Wholesale market monitoring

Portal user guide

AUSTRALIAN
ENERGY
REGULATOR

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The information in this publication is for general guidance only. It does not constitute legal or other professional advice. You should seek legal advice or other professional advice in relation to your particular circumstances.

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AER reference: 31334969

Amendment record

Version	Date	Pages

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1 Introduction

The AER's Contract Market Monitoring collection portal (the Portal) has been created to enable stakeholders to securely and efficiently submit required information.

The AER regularly and systematically monitors and reviews the performance, effective competition and efficient functioning of monitored electricity markets and wholesale gas markets, including the operation and effect of financial risk management products on wholesale gas markets. We also monitor and report on bilateral trading agreements, including their effect on wholesale gas markets.

To support this monitoring function, the AER may gather information using Market Monitoring Information Notices or Orders, and general information gathering notices. While each instrument will describe the method for submitting information to the AER, the Portal is intended to be a standardised and enduring submission platform.

1.1 Purpose

This User Guide is intended to provide guidance to portal users on the features of the portal, and steps for navigating the workflows. It also provides information on when and how users should contact the AER for support.

This User Guide is provided to support the information submission requirements contained in each information collection instrument. It should not be read to qualify or replace any requirements stated therewithin. If you have any feedback on this User Guide please contacts us on contractmarketmonitoring@aer.gov.au.

Our Wholesale Market Monitoring and Reporting Guideline provides guidance on the scope and approach of the AER's wholesale market monitoring functions.[1]

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[1] https://www.aer.gov.au/industry/registers/resources/guidelines/enhanced-wholesale-market-monitoring-guideline-2024

2 Guide

Guidance on portal navigation and use below. Where relevant, images have been included to assist in navigation.

2.1 Accessing the portal

The Portal uses access authentication mechanisms, which include role-based access, with granular permissions used for individual and certain classes of users. Access to the AER portal is by invitation only. Invitations are sent to authorised users nominated by stakeholder organisations providing data or information to the AER.

If you require access to the portal, please email us on contractmarketmonitoring@aer.gov.au with the following details for a maximum of 2 people per Class Member so that we can create your AER Portal user account/s:

- Full name

- Email address

- Phone number

- Job title

- Organisation name

When accessing the AER portal, users are required to agree to standard AER terms and conditions. A range of information is logged and stored, which may include:

- login ID and source IP address

- file name and file size

- date and time of upload

- portal user details such as email address, phone number, name and entity information.

2.2 Login and access

1. The Portal is located at the following address: https://portal.aer.gov.au/

2. Click **Sign in** to log in to the portal with your Login and Password.

3. When you log into the Portal, you will be taken to the Terms and Conditions page.

4. Review the terms and conditions for using the AER Portal

5. To proceed, tick the checkbox that reads "I agree to these terms and conditions", click **Continue** and you will be taken to the Portal Home page

6. Once logged in, the Portal will display the home page. To manage your submissions, click the **Contract Market Monitoring** tab at the top of the page

2.3 Submission, resubmission and extensions

The Portal includes automated workflows for users to request to submit and resubmit information and request an extension to a submission due date.

Users should read the obligations regarding resubmission and extension in each information collection instrument prior to using these processes.

Users can also make requests in accordance with the relevant information collection instrument directly to the Contracts Markets Team via email (refer to section 3)

1. On the <u>Contract Market Monitoring landing page</u>, you will see submission request cards

2. Submission request cards include:

   a) The submission status:

      i) *Incomplete* – the submission is not yet complete and unable to be submitted

      ii) *Submitted* – the submission has been submitted to the AER by the user

      iii) *Resubmission requested* – the user has submitted information, but has requested to resubmit

      iv) *Extension requested* – the user has requested an extension to their submission deadline

   b) The submission due date

   c) The submission name, which include the year, quarter, submission type, company name and external stakeholder ID

3. Click the **expand (+)** icon on the right side of a card to expand it for action

Home > **Contract Market Monitoring**

Contract Market Monitoring

Your information submission obligations are laid out in each information collection instrument. You may submit information using the submission cards below.

Our Guideline details our approach to wholesale electricity and gas market monitoring and associated information collection.

