calculation or publication of the System Marginal Price or any component thereof for any Trading Period; • Settlement of any Unit for any Billing Period; • calculation or publication of Capacity Payments or the issuance of a Settlement Statement for Capacity Payments and Capacity Charges for any Capacity Period. Inform impacted Parties whether or not Administered Settlement has been invoked. Proceed from Step 3 and Step 6	Immediately following the missing of one of the deadlines.	Fax and post	Market Operator	All impacted Parties	
3	Acknowledge receipt of notification of the General System Failure using part 2 of the Emergency Communications Form	Within 1 hour of notification of the General System Failure	Fax and post	All impacted Parties	Market Operator	

#	Procedural Step	Timing	Method	By / From	To	Linkage
4	Receive acknowledgements from those Parties notified of the failure. Identify missing acknowledgements and contact Parties by telephone that have not sent an acknowledgement and inform them of the General System Failure.	1 hour following sending of Emergency Communication Form	Telephone	Market Operator	All notified Parties who have not acknowledged	
5	Acknowledge receipt of notification of General System Failure using Part 2 of the Emergency Communication Form	Immediately following telephone call notification of General System Failure	Fax and post	All impacted Parties	Market Operator	
6	Complete the “Alternative Communication Method” and, if necessary, update the “Emergency Transaction Timeline” sections in Part B of the Transaction Notification Form and communicate to impacted Parties using the notified communication method Proceed from Step 7 and Step 8.	Within 1 hour of determination of General System Failure	Fax and post	Market Operator	All impacted Parties	
7	Receive Transaction Notification Form and invoke internal procedures to switch to alternative communication methods	Immediately following receipt of Transaction Notification Form	-	All impacted Parties		
8	Notify all impacted Parties of best estimate of when the Market Operator Isolated Market System will become available using part 3 of the Emergency Communication Form.	Following change to best estimate of recovery or at 17:00 hours each day	Fax and post	Market Operator	All impacted Parties	

#	Procedural Step	Timing	Method	By / From	To	Linkage
9	Notify all impacted Parties of restoration of the Market Operator's Isolated Market System using Part 4 of the Emergency Communication Form and revoke the Transaction Notification Form. Communicate with impacted Parties using the notified communication method Proceed from Step 10, Step 13 and Step 14	Immediately following restoration of the Market Operator's Isolated Market System	Fax and post	Market Operator	All impacted Parties	
10	Acknowledge receipt of notification of return to normal Communication Channels using Part 5 of the Emergency Communication Form	Within 1 hour of receipt of notification of restoration of the Market Operator's Isolated Market System	Fax and post	All impacted Parties	Market Operator	
11	Receive acknowledgements from impacted Parties. Identify missing acknowledgements and contact the relevant Parties by telephone that have not sent an acknowledgement and inform them of the restoration of the Market Operator's Isolated Market System	1 hour following sending of Emergency Communication Form	Telephone	Market Operator	All impacted Parties	
12	Acknowledge receipt of notification of return to normal Communication Channels using Part 5 of the Emergency Communication Form	Immediately following telephone call notification of restoration of the Market Operator's Isolated Market System	Fax and post	All impacted Parties	Market Operator	

#	Procedural Step	Timing	Method	By / From	To	Linkage
13	Recommence processing and restore operation to normal timescales and inform all impacted Parties of the changes to the Settlement Calendar as a result of the General System Failure.	As soon as reasonably possible following the restoration of the Market Operator's Isolated Market System	Fax and post	Market Operator	All impacted Parties	
14	Commission an externally audited report in line with Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support"	Within timescales defined in AP11	-	Market Operator		Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support"

5.2. GENERAL COMMUNICATION FAILURE

#	Procedural Step	Timing	Method	By / From	To	Linkage
1	Complete part 1 of the Emergency Communication Form and notify impacted Parties of the General Communication Failure using the notification communication method Proceed from Step 2 and Step 5	Immediately following determination of a GCF	Fax and post	Market Operator	All impacted Parties	
2	Acknowledge receipt of notification of General Communication Failure using Part 2 of the Emergency Communication Form	Within 1 hour of receipt of Emergency Communication Form	Fax and post	All impacted Parties	Market Operator	

