



Electricity Authority

Service Report and User Guide
October 2022

Prepared by Jade Operations

jade

| business solutions

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OPERATIONAL ITEMS

Performance Standards

Measurement	Requirement	Actual	Met	Ref
Number and detail of service Provider Code or agreement breaches and details	Report delivered to Authority detailing breaches		Yes	Schedule 2 Non-functional requirements 5.2 table 1
Disaster recovery and backup obligations			Yes	Schedule 2 Non-functional requirements Section 7 (7.1 and 7.4)
Number and details of participant rule breaches	Report on 1 st business day delivered to Authority SFTP directory	01Nov22 at 03:24	Yes	
Maximum number of concurrent users for month		1250	Yes	Schedule 2 Non-functional requirements 2.7
During regular service hours (0730 hours to 1930 hours each day), the provider must ensure that the system is available to participants for no less than 99.9 per cent of the time in any one month. This statistic considers that planned, pre-approved, non-urgent maintenance outages are not included in the calculation of availability		100%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
Outside regular service hours (between 1930 hours and 0730 hours) the provider must ensure that the system is available to participants for no less than 98.0 per cent of the time in any month. This statistic considers that planned outages will not count against availability level targets.		100%	Yes	Schedule 2 Non-functional requirements 5.2 table 1
The Registry must use its best endeavours to provide a service availability of 99.8 per cent or better, with nil or minimal outages.		100%	Yes	

<p>Unless otherwise approved in writing in advance by the Authority (such timely approval not to be unreasonably withheld) there must be no more than two planned outages per month, one of which is reserved for the monthly production release of software. Each planned outage must be at a time to be agreed by the parties and be no more than 2 hours in duration. Any planned outage of more than 2 hours duration must have the prior approval of the Authority, such timely approval not to be unreasonably withheld.</p> <p>Approved, pre-planned outages do not count against service level targets.</p>		<p>1) Scheduled outage for production deploy 23 October.</p> <p>2) Scheduled outage for Production Web Server move to new hardware 25 Oct</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.3</p>
<p>Service response time of transactions sampled at regular intervals (every 1–5) minutes as agreed between the Authority and the Provider) during regular service hours for the system at the delineation point of the system to external communications providers</p>			<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>96% of all sampled transactions will have a response time of less than 2 seconds for all the components managed by the system at the delineation point of the Registry network.</p> <p>Longest time period in seconds</p> <p>Percentage of transactions exceeding 2 seconds</p>		<p><2 =99.73%</p> <p>35</p> <p>0.27%</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>90% will have a response time of less than 1 second for all the components managed by the system at the delineation point of the Registry network</p> <p>Percentage of transactions exceeding 1 second</p>		<p><1 =99.42</p> <p>0.58%</p>	<p>Yes</p>	<p>Schedule 2 Non-functional requirements 5.2 table 1</p>
<p>Number of password lockout alerts.</p> <p>Investigation of all repeated lockout alerts required.</p>		<p>0</p>		<p>Schedule 2 Non-functional requirements 25.1 (n)</p>
<p>Help desk available</p>	<p>7:30 to 19:30 hours each business day</p>	<p>100%</p>	<p>Yes</p>	<p>Clause 11.20</p>
<p>Registry reports to participants day 1 09:00</p>	<p>09:00 hours on the first business day of the month</p>	<p>31Oct22 20:52</p>	<p>Yes</p>	<p>Clause 11 of Schedule 11.1</p>
<p>Issuing of confirmation notices within 4 hours of receipt of information provided</p>			<p>Yes</p>	<p>Clause 11.21</p>
<p>Number of ICP's changing traders</p>	<p>16:00 on the 6th business day of the month</p>		<p>Yes</p>	<p>Clause 11.23</p>