If you have any questions or issues, please contact contractmarketmonitoring@aer.gov.au

Incomplete

Due 20 February 2026

MMIO-ELEC-2025-02_ONEOFF - One off - AER

Version Number: 3

Historical, one-off information about Power Purchase Agreements, using 'Template 01 – Historical PPA Information'.

| Submit Data | Request Extension |

4. Expanding the submission card reveals buttons to action the submission

    a) *Submit Data* – click to begin providing the required information

    b) *Request extension* – click to submit a form requesting an extension of submission deadline

2.3.1 Request extension

1. After clicking the **request extension** button, you are provided with a prompt box

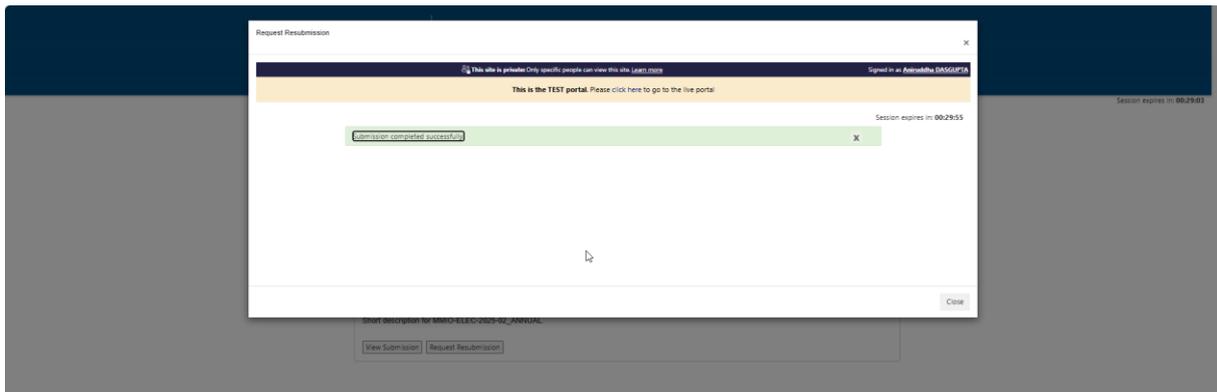Request Extension   ×

Reason

Requested due date

DD/MM/YYYY

Submit

Close

Incomplete

Due 10 November 2025

MMIN_GAS_02_ANNUAL - FY 2025 - ███████████PTY LTD

2. Enter a reason for extension and the requested due date and click **submit**

3. The Portal will confirm your request has been made and you may close the prompt box.

4. The submission card will display an updated stats of *Extension requested*

5. The Portal will issue a notification when a request for extension has been approved or denied.

6. A submission with an approved extension request will display an update due date in the submission card.

2.3.2 Submit data or declare no data to submit

1. After clicking **submit data**, you will be taken to the <u>Files to be uploaded page</u>.

2. This page displays a table of the information to be submitted. Several fields are prefilled for you:

    a) *Name* – Name of data type corresponds to relevant data categories in the information collection instrument.

        i) Note: Where an instrument's data category does not have a corresponding name in this table, relevant files can be uploaded under Supporting Documents

    b) *Required* – identifies if a response is mandatory for this data type

    c) *Data Validation* – Identifies the status of data validation checks for data uploaded against each data type

    d) *Skip file upload* – identifies if you have nominated that you have no data to upload for the reporting period

3. To upload a file:

    a) Click the **menu arrow** in the far-right column of the table to open the drop-down menu.

    b) Two options are provided:

        i) *View details* – will provide details of files already uploaded for this data type

        ii) *Upload File* - Clicking **upload file** will provide a prompt box to manage your information for upload