#	Procedural Step	Timing	Method	By / From	To	Linkage
3	Receive acknowledgements from impacted Parties. Identify missing acknowledgements and contact impacted Parties by telephone that have not sent an acknowledgement and inform them of the GCF.	1 hour following sending of Emergency Communication Form	Telephone	Market Operator	All impacted Parties	
4	Acknowledge receipt of notification of General Communication Failure using Part 2 of the Emergency Communication Form	Immediately following telephone call notification of GCF	Fax and post	All impacted Parties	Market Operator	
5	Complete the “Alternative Communication Method” and, if necessary, update the “Emergency Transaction Timeline” sections of Part B of the Transaction Notification Form and communicate to impacted Parties using the notification communication method Proceed from Step 6 and Step 7	Within 1 hour of determination of GCF	Fax and post	Market Operator	All impacted Parties	
6	Receive Transaction Notification Form and invoke internal procedures to switch to alternative communication methods	Immediately following receipt of Transaction Notification Form	-	All impacted Parties		
7	Notify all impacted Parties of best estimate of when the Market Operator Isolated Market System will be available via the normal Communication Channels using Part 3 of the Emergency Communication Form.	Following change to best estimate of recovery or at 17:00 hours each day	Fax and post	Market Operator	All impacted Parties	

#	Procedural Step	Timing	Method	By / From	To	Linkage
8	Notify all impacted Parties of restoration of Communication Channels using Part 4 of the Emergency Communication Form and revoke the Transaction Notification Form. Communicate with impacted Parties using the method as set out in section 2.2.2 Notification Communication. Proceed from Step 9 and Step 12	Immediately following restoration of Communication Channels	Fax and post	Market Operator	All impacted Parties	
9	Acknowledge receipt of notification of return to normal Communication Channels using Part 5 of the Emergency Communication Form	Within 1 hour of receipt of notification of restoration of normal Communication Channels	Fax and post	All impacted Parties	Market Operator	
10	Receive acknowledgements from impacted Parties. Identify missing acknowledgements and contact impacted Parties by telephone that have not sent an acknowledgement and inform them of the restoration of normal Communication Channels	1 hour following sending of Emergency Communication Form	Telephone	Market Operator	All impacted Parties	
11	Acknowledge receipt of notification of return to normal Communication Channels using Part 5 of the Emergency Communication Form	Immediately following telephone call notification of restoration of normal Communication Channels	Fax and post	All impacted Parties	Market Operator	

#	Procedural Step	Timing	Method	By / From	To	Linkage
12	Commission an externally audited report in line with Agreed Procedure 11 “Market System Operation, Testing, Upgrading and Support”	Within timescales defined in AP11	-	Market Operator		Agreed Procedure 11 “Market System Operation, Testing, Upgrading and Support”

5.3. LIMITED COMMUNICATION FAILURE

#	Procedural Step	Timing	Method	By / From	To	Linkage
1	Complete Part 1 of the Limited Communication Failure Form and fax and post the form to the Market Operator. Additionally, contact the Market Operator by telephone to inform that there is a Limited Communication Failure and that alternative Communication Channels are being enacted. Proceed from Step 2 and Step 3	Immediately following the Limited Communication Failure becomes apparent	Fax and post	Impacted Party	Market Operator	
2	Acknowledge receipt of Limited Communication Failure Form	Within 1 hour of receipt	Fax and post	Market Operator	Impacted Party	
3	Complete the “Alternative Communication Method” section of Part A of the Transaction Notification Form and send to the Market Operator to confirm the Communication Channels to be used for each of the Data Transactions Proceed to Step 4 and Step 5	Within 1 hour of notifying Market Operator of the Limited Communication Failure	Fax and post	Impacted Party	Market Operator	
4	Acknowledge receipt of Transaction Notification Form	Within 1 hour of receipt	Fax and post	Market Operator	Impacted Party	

#	Procedural Step	Timing	Method	By / From	To	Linkage
5	Invoke internal processes to accept Data Transactions from the alternative Communication Channel as notified on the Transaction Notification Form	Following receipt of the Transaction Notification Form	-	Market Operator		
6	If there is any change to the estimated timescales for the disruption to normal operation complete part 2 of the Limited Communication Failure Form to the Market Operator.	Immediately following any change to the previous estimate given for expected return to normal operation	Fax and post	Impacted Party	Market Operator	
7	On restoration of normal Communication Channels complete part 3 of the Limited Communication Failure Form and send to the Market Operator by fax and post. Additionally, notify the Market Operator by telephone that normal Communication Channels have been restored.	Immediately following restoration of normal Communication Channels	Fax and post	Impacted Party	Market Operator	
8	Acknowledge receipt of Limited Communication Failure Form – restoration to normal	Within 1 hour of receipt	Fax and post	Market Operator	Impacted Party	
9	Invoke internal processes to revert back to normal Communication Channels for this Party	On receipt of fax confirmation of the return to normal Communication Channels	-	Market Operator		