Such other information as may be agreed from time to time between the Registry and the Board	16:00 on the 6 th business day of the month		Yes	Clause 11.23
Reports to the clearing manager and systems manager by 16:00 on first business day of the month	16:00 on first business day	01Nov2022 00:23	Yes	Clause 11.24
By 16:00 on 4 th business day deliver to the reconciliation manager the ICP days report	16:00 on 4 th business day	04Nov2022 01:25	Yes	Clause 11.26
By 16:00 on 4 th business day deliver to the reconciliation manager the loss factors report	16:00 on 4 th business day	02Nov2022 00:00	Yes	Clause 11.26
By 16:00 on 4 th business day deliver to the reconciliation manager the balancing area report	16:00 on 4 th business day	02Nov2022 00:00	Yes	Clause 11.26
By 16:00 on 4 th business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4 th business day	04Nov2022 05:10	Yes	Clause 11.26
By 16:00 on 1 st business day deliver to the market administrator (Authority) a report summarising events that have not been notified to the Registry with specified time frames	16:00 on 1 st business day	01Nov2022 00:01	Yes	Clause 11.27
Notifications or change within the Registry to participants affected	Same day		Yes	Clause 11.29
Registry to publish Schedule of loss category code and loss factors	Within one day of notification of change		Yes	Clause 22 of Schedule 11.1
Registry to publish Schedule of mapping between NSP's and balancing areas	Within one business day of notification of change		Yes	Clause 24 of Schedule 11.1
Registry to publish Schedule of all NSP identifiers and supporting information	Within one business day of notification of change		Yes	Clause 30 of Schedule 11.1

Adhoc Reporting Statistics

Report	Run	Complete	Average time (seconds)
Change Network Creation Date	2	2	0.3
Distributor Maintenance	4991	4991	1.8
Metering Maintenance	1352	1352	9.6
NSP Mapping Maintenance	31	31	6.8
Report - Audit Compliance	149	149	902.7
Report - Breach Current	388	388	1.1
Report - Current Details	133	133	481.2
Report - Event Detail	26399	26399	102.8
Report - File Handler Status	1	1	0.1
Report - ICP List	5576	5576	204.7
Report - Loss Factor Codes	66	66	6.1
Report - Maintenance Breach	182	182	0.2
Report - Metering Installation Information	502	502	1027.1
Report - NSP Mappings	102	102	3.7
Report - Switch Breach History	79	79	22.7
Report - Trader Default Status Report	1	1	7.9
Request - Notify Resend	2	2	8.6
Request - Switch Resend	4	4	0.2
Switch AC	700	700	0.3
Switch AN	14093	14093	0.3
Switch AW	1867	1867	0.5
Switch CS	13371	13371	1.3
Switch MN	258	258	3.5

Switch NT	15112	15112	0.3
Switch NW	2261	2261	0.2
Switch RR	1135	1135	0.2
Trader Maintenance	2813	2813	3.2
Totals	91570	91570	50.6
Number of Reports successfully Re-Processed	14		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
90139	90139	90139	0

Details of Batch File Reports not completed by 07:30 Report	

Provider Code or agreement breach

Date	Number and detail of Provider Code or agreement breaches and details (ref Schedule 2 Non-functional requirements 5.2 table 1)

Other Information

The following reports/files are supplied to the Authority by the 6th business day of each month (unless otherwise specified) to the SFTP server:

- ICP's electrically connected, electrically disconnected, decommissioned and switched by Retailer and NSP
- ICP's electrically connected, electrically disconnected, decommissioned and switched by Retailer
- ICP's electrically connected, electrically disconnected, decommissioned and switched by Distributor
- Report PR-130 as defined in functional specification
- Details of participant rule breaches (supplied on first business day)
- Details of participant switch breaches (supplied on first business day)

Business Continuity Plan Test

The following annual tests were completed in April 2022 (Jade Tracker #984029 refers);

1. Placing 2 test calls to the people below advising them that this is a test call to confirm contactability in a Business Continuity event

a) Peter Taylor -Commercial Manager - 04 460 8866 or 027 281 7672 (Alternative Nicole Gagnon)

b) Jade BCM Manager.

2. Have a Jade Developer log in from home to confirm connectivity.

Summary of Incidents

There were no incidents.

