



# Electricity Authority

Public Service Report and User Guide  
May 2024

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 <sup>st</sup> business day delivered to Authority SFTP directory	04 June 2024 at 03:30	Yes	
Maximum number of concurrent users for month		1071	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	

Measurement	Requirement	Actual	Met	Ref
<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) Deploy of Application Patch 24_04.01 to marPreg on May 3<sup>rd</sup> at 03:00</p> <p>2) DR Cutover of marPreg from MARAKLS3 to MARCHCS1 on May 25<sup>th</sup> at 03:00</p> <p>3) Deploy of Application Release 24_05 to marPreg on May 26<sup>th</sup> at 03:00</p>	Yes	Schedule 2 Non-functional requirements 5.3
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			Yes	Schedule 2 Non-functional requirements 5.2 table 1
<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>&lt;2 =99.60%</p> <p>47.09</p> <p>0.40%</p>	Yes	Schedule 2 Non-functional requirements 5.2 table 1
<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>&lt;1 =99.15</p> <p>0.85%</p>	Yes	Schedule 2 Non-functional requirements 5.2 table 1
<p>Number of password lockout alerts.</p> <p>Investigation of all repeated lockout alerts required.</p>		0		Schedule 2 Non-functional requirements 25.1 (n)
Help desk available	7:30 to 19:30 hours each business day	100%	Yes	Clause 11.20

Measurement	Requirement	Actual	Met	Ref
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	31 May 2024, 22:44	Yes	Clause 11 of Schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Clause 11.21
Number of ICP's changing traders	16:00 on the 6 <sup>th</sup> business day of the month		Yes	Clause 11.23
Such other information as may be agreed from time to time between the Registry and the Board	16:00 on the 6 <sup>th</sup> 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	04 June 2024 00:32	Yes	Clause 11.24
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the ICP days report	16:00 on 4 <sup>th</sup> business day	07 June 2024 02:49	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the loss factors report	16:00 on 4 <sup>th</sup> business day	06 June 2024 12:16	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the balancing area report	16:00 on 4 <sup>th</sup> business day	05 June 2024 00:00	Yes	Clause 11.26
By 16:00 on 4 <sup>th</sup> business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4 <sup>th</sup> business day	07 June 2024 08:38	Yes	Clause 11.26
By 16:00 on 1 <sup>st</sup> 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 <sup>st</sup> business day	04 June 2024 00:00	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	1	1	0.9
Distributor Maintenance	3136	3136	2.9
Loss Factor Maintenance	6	6	0.6
Metering Maintenance	1395	1395	7.0
NSP Mapping Maintenance	31	31	28.5
Planned ICP Service Interruption	2924	2924	2.1
Report - Audit Compliance	199	199	1241.7
Report - Breach Current	340	340	1.4
Report - Current Details	115	115	774.6
Report - Event Detail	32250	32250	128.7
Report - File Audits	1	1	61.4
Report - File Handler Status	7	7	0.1
Report - ICP List	8296	8296	268.2
Report - Loss Factor Codes	99	99	8.1
Report - Maintenance Breach	157	157	0.2
Report - Metering Installation Information	625	625	1591.8
Report - Missing Metering Data	3	3	463.9
Report - NSP Mappings	96	96	4.8
Report - NSP Trading Statistics	1	1	354.5
Report - Switch Breach History	92	92	22.9
Request - Notify Resend	31	31	0.7
Switch AC	573	573	0.3
Switch AN	16034	16034	0.3
Switch AW	2802	2802	0.7

Report	Run	Complete	Average time (seconds)
Switch CS	14291	14291	1.6
Switch MN	414	414	2.1
Switch NT	21760	21760	0.4
Switch NW	2727	2727	0.3
Switch RR	984	984	0.2
Trader Maintenance	3234	3234	6.5
Totals	112624	112624	69.2
Number of Reports successfully Re-Processed	28		

## Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
110746	110746	110745	1

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

#### Event Detail

Participant: MTRX Arrival: 30/05/2024 16:26:34 Start: 30/05/2024 16:27:11 End: 31/05/2024 16:53:54  
Elapsed: 88003.5 seconds Processor: DFP6

