

APA Frequently Asked Questions (FAQs)

Q: What IT applications are required to support the APA Grid and Energy Components (EC)?

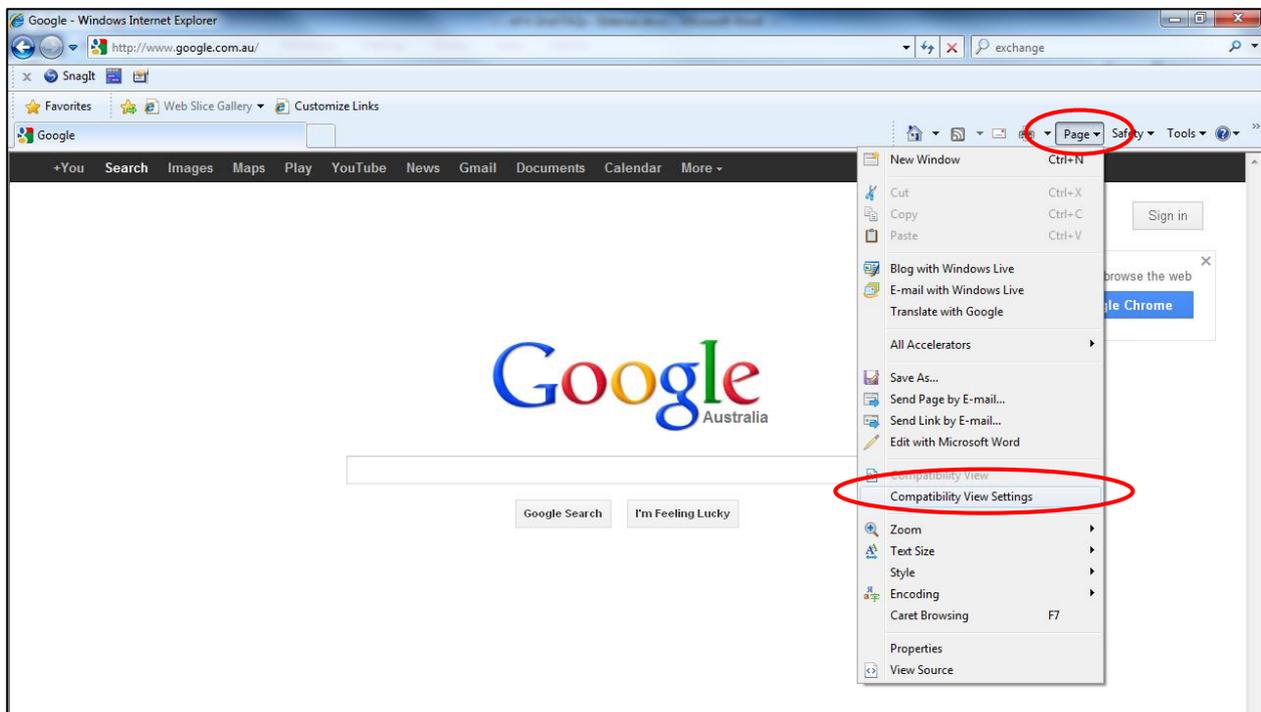
A: As a minimum, organisations will need to run Internet Explorer 7 and Windows XP to support the APA Grid and EC. Please note that other internet browsers such as Mozilla Firefox, Chrome and Safari are not compatible with the operation of Energy Components.

Q: I have Internet Explorer 9 (IE9) or IE10 software installed, why can't I see submenus in Energy Components and Reporting screens

