



Electricity Authority

Service Report and User Guide
August 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 st business day delivered to Authority SFTP directory	02 September 2024 at 03:08	Yes	
Maximum number of concurrent users for month		1608	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>		1) Deploy of Application Release 24_08 to marPreg on Sunday August 25 th at 03:00	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 =98.89%</p> <p>69.58</p> <p>1.11%</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 =96.96</p> <p>3.04%</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 August 2024, 22:42	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	02 September 2024 00:52	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	05 September 2024 02:09	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	03 September 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	03 September 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	05 September 2024 08:09	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	02 September 2024 00:06	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	2886	2886	2.5
Metering Maintenance	2063	2063	6.7
NSP Mapping Maintenance	31	31	12.8
Planned ICP Service Interruption	2943	2943	1.8
Report - Audit Compliance	194	194	1308.8
Report - Breach Current	385	385	1.3
Report - Current Details	126	126	813.4
Report - Event Detail	30675	30675	182.7
Report - File Handler Status	3	3	0.2
Report - ICP List	6211	6211	529.1
Report - Loss Factor Codes	90	90	9.2
Report - Maintenance Breach	190	190	1.3
Report - Metering Installation Information	723	723	1599.9
Report - Missing Metering Data	2	2	458.6
Report - NSP Mappings	93	93	5.5
Report - Switch Breach History	94	94	28.4
Report - Trader Default General Information	10	10	484.4
Report - Trader Default Market Share	2	2	0.2
Report - Trader Default Status Report	84	84	220.2
Request - Notify Resend	31	31	0.8
Request - Switch Resend	29	29	0.2
Switch AC	575	575	0.4

Report	Run	Complete	Average time (seconds)
Switch AN	15706	15706	0.4
Switch AW	2580	2580	1.0
Switch CS	14507	14507	2.0
Switch MN	375	375	1.5
Switch NT	16581	16581	0.6
Switch NW	2405	2405	0.5
Switch RR	815	815	0.3
Trader Maintenance	4117	4117	27.9
Totals	104526	104526	101.6
Number of Reports successfully Re-Processed	18		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
102428	102428	102428	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 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-1390	Upgrade Agent. Profiles codes CST, NST and SST to be discontinued	Release 24.08
ER-1391	Administration application. Retailer Profile screen not refreshing after updating an entry.	Release 24.08
ER-1394	Planned Outage Reporting Agent. Lines of code improvement when iterating participant collections	Release 24.08
ER-1395	Error code being returned from web service instead an error text (description) detailing the reason for the error	Release 24.08
ER-1396	Single Sign On: SSO users now permitted access to Act As Agent functionality; that is, an SSO user may be selected and can act as an agent for another participant	Release 24.08

Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response

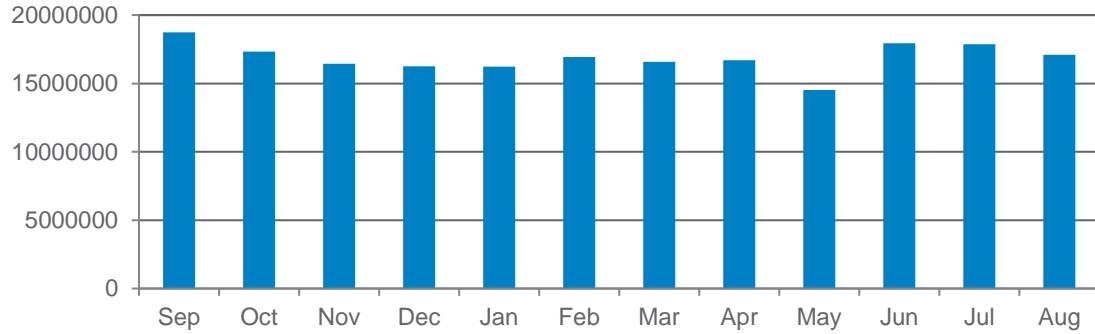
Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1394	Planned Outage Reporting Agent - lines of code improvement	Medium (Priority C)	Closed
ER-1395	Planned Interruptions WS - Error message must display the Error Information	Low (Priority I)	Closed
ER-1396	SSO: TENCO management of participants	Medium (Priority C)	Closed
ER-1397	CR-1283: additional headers on trader default reports	High (Priority B)	Closed
ER-1398	CR-1283 Additional header for trader default reporting. PR-310 Report Trader Default allocation results	High (Priority B)	Closed
ER-1399	CR-1283 Additional header for trader default reporting. PR-300 Report Trader Default tender and mandatory assignment Missing unit test for EiepAgent::createAkeConfirmFiles	High (Priority B)	Submitted
ER-1400	CR-1283 Additional header for trader default reporting. PR-290 Produce Trader Default Situation Market Share Report	High (Priority B)	Closed
ER-1401	CR-1283 Additional header for trader default reporting. PR-280 Responsibility outside Participant Role	High (Priority B)	Closed
ER-1402	CR-1283 Additional header for trader default reporting. PR-270 Produce report of Traders in a trader default situation by NSP	High (Priority B)	Closed
ER-1403	CR-1283 Additional header for trader default reporting. PR-250 Produce Trader Default General Information	High (Priority B)	Closed
ER-1404	Object not found raised whilst maintaining SSO security groups	Medium (Priority C)	Submitted
ER-1405	WSCopyQ_SAS:: init parameters refactor	Low (Priority I)	Submitted

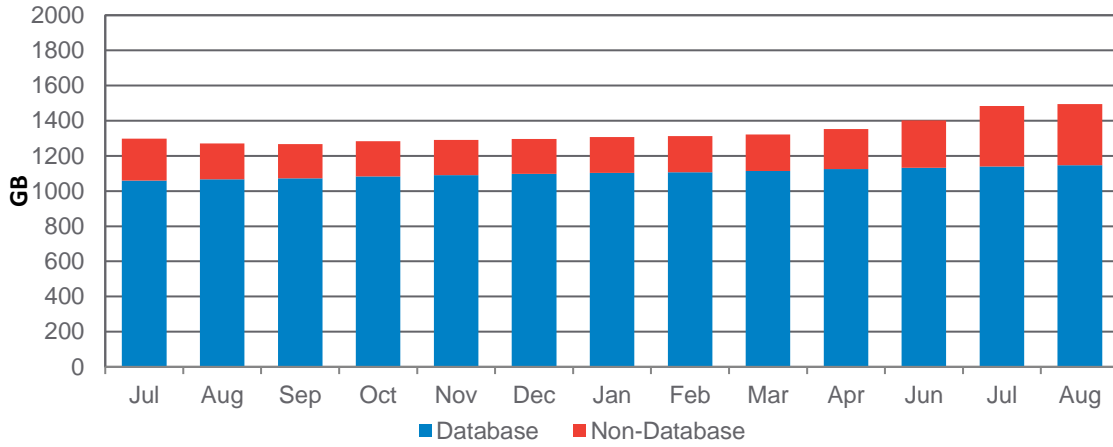
Database Transactions

MARPREG



Performance Measure	
Instrumented Transactions Processed	
This month	17,096,862
Last month	17,872,388
Increase/Decrease	-4%
Peak Month (Aug 2023)	19,634,117

Database Size



Database Growth

Class	This Month	Last Month	Change
Database	1,175,626	1,166,246	9,380
Non-database	356,113	352,463	3,650
Total	1,531,739	1,518,709	13,030

Maintenance Activities

Application Release

Day	Version	Authorised By
25Aug24	Deploy of Release 24_08 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	1
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
25Aug24 03:00 – 03:40	1148099	Deploy of Release 24_08 to marPreg	00:40	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
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. Development in progress.
CR-1280	Additional Auditing	Approved.
CR-1282	DER/DG staged released	In CR development.
CR-1283	Trader Default report header rows	Approved. Released to UAT. Pending Production deploy.

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.