## 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 2024 (Jade Tracker #1120012 refers);

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

a) Peter Taylor - Commercial Manager - 04 460 8866 or 027 281 7672 (Alternative is Will Goldsmith)

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-1365	Amend 2nd level deadlock recovery on EIEP5A file processing so if initial reserve lock is unable to be obtained the fallback retry has all required information to replay the transaction	Release 24.05
ER-1367	EIEP5A file distribution performs distribution from a participants fromreg folder, participants with automated polling are occasionally able to download and remove a file before distribution to an EIEPIn folder is complete. Refactor so the initial file location is inaccessible and only rename into fromreg when distribution is complete	Release 24.05
ER-1369	Submitting blank lines in EIEPOut planned outage file causing incorrect header count to be generated, which then causing file processing to error, exclude blank lines	Release 24.05
ER-1370	Date submitted time showing as UTC instead of local on browser planned outage inquiry screen	Release 24.05
ER-1371	Audit compliance report for AC020Trader04 generating a false positive due to incorrect calculation of overdue days	Release 24.05
ER-1253	Load of profile code UFL into the automated load (update upgrade application automation). Revision to ensure all current profiles are represented in the automated load process	Release 24.05
ER-1356	Housekeeping application updated so where a zip file is locked by another process the archiving continues by creating a new and separate zip file for any remaining files (reduces overhead of running for multiple days' worth of files the next time archiving runs)	Release 24.05
ER-1359	Load of loss factor generation code into the automated load (update upgrade application automation)	Release 24.05
ER-1372	Include distribution information (participant identifiers of notified participants) browser planned outage distribution inquiry screen (thumbnail section)	Release 24.05
ER-1368	Instantiate the automatic update of RGST as the mandatory recipient of EIEP5A (into upgrade application automation)	Release 24.05

ID	Description	Response

## Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response

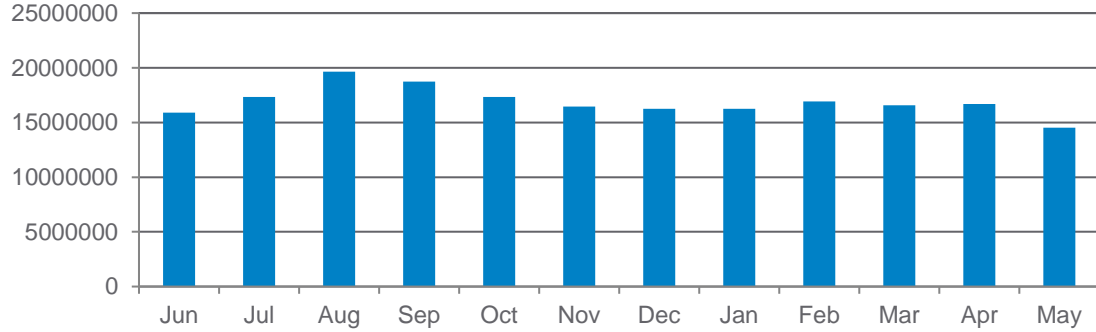
## Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1364	Deadlock occurring when updating EIEP5A detail lines	High (Priority B)	Closed
ER-1365	Deadlock recovery on EIEP5A file	Medium (Priority C)	Closed
ER-1366	Delay of PLINT files being received via SFTP and being picked up	Medium (Priority C)	Closed
ER-1367	EIEP5A notification files being copied and deleted before distribution	High (Priority B)	Closed
ER-1368	Instantiate EIEP5A and PLINT mandatory participant and mandatory date	Medium (Priority C)	Closed
ER-1369	EIEP5A (cancel PLC) file rejected, resulting file not handled correctly.	Medium (Priority C)	Closed
ER-1370	'Date Submitted' time on Planned Service Interruption screen showing in 12-hour time)	Medium (Priority C)	Closed
ER-1371	AC020Trader04 generating a false positive	Medium (Priority C)	Closed
ER-1372	Planned ICP outages: display notified participants on the screen thumbnail	Medium (Priority C)	Closed
ER-1373	tidy up some transient leaks in planned service interruption processing	Medium (Priority C)	Closed
ER-1374	Address search returning historic address data	Medium (Priority C)	Submitted
ER-1375	split automated logon so participant identifiers are included	Medium (Priority C)	Closed
ER-1376	Temporary Validation Change to allow MEP switch	High (Priority B)	Closed
ER-1377	allow LTA and secret to be entered on external id screen	High (Priority B)	Submitted