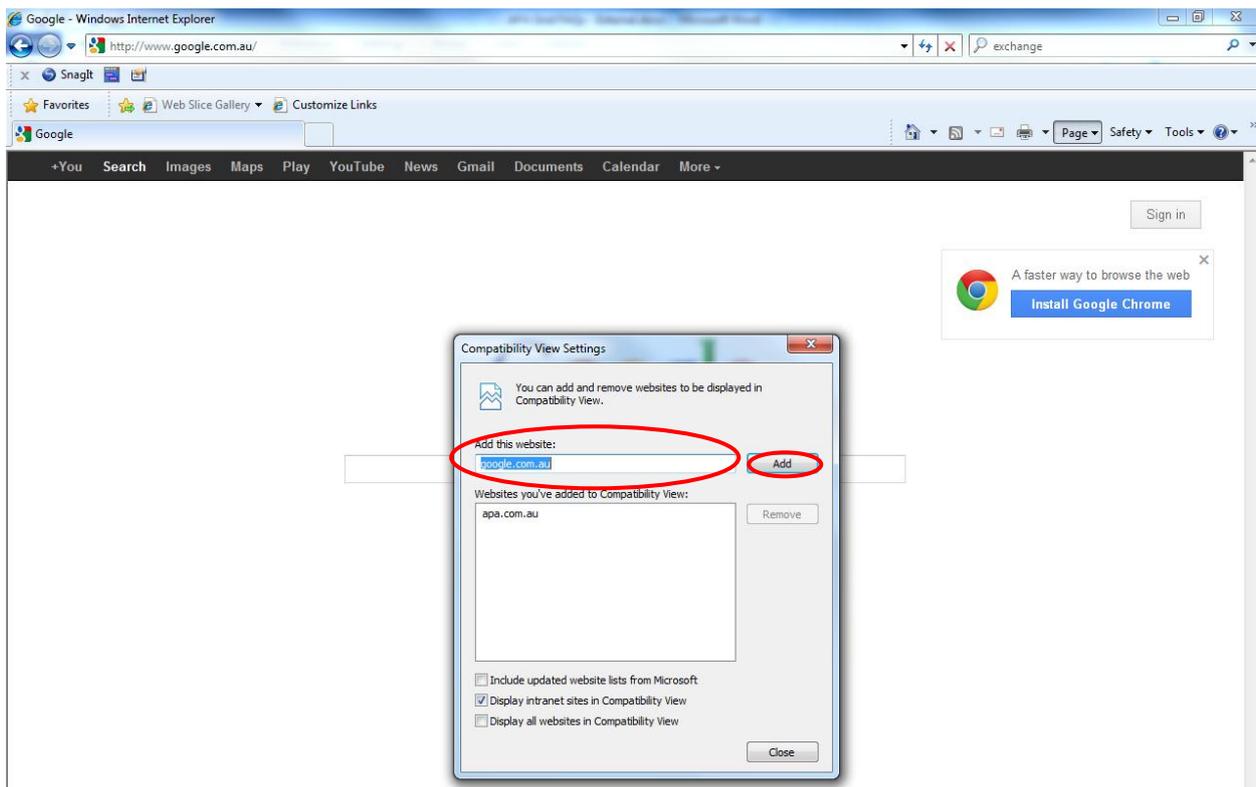
A: APA has identified a compatibility issue with the newer versions of Internet Explorer and the APA Grid website and Energy Components. This issue limits the functionality available to users, and has been reported to Microsoft.

APA has developed a workaround that lets users bypass this issue. Please follow the below steps:

- *Step1: Open Internet Explorer*
- *Step2: Go to the 'Page' drop down and click on 'Compatibility View Settings', per the screenshot below*



- *Step3: A pop-up window will open. Type 'apagrid.com.au' into the 'Add this website' field, click on the 'Add' button and close the pop-up window.*



- *Step4: Close and reopen Internet Explorer to apply the new settings*
- *Step5: Users will now be able to access the full functionality of APA Grid website and Energy Components*

Note: Should users still experience problems downloading reports or accessing the menu in Energy Components, please contact the APA Service Desk on 1800 669 560.

Q: How do I upload a large number of nominations quickly?

A: You are able to upload all your nominations through Energy Components (EC). Refer to the Nominations Reference Guide available from the APA Grid 'Help' menu.

Q: Can we automate the nomination process?

A: Yes, APA offers two forms of automated integration: FTP and Web Services. If you wish to automate the nomination process, further information is available under the Help menu on the APA Grid (see the 'APA Automated Nominations System' submenu).

Q: If we automate the nomination process can it be over-riden to accommodate change?