Software Related Fixes and Enhancements

ID	Description	Response
ER-1220	<p>Due to platform security enhancements the target option to open a new tab in the browser from inside the Registry was removed. This affected the ability to navigate to the EIEP application on a new tab whilst leaving the registry running on the original tab.</p> <p>EIEP navigation will continue to open on the same tab, but there is now the ability to navigate back to the Registry</p>	Release 22.10
ER-1222	<p>Allowed EIEP character set error message referred to the character set available to batch files, the EIEP character set (as per Data Inputs in functional specification section EI-030) is different:</p> <p>abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789</p>	Release 22.10

Data Fixes

Number and details of incidents requiring data fixes.

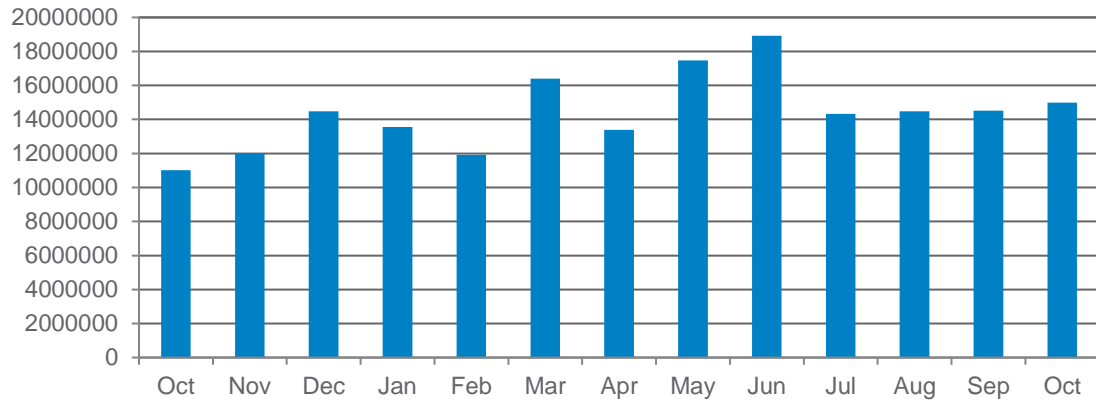
ID	Description	Severity	Response
-	-	-	-

Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1223	Metrics are recording access to summary screen as accessing ICP attributes screen	Medium (Priority C)	Verification Pending

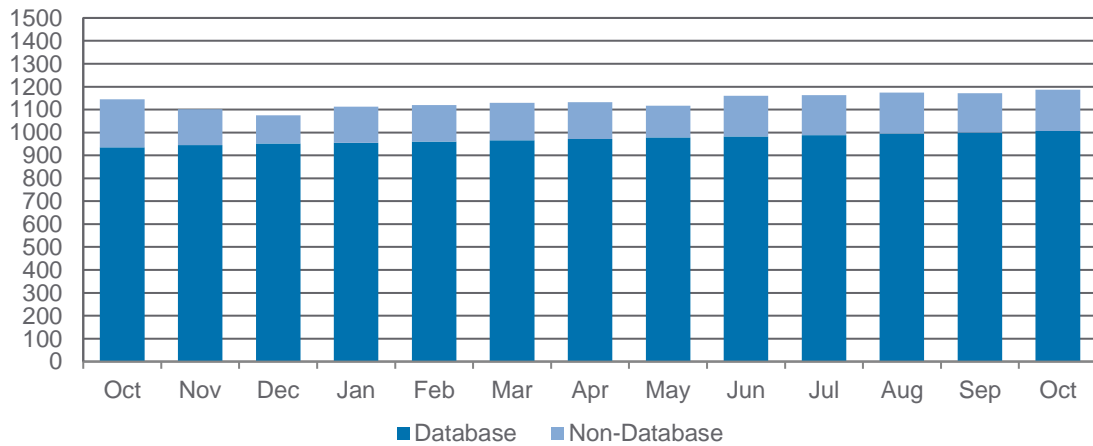
Database Transactions Production



Transaction Volumes

Transaction name	This Month	Last Month	Percentage Change
All Transactions	14,994,393	14,508,565	3%

Database Size Production (GB)



Database Growth

Class	This Month MB	Last Month MB	Change MB
Database	1,030,149	1,023,814	6,335
Non-database	184,449	176,210	8,239
Total	1,214,598	1,200,024	14,574

Service Disruptions (Production)

Scheduled outages are excluded from the calculation of the Availability Percentage.