    c) Clicking **Upload a file** will provide a prompt to add files to submit for this data type, or to advise you have no data to upload
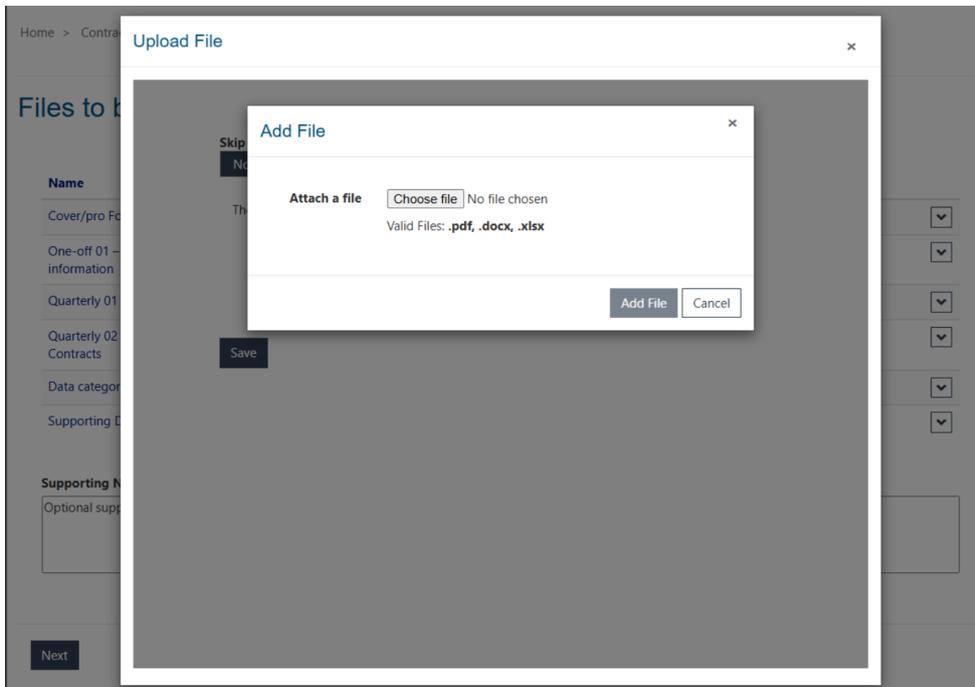
    d) Click **Choose File** to select your files for upload. Valid file types (.pdf, .docx and .xlsx) are noted on the prompt box.

i) Note: if a file is uploaded in the wrong format, an error message will display indicating the issue.

ii) Note: the maximum individual file size for uploads is 50MB
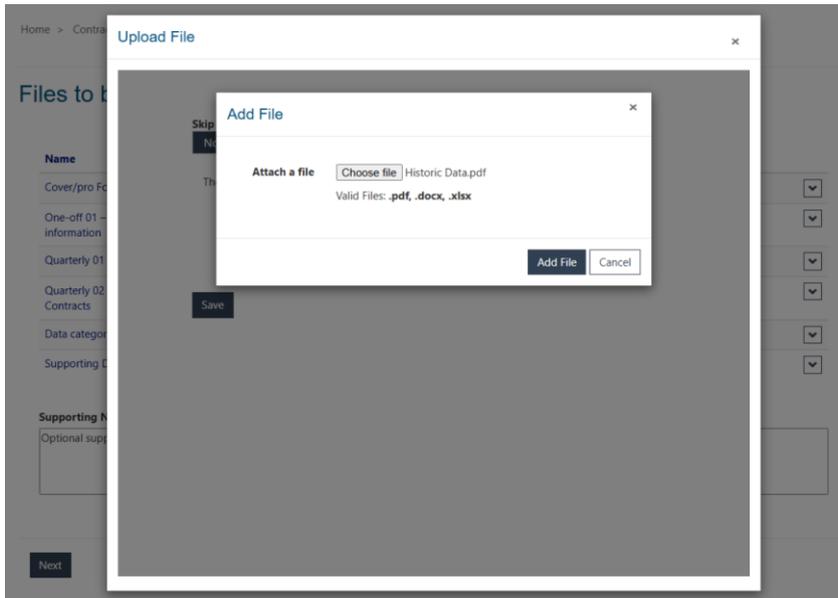
e) Click **Add File** once the file(s) are selected to return to the previous window. Note some data types may be restricted in the number of files that may be uploaded.

f) Review files and select **Save**

4. Once your files are uploaded, the Portal will check for Data Validation (if relevant) and perform a virus scan

5. If the Portal encounters any errors in performing Data Validation it will display a cross, successful validation will display a tick. To review errors, click the **download icon** in the Errors column to download the error log.

   a) Note: the error log is a downloadable .txt file and will list all identified errors in the relevant document.

   b) Note: there is no limit on validation attempts when uploading files

   c) Note: data validation rules are provided against relevant data categories in each information collection instrument, and are reflected in templates provided by the AER. Not all data types require validation.