A: Yes, at any time you can still make manual entries directly into the system.

Q: What happens if I can't access the system and need to make a nomination?

A: If the system is down call the APA Service Desk on 1800 669 560. If your organisation's IT systems are down, contact your local Gas Contracts Administrator.

Q: How do I know what quantities have been scheduled?

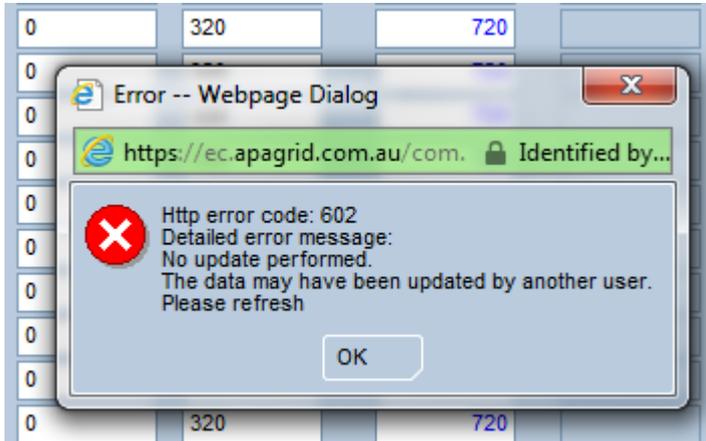
A: Daily gas schedules which include the next gas day are emailed to a common mailbox within your organisation each afternoon.

Q: How do I track the status of my nomination?

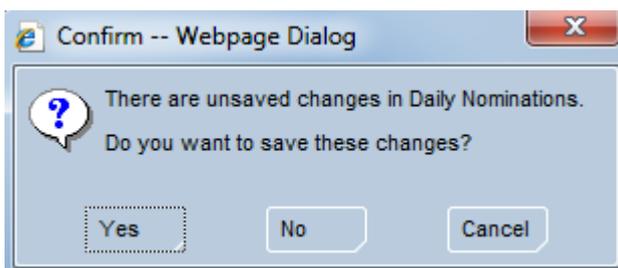
A: Refer to the Nominations Reference Guide.

Q: I received an error when I was changing my nomination in EC saying the record had been updated by someone else, how can I prevent that happening again?

A: After you save a nomination on the daily matrix screen you should wait approximately 5 seconds before pressing the 'Go' button. This button refreshes the screen and displays the updated status of the nomination e.g. "Nomination Confirmed Pending Final Schedule". If you attempt to change a nomination record before you press the 'Go' button, you may receive the following error when you try to save the change:



If you receive the above error, you will need to click 'Go' and select the 'No' option which will remove any changes made after the last successful save.



Q: How do I know what the imbalance/storage balance is for each contract?

A: Imbalance information and/or storage quantities are included in the Contract Account Report which is e-mailed each morning to a designated mailbox within your organisation.

Q: Where do I find throughput data?

A: Throughput data is included in the Contract Account Report which is e-mailed each morning to a designated mailbox within your organisation. This information is also available in the Reports menu on the APA Grid homepage.

Q: How is the STTM going to impact how our contracts are administered? (NSW/QLD only)

A: All throughput-related charges will be based on individual delivery points, as it has been in the past. Imbalances will be based on flows to the hub.

Q: How will STTM MOS allocations affect variance and over-run charges?

A: MOS Allocations will not affect variance or over-run charges.

Q: Do I have to have a token to access the APA Grid?

A: Yes.

Q: Why do I need to use a token?

A: APA uses a two factor authentication method to secure data, requiring a password and a token code. Using the token allows you to access the APA Grid from any computer.

**Q: What happens if I forget or lose my token?**

A: Go to the link of the APA Grid login page to request a key (security number) to be sent to you via SMS. Please use this solution only when absolutely necessary. Depending on your mobile carrier SMS messages may not reach you in adequate time (especially in remote locations) to access the key before a time out occurs.

Q: Where can I access system reference guides (user manuals) or support for future reference?

A: Reference guides will be available from the APA Grid 'Help' menu or contact the APA Service Desk on 1800 669 560.