Performance Measure	
Availability	100%
Number of Scheduled Outages	2
Number of Unscheduled Outages	0
Last Unscheduled Outage	May2021

Application Release Activities

Day	Detail	Authoriser
23Oct22 03:00 – 03:19	Production deploy 22_10	marcsm

Other Activities

Day	Detail	Duration hh/mm	Authoriser
25/10/22	Scheduled outage for Production Web Server move to new hardware	00:15	Nicole Gagnon

Backup Performance Production

The backup requirements were met this month.

Backup Type	Run days	Run Time	Expected Duration hh/mm
Disk	ALL	19:00	01:00
Tape	ALL	01:00	05:00

Electricity Authority Contact Information

Contact for day-to-day procedures or any unexpected events.

Contact Name / Role	Contact Details
Commercial Manager	Peter Taylor P: 04 460 8866 M: 027 281 7672 E: Peter.Taylor@ea.govt.nz

Automated Fault Escalation Profiles – Priority A Incidents

In the event of a “priority A incident” where the hardware or the application has an unscheduled outage the Electricity Authority has advised that escalation via email or text is not required.

However, if there is an unusually long outage impacting participants, Peter Taylor requires to be contacted.

Status of Functional Specification

(i.e., a report on the status of the functional specification);

Version 22.37 released to UAT and Production 22nd August 2022.

Status of CR's and SDA's

(i.e., a summary report of the status of all CRs and SDAs);

CR Identifier	Description	Status
CR-1196	Switch Breach Inquiry screen	On hold. Low priority.
CR-1197	EIEP hub access for non-participants	On hold. Authority: pending consultation with interested parties. Aligned with CR-1251
CR-1208	Integrate EIEP 5A into the Registry	With Jade to review changes to documents by the Authority
CR-1222	Inquiry only restful web services	On hold. Jade technical solution proposal with the Authority for review.
CR-1229	Send registry files to participant file server	On Hold. Jade has sent questionnaire to the Authority to email to participants.
CR-1250	Real-time Data Synchronization – White Paper	On hold. With the Authority to review white paper.
CR-1251	EIEP Transfer Hub – White Paper	Approved. Development underway.
CR-1256	Trader Default Technical and User documentation	In CR development, not signed off yet. With Authority for review.
CR-1257	Trader Default software changes	In CR development, not signed off yet. With Authority for review.
CR-1260	Remove Automated Logon	Released to the dedicated secure test system (marSreg) 01/10/2021 Release pending to UAT and Production
CR-1262	(Config) Disable iframes Response Headers	Released to the dedicated secure test system (marSreg) 01/10/2021 Release pending to UAT and Production

CR-1265	ATH Validity at Certification Date	Documents with the Authority
CR-1266	Omnibus Participant Raised Items	Documents with the Authority
CR-1267	Single Sign-on (SSO)	Draft document with the Authority
CR-1269	Outage Communications	Documents with the Authority

Design Consultation

This is outside the normal CRs and pertains more to design work required by market design.

Design consultation chargeable hours

Resource	Hours this month	Hours to date – since 01 May 2017
ACCES (MD-1212) – Project Management/Architect/Consultant/Designer	0.0	90.50
Prohibit Saves and Winbacks (MD-1233) – Project Management/Architect/Consultant/Designer	0.0	26.25
Total	0.0	116.75

Provider initiated Audits

(i.e., essentially the annual audits. Also, any other audit (relevant to the registry) Jade has initiated. Does not include CRs).

- An audit was carried out by Grant Thornton New Zealand Ltd in March 2022.

Breaches

There were no breaches reported this month.

Code Changes to be considered

(i.e., events that may highlight an area where a change to the Code may need to be considered);

User Group Meetings

(i.e., a summary of any user group meetings held and the items discussed);

The most recent user group meeting was on 12 November 2020.