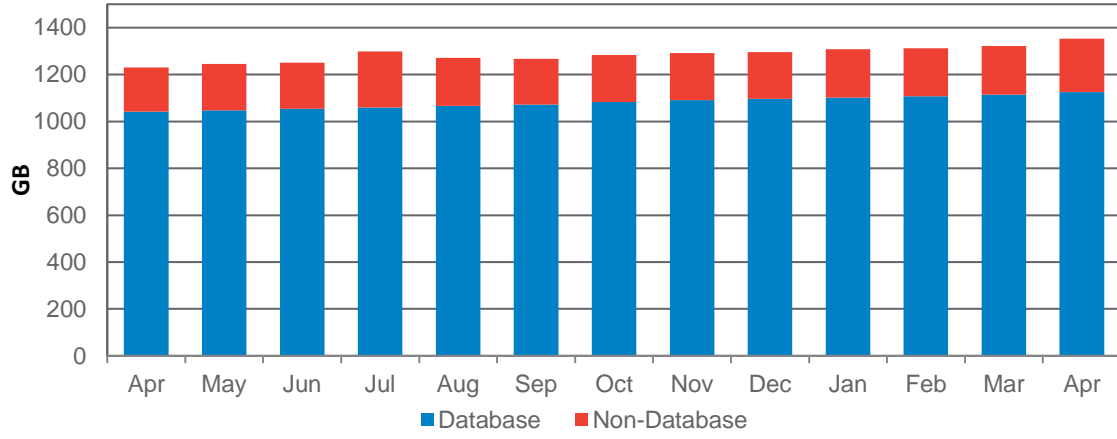
## Database Transactions

### MARPREG



Performance Measure	
<b>Instrumented Transactions Processed</b>	
This month	14,531,694
Last month	16,688,800
Increase/Decrease	-13%
Peak Month (Aug 2023)	19,634,117

## Database Size



## Database Growth

Class	This Month	Last Month	Change
Database	1,150,165	1,152,404	-2,239
Non-database	258,542	233,583	24,959
<b>Total</b>	<b>1,408,707</b>	<b>1,385,987</b>	<b>22,720</b>

## Maintenance Activities

### Application Release

Day	Version	Authorised By
02May24	Deploy of Release 24_04.01 to marPreg	Will Goldsmith
26May24	Deploy of Release 24_05 to marPreg	Will Goldsmith

## Service Disruptions

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

Performance Measure	
Availability	100%
Number of Scheduled Outages	3
Number of Unscheduled Outages	0
Last Unscheduled Outage	November 2023

### Unscheduled Outages

Date	Ref	Detail	Outage Duration hh/mm

### Scheduled Outages

Day	Ref	Detail	Duration	Authorised By
03May24 03:00 – 03:25	1124060	Deploy of Release 24_04.01 to marPreg	00:25	Will Goldsmith
13May24 02:40 – 02:29	1119984	DR Cutover of marPreg from MARAKLS3 to MARCHCS1	01:55	Will Goldsmith
26May24 03:00 – 03:32	1128032	Deploy of Release 24_04.01 to marPreg	00:32	Will Goldsmith



## Change Control

Date	Authorised By	Detail

## Backup Performance Production

The backup requirements were met this month.