6. APPENDIX 1 – DEFINITIONS AND ABBREVIATIONS

6.1. DEFINITIONS

Administered Settlement	As defined in the Code
Agreed Procedure	As defined in the Code
Authorised Person	As defined in Agreed Procedure 11 "Market System Operation, Testing, Upgrading and Support"
Autonomous Generator Unit	As defined in the Code
Billing Period	As defined in the Code
Capacity Payment	As defined in the Code
Capacity Period	As defined in the Code
Code	As defined in the Code
Commercial Offer Data	As defined in the Code
Communication Channel	As defined in the Code
Corporate Website	As defined in Agreed Procedure 1 "Participant and Unit Registration and Deregistration"
Data Transaction	As defined in the Code
Dispatch Instruction	As defined in the Code
Emergency Transaction Timeline	The timeline for Data Transactions in the event of a communication failure
General Communication Failure	As defined in the Code
General System Failure	As defined in the Code
Generator Unit	As defined in the Code
Isolated Market System	As defined in the Code
Limited Communication Failure	As defined in the Code
Market Operator	As defined in the Code
Market Operator Website	As defined in Agreed Procedure 1 "Participant and Unit Registration and Deregistration"
Market Participant Interface	As defined in Agreed Procedure 1 "Participant and Unit Registration and Deregistration"
Meter Data Provider	As defined in the Code
Modification Proposal Originator	As defined in Agreed Procedure 12 "Modifications Committee Operation"
Participant	As defined in the Code
Party	As defined in the Code
Regulatory Authorities	As defined in the Code
SEM	As defined in the Code

Settlement	As defined in the Code
System Marginal Price	As defined in the Code
System Operator	As defined in the Code
Trading Day	As defined in the Code
Type 1 Channel	As defined in the Code
Type 2 Channel	As defined in the Code
Type 3 Channel	As defined in the Code
Unit Registration	As defined in the Code

6.2. ABBREVIATIONS

LCF Ref	Limited Communication Failure reference
Related ECF	Related Emergency Communication Form
GCF	General Communication Failure
SEM	Single Electricity Market
MPI	Market Participant Interface

7. APPENDIX 2 – FORMS

The following forms are required in the event of a General System Failure, a General Communication Failure or a Limited Communication Failure:

- 8.1 Transaction Notification Form
- 8.2 Emergency Communication Form
- 8.3 Limited Communication Failure Form

Part B – to be completed by the Market Operator in the event of a GSF/GCF

Date/time effective from:

Date/time effective to:

The transactions, methods used and revised timeline to communicate information as a result of the General System Failure or General Communication Failure are as follows:

Data Transaction	Alternative Communication Method	Is it a vital Transaction (Y/N)	Emergency Transaction Timeline
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- The full list of communications are described in Agreed Procedure 4 “Data Transaction Submission and Validation” and Agreed Procedure 6 “Data Publication and Data Reporting”
- The preferred order of communication in the event of a GSF or a GCF is described in section 2.2
- The Emergency Communication Timeline shall identify the revised timings of the communication

Communications not described on this form shall be sent in normal timescales

7.2. EMERGENCY COMMUNICATION FORM

EMERGENCY COMMUNICATION FORM		ECF
Reference:		
If a GENERAL SYSTEM FAILURE list the deadline(s) missed that gave rise to this Emergency Communication: Calculation and Issue of market prices and costs for the Trading Day - Trading Day missed _____ Settlement of Supplier Unit energy volumes for that Billing Period – _____		
Date / Time of Failure:	Restoration Category:	1 hr / 1- <i>Abrc / A 12hrs /</i>
Within 1 hour of this communication a Transaction Notification will be sent to inform of preferred alternative Communication Channels for each		
Complete PART 2 of this form immediately and return to: Fax Number _____		

PART 2 – Acknowledgement of Notification

I acknowledge receipt of the emergency notification:
Party Name: _____ Party Id: _____
Date: _____

PART 3 – Update Estimate of return to normal Communication Channels

Date / Time of Failure: _____ Restoration Category: 1 hr / 1-
Abrc / A 12hrs /

PART 4 – Notification of return to normal Communication Channels

With effect from <<date/time>> Transactions of Submissions and Issues shall return to normal Communication Channels. Therefore, Transaction

Complete PART 5 of this form immediately and return to: Fax Number _____

PART 5 – Acknowledgement of Return to normal Communication

I acknowledge receipt of the notification to return to normal Communication Channels:
Party Name: _____ Party Id: _____

7.3. LIMITED COMMUNICATION FAILURE FORM

LIMITED COMMUNICATION FAILURE	
Participant Name: _____	
Participant Id: _____	Date: _____
Estimated Date and Time of return to <input type="text"/>	
Within 1 hour of this communication a Transaction	
Date _____	Time _____
With effect from <<date/time>> Transactions of Submissions and Issues shall return to normal	
Date: _____	