



Electricity Authority

Service Report and User Guide
July 2024

Prepared by Jade Operations

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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	01 August 2024 at 03:37	Yes	
Maximum number of concurrent users for month		1519	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.		99.91%	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) DR Cutover of marPreg from MARAKLS3 to MARCHCS1 on Friday July 19th at 03:00</p> <p>2) Deploy of Application Release 24_07 to marPreg on Sunday July 28th 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><2 =99.19%</p> <p>52.57</p> <p>0.81%</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><1 =96.56</p> <p>3.48%</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
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	31 July 2024, 22:20	Yes	Clause 11 of Schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			Yes	Clause 11.21

Measurement	Requirement	Actual	Met	Ref
Number of ICP's changing traders	16:00 on the 6 th 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 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	01 August 2024 00:36	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	06 August 2024 02:07	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	02 August 2024 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	02 August 2024 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	06 August 2024 08:29	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	01 August 2024 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)
Distributor Maintenance	2998	2998	2.6
Metering Maintenance	1755	1755	8.7
NSP Mapping Maintenance	31	31	9.0
Planned ICP Service Interruption	2739	2739	2.1
Price Category Maintenance	2	2	1.2
Report - Active NSPs List	2	2	907.2
Report - Audit Compliance	214	214	1267.5
Report - Breach Current	420	420	1.3
Report - Current Details	141	141	672.1
Report - Event Detail	32627	32627	149.2
Report - File Handler Status	8	8	0.2
Report - ICP List	6059	6059	495.0
Report - Loss Factor Codes	94	94	8.5
Report - Maintenance Breach	187	187	0.6
Report - Metering Installation Information	706	706	1455.7
Report - NSP Mappings	93	93	5.0
Report - Switch Breach History	89	89	34.3
Report - Switch Breach Rolling Compliance	2	2	43.0
Report - Trader Default Status Report	18	18	296.4
Request - Notify Resend	31	31	0.7
Request - Switch Resend	40	40	26.4
Switch AC	499	499	0.4
Switch AN	16372	16372	0.3

Report	Run	Complete	Average time (seconds)
Switch AW	2935	2935	0.8
Switch CS	14644	14644	1.9
Switch MN	247	247	4.2
Switch NT	20641	20641	0.5
Switch NW	2860	2860	0.4
Switch RR	1027	1027	0.2
Trader Maintenance	3584	3584	16.8
Totals	111065	111065	84.7
Number of Reports successfully Re-Processed	29		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
109038	109038	109036	2

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

Report - Event Detail Participant: NGCS Arrival: 01/07/2024 15:59:43 Start: 01/07/2024 16:00:51 End: 02/07/2024 07:56:57 Elapsed: 57365.4 seconds Processor: DFP5

Report - ICP List Participant: UNET Arrival: 07/07/2024 07:15:09 Start: 07/07/2024 07:15:15 End: 09/07/2024 21:31:32 Elapsed: 224177.1 seconds Processor: DFP8

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-1385	Paging chevrons not functioning (note: this was fixed in a manual release on 27/06/2025 with approval from the Authority. Included here as a record of its release)	Release 24.07
ER-1386	Operation identified some transient object leaks in EIEP processing and file processing. These have been fixed	Release 24.07
ER-1387	File in use exception stopped EIEP processing of planned interruption files. In use exception now handled.	Release 24.07
ER-1392	Object not found error attempting loading/refreshing the Metering full details screen and the Installation Certification Type is Interim (I)	Release 24.07
ER-1383	Change archiving to use 7zip (from winRar)	Release 24.07
ER-1384	Admin application (helpdesk), provide warning message when table overflow occurs (32k entries) on file audit search	Release 24.07
ER-1389	AC020 audit compliance report, extend max date range to 36 months	Release 24.07

Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response

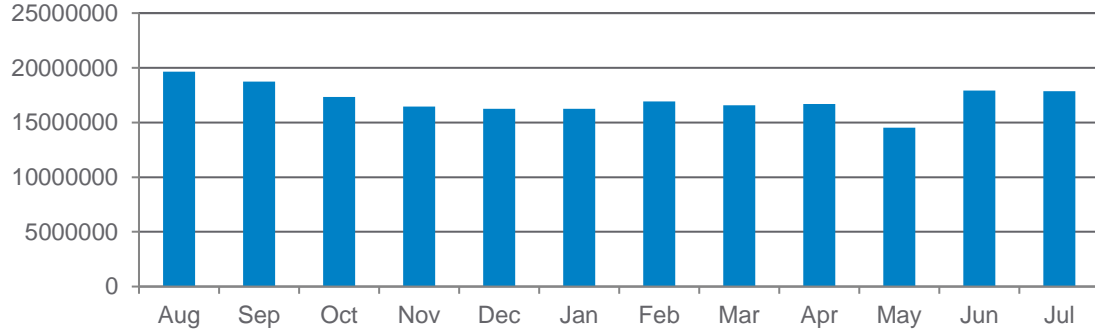
Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1393	Unable to create a new participant	Medium (Priority C)	Submitted
ER-1392	UE 1090 on WebMeteringMaintForm when loading forms with Interim selected	High (Priority B)	Closed
ER-1391	Retailer profile code screen doesn't refresh after updates	Low (Priority I)	Closed
ER-1390	Update the upgrade agent.	Low (Priority I)	Closed
ER-1389	AC020 - extend max date range from 12 to 36 months	Low (Priority I)	Closed
ER-1388	Missing unit test for EiepAgent::createAkeConfirmFiles	Low (Priority I)	Submitted
ER-1387	5002 exception in EIEP batch prep app	Medium (Priority C)	Closed
ER-1386	Tidy up transient leaks	High (Priority B)	Closed

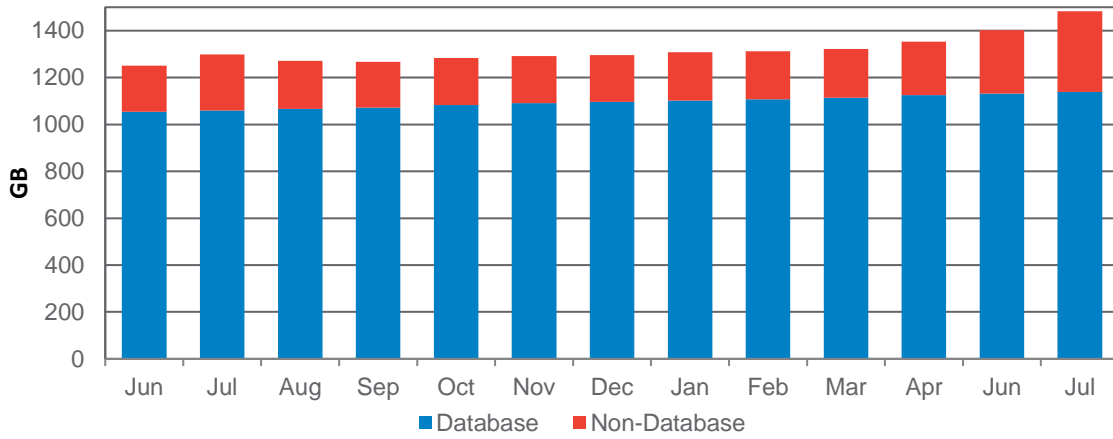
Database Transactions

MARPREG



Performance Measure	
Instrumented Transactions Processed	
This month	17,872,388
Last month	17,930,882
Increase/Decrease	0%
Peak Month (Aug 2023)	19,634,117

Database Size



Database Growth

Class	This Month	Last Month	Change
Database	1,166,246	1,158,899	7,347
Non-database	352,463	277,386	75,077
Total	1,518,709	1,436,285	82,424

Maintenance Activities

Application Release

Day	Version	Authorised By
28Jul24	Deploy of Release 24_07 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	2
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
17Jul24 03:00 – 05:10	1138711	DR Cutover of marPreg from MARAKLS3 to MARCHCS1	02:10	Will Goldsmith
28Jul24 03:00 – 03:43	1141170	Deploy of Release 24_07 to marPreg	00:43	Will Goldsmith

Change Control

Date	Authorised By	Detail
17Jul24	Will Goldsmith	MS Patches applied to MARCHCS3, MARCHCS1, CNWCHCS405
21Jul24	Will Goldsmith	MS Patches applied to MARAKLS3, CNWAKLS405

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
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 22.40 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-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-1278	Code Review Program 5	Approved.
CR-1279	LE planned outage visibility	Approved. Development in progress
CR-1280	Additional Auditing	Approved.

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

Resource	Hours this month	Hours to date – since 01 May 2017
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 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.