Exchange Traded-error-details (3).txt

- Row 6: Fixed Price (1h) has more than 2 decimals- Row 12: Premium Price (1g) has more than 2 decimals- Row 14: Fixed Price (1h) has more than 2 decimals- Row 24: Premium Price (1g) has more than 2 decimals- Row 25: Strike Price (1f) has more than 2 decimals- Row 37: Strike Price (1f) has more than 2 decimals- Row 39: Strike Price (1f) should not be provided- Row 39: Strike Price (1f) has more than 2 decimals- Row 39: Premium Price (1g) should not be provided- Row 42: Fixed Price (1h) has more than 2 decimals- Row 44: Fixed Price (1h) has more than 2 decimals- Row 52: Fixed Price (1h) should not be provided

6. Validation (if required) must be successful to proceed with data submission. If you believe a file meets the validation criteria, but the validation fails:

   a) First review the error log against the submitted file and relevant validation requirement

   b) If issues persist or the error log appears to be incorrect, contact the AER.

7. If you have no data to submit against a data category for a particular reporting period, select **Yes** under "**Skip file upload – I have no information for this reporting period**" in the upload file prompt.
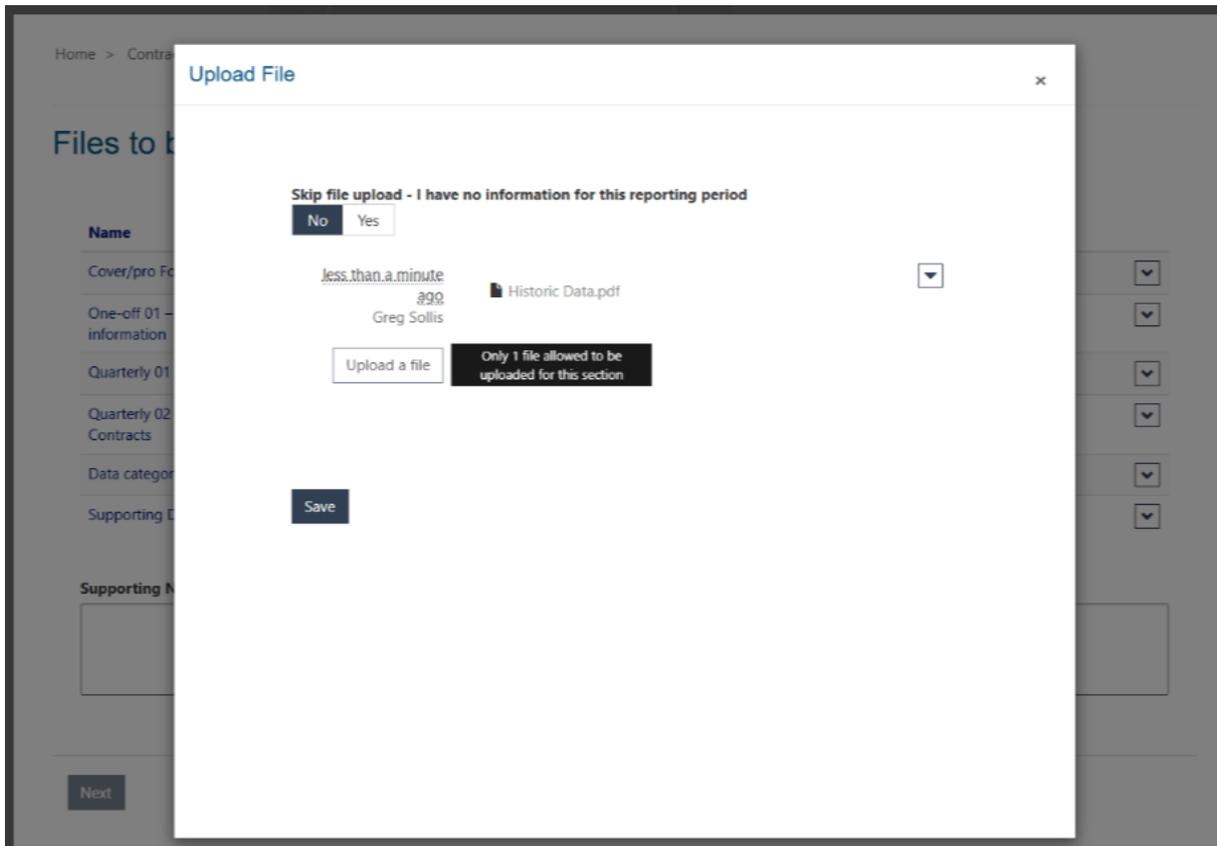
a) You will be prompted to confirm that you have no data for this data type. Note that if you have previously uploaded files against the data type, selecting **OK** will delete any previously uploaded files.
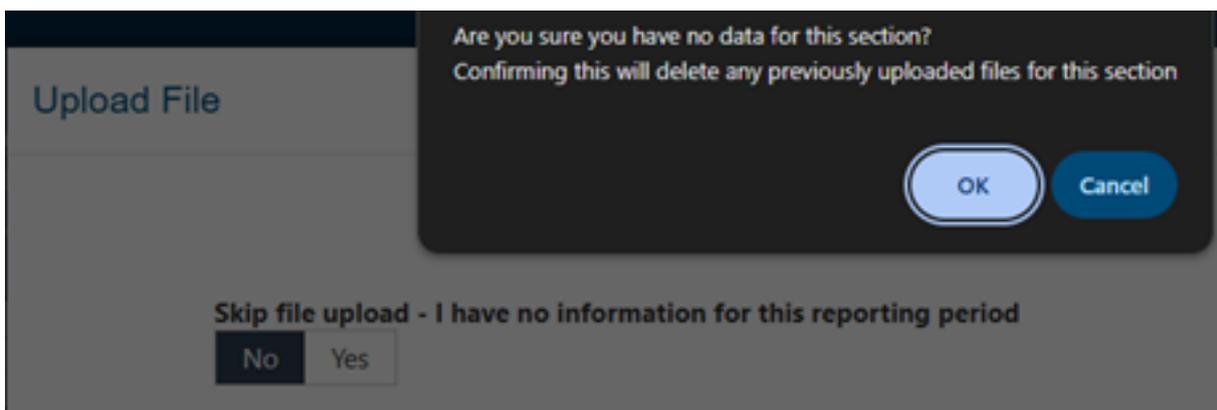
b) A text box will be provided to provide any additional information or justification, if necessary. Once complete, select **Save**.