Backup Type	Run days	Start Time	Expected Duration	Failed This Period
Disk	ALL	19:00	01:00	0
Tape	ALL	01:00	05:00	0

## Electricity Authority Contact Information

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

Contact Name / Role	Contact Details
<b>Commercial Manager</b>	Peter Taylor P: 04 460 8866 M: 027 281 7672 E: <a href="mailto:Peter.Taylor@ea.govt.nz">Peter.Taylor@ea.govt.nz</a>

## 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 22.40 released to UAT and Prod 07 February 2024

## 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-1222	Inquiry only restful web services	Released to Production. Expected go live 10 <sup>th</sup> June.
CR-1251	EIEP Transfer Hub – White Paper	On hold. Low Priority.
CR-1256	Trader Default Technical and User documentation	On hold. In CR development, not signed off yet. With Authority for review.
CR-1257	Trader Default software changes	On hold. 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-1267	Single Sign-on (SSO)	Released to Production. Functionality availability to be confirmed by the Authority.
CR-1269	Outage Communications	Documents with the Authority.
CR-1278	Code Review Program 5	Documents with the Authority.
CR-1279	LE planned outage visibility	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
<b>Total</b>	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 2023.

## 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 20 December 2022.

## AGREED PROCEDURES

### Change Control

All significant changes will be notified to the Electricity Authority, and a Tracker work request will be created to record authorisation, schedule, and implementation detail.

Change requests must be approved within 1 month of the request being submitted.

In exceptional circumstances, for example where Jade Care consider server integrity to be under significant and immediate threat, changes may be applied with little or no notice.

### Application Release Authorisation

Releases are automated through the Jade Care toolset. Submission and authorisation are separate functions, and the authorisation facility may be extended to the Electricity Authority or may be applied by the Client Service Manager where the Electricity Authority chooses not to use this facility.

### Application Restarts

Requests for restart of applications or servers must be made in writing. In exceptional circumstances, and where the requestor is known to Jade Care staff, a verbal request may be sufficient, provided it is confirmed in writing shortly after the request is made.

### Hardware Fault Reporting

SNMP traps will be enabled for all servers. Traps will result in alerts being raised at Jade Care and Tracker incident records being created. Automated escalation can be applied to these calls to alert the Electricity Authority and third parties to the event.

Arrangements may be put in place to allow Jade Care to contact hardware service organisations directly in the event of hardware issues. Contact and call identification details will be required as a prerequisite to implementation.

### Anti-Virus Product

Anti-virus product is installed on all managed servers. Engine and pattern updates are applied on receipt, and full scans are run weekly.

### Recovery Procedures

#### Application Recovery

The environments are set up to perform automatic application recovery in the event of a server undergoing a non-scheduled restart.

If there is a physical failure on the hardware where the VM is hosted on, the VM will be moved to a different physical VMware host. In the event of a catastrophic site failure, an SDS takeover will occur to the DR site upon approval by the Electricity Authority.

## Server Recovery

Server recovery should never take place unless agreed by the Electricity Authority, Jade Care and hardware service representatives.

If a server operating system needs to be rebuilt, Central Systems will assist the onsite technician in rebuilding the server configuration and operating system to a state where Jade Care access is restored. Recovery of the full configuration, the applications and other third party software will be undertaken by Jade Care.

## Server Integrity

The Electricity Authority servers are configured and maintained to Jade Care standards. This configuration is critical to the operation of the process automation and monitoring software.

It is essential that all changes to the server or application software is either performed by, or with the fore-knowledge and agreement, of Jade Care.

## Reporting

### Systems Management Report

This systems management report is to be provided by email to customer staff as advised. The target date for delivery is the 10th business day of the month following the calendar month to which the report relates.

### Incident Reports

An incident report will be prepared for each unscheduled outage and will be emailed to customer staff as advised from time to time within 3 working days of any outage. These reports relate only to those items managed by Jade Care; e.g. network issues and hardware failures will not be subject to a report.

### Jade Care Recommendations

Where Jade Care has recommendations for changes to hardware or the operating environment, these recommendations will be submitted to the Electricity Authority management. Implementation of such recommendations will be formalised through the change control process and documented through the systems management report in summary form.

## Software Licences and Media Storage

All software media and licences must be kept in secured storage in reasonable proximity to the servers.

## Personnel and Contact Details

The Electricity Authority must advise Jade Care of changes in personnel and contacts details where individuals are named as direct contacts. Fault escalations are pre-defined and automated to individual email addresses and SMS capable devices. Leave coverage and personnel changes must be advised for these functions to be effective.