8. Complete all relevant data types.

a) Note: once a file is uploaded, the file name is displayed, but <u>the file itself is not accessible</u> as a data security measure. If you are unsure if you have uploaded the correct file, please delete it and upload the correct file.

b) Note: a submission may be changed and saved as many times as desired before submitting it, but once submitted it may only be changed if the AER approves a resubmission request.

Home > Contract Market Monit... > **Contract Market Monitoring Submission**

Files to be uploaded

Name	Required	Virus Scan	Data Validation	Errors	Skip file upload	
Cover/pro Forma letter	Yes	✔	N/A		N/A	⌄
One-off 01 – Historical PPA information	Yes	✔	N/A		N/A	⌄
Quarterly 01 – Exchange traded	Yes	✔	✔		No	⌄
Quarterly 02 – OTC Standard Contracts	Yes				Yes	⌄
Data categories Annual 01 - 03	Yes	✔	N/A		No	⌄
Supporting Documents	No		N/A		No	⌄

9. A free text box is provided for any additional information or supporting notes that may be relevant to the submission.

10. When the submission is ready, click **Next** to proceed to the Summary page. Note: the **Next** button will only be available once all required data types have files uploaded and validated, or the *skip file upload* option has been selected.

Home > Contract Market Monit... > **Contract Market Monitoring Submission**

Submission

MMIO-ELEC-2025-02_ONEOFF - One off - AER

Company Name

AER

Files Uploaded

| Name ↑	
Cover/pro Forma letter	⌄
Data categories Annual 01 - 03	⌄
One-off 01 – Historical PPA information	⌄
Quarterly 01 – Exchange traded	⌄
Quarterly 02 – OTC Standard Contracts	⌄
Supporting Documents	⌄

Supporting Notes

Optional supporting notes go here.

Terms and conditions

Before submitting the record, please review and agree to the terms and conditions that govern your access and participation in AER-related services.

11. On the <u>Summary page</u>, you can review all previously entered information and file uploads.

    a) All details on this page are read-only

    b) To make any changes, click **Previous** and update the information as needed

12. At the bottom of the page there are terms and conditions that much be accepted by selecting the **checkbox** before submitting. Note: an error message will display if **Submit** is clicked without agreeing to the terms and conditions.
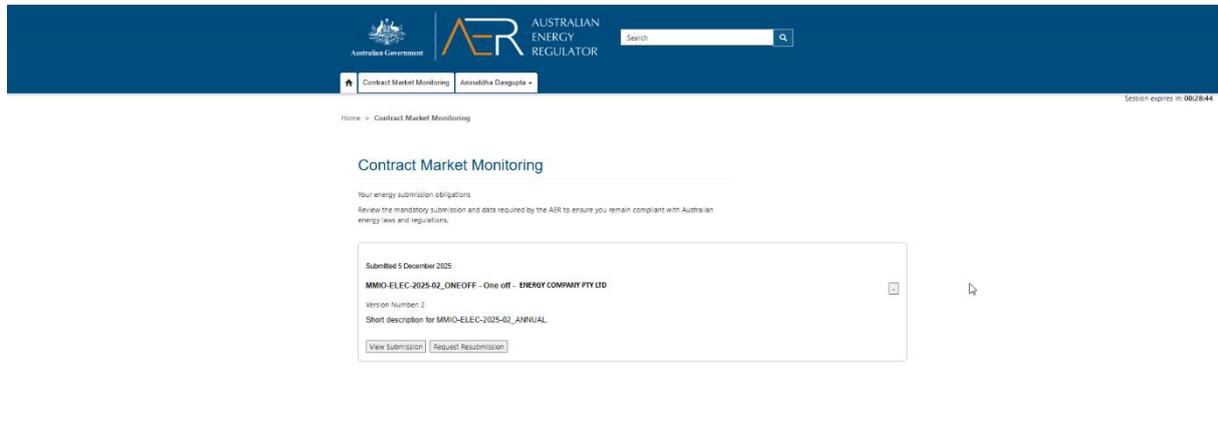

13. Once the submission is completed successfully, the Portal will return you to the *Landing page*

14. On the <u>Landing page</u> the submission card will show an updated submission status – "*Submitted*".

15. Click the expand (+) icon to see new action options:

    a) *View submission* – to review details of the information and files submitted. Note: any uploaded files are not accessible or downloadable

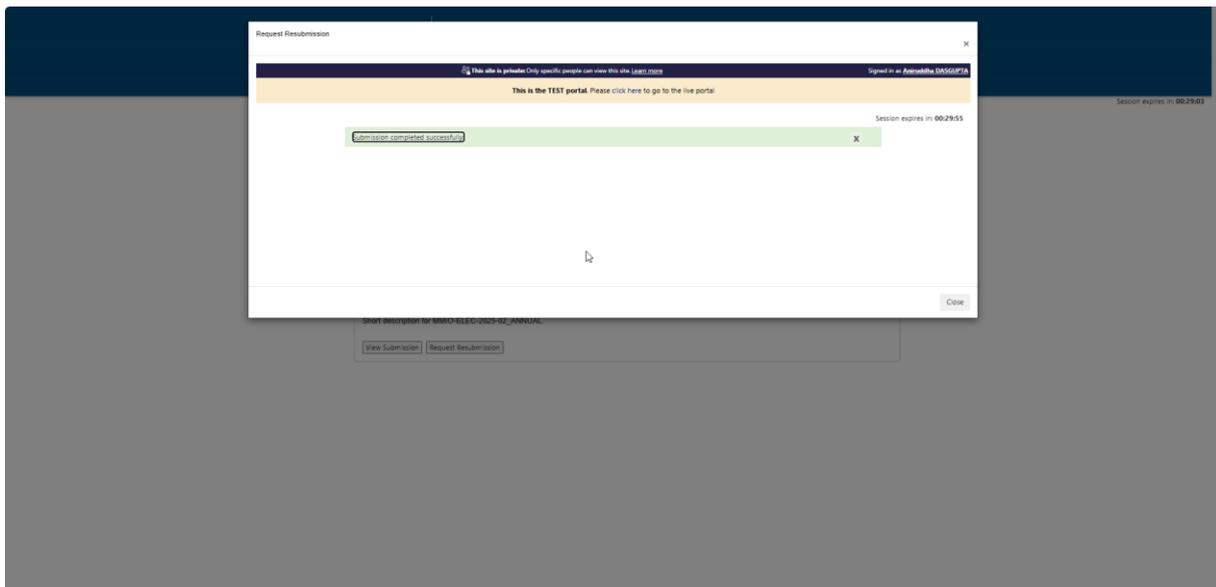   b) *Request resubmission* – to request resubmission if a change or correction is required.

2.3.3   Request resubmission

16. If resubmission is required, this feature submits a request to the AER

17. Click **Request resubmission** on the submission card

18. A new window will appear prompting you to enter a reason for resubmission
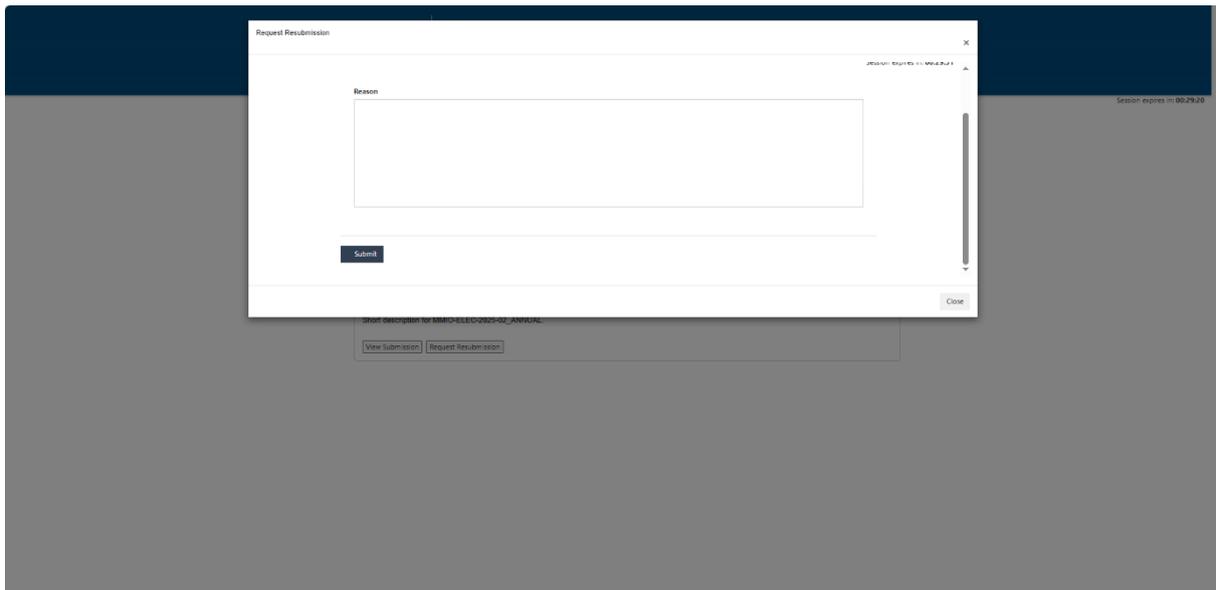
19. Type in the reason (e.g.: "Incorrect files uploaded") and click **Submit** to send the request to the AER for approval

20. The Portal will display a confirmation window that the resubmission request has been sent.

   a) Note: Users may only have one active resubmission request via the portal at a time

   b) Note: the **Resubmission request** button disappears while there is an active resubmission request.

21. The submission card will display an updated stats of *Resubmission requested*.

22. The Portal will issue a notification when a request for resubmission has been approved or denied.

23. For approved resubmission requests, the submission card will update to display a **Submit Data** button. Follow the regular submission process to provide the revised information.

3 Troubleshooting and Support

If you encounter issues while using the Portal, follow the steps below:

1. Review this User Guide

   Ensure the relevant steps in this guide have been followed correctly, including file requirements, submission status, and validation rules.

2. Check validation messages and error logs

   If a file fails validation, the Portal will display an error message and, where applicable, provide a downloadable error log detailing the identified issues. Review the error log and correct the file before attempting to upload again.

3. Retry submission

   There is no limit on validation attempts. Once issues have been resolved, you may re-upload files and continue with the submission process.

4. Contact the AER for support

   If issues persist, or if you believe an error message is incorrect, please contact the AER at contractmarketmonitoring@aer.gov.au.

   When contacting support, please include:

   - Your organisation name
   - Submission name
   - Reporting period
   - A brief description of the issue

   This will help the AER respond more effectively to your enquiry.