



Electricity Authority

Service Report and User Guide
November 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 December 2024, 03:09	Yes	
Maximum number of concurrent users for month		959	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_10 to marPreg on Saturday November 30 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 =99.63%</p> <p>67.78</p> <p>0.37%</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 =97.03</p> <p>2.97%</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	30 November 2024, 22:18	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 December 2024, 00:58	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 December 2024, 08:20	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 December 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 December 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 December 2024, 08:01	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 December 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)
Change Network Creation Date	1	1	1.3
Distributor Maintenance	2658	2658	2.6
Metering Maintenance	2041	2041	5.4
NSP Mapping Maintenance	30	30	11.5
Planned ICP Service Interruption	2761	2761	2.0
Report - Audit Compliance	171	171	1473.2
Report - Breach Current	397	397	1.0
Report - Current Details	127	127	732.9
Report - Event Detail	26811	26811	194.1
Report - ICP List	6753	6753	535.6
Report - Loss Factor Codes	125	125	9.6
Report - Maintenance Breach	184	184	0.2
Report - Metering Installation Information	709	709	1584.2
Report - NSP Mappings	91	91	5.6
Report - Planned ICP Outage Report	1	1	6283.4
Report - Switch Breach History	85	85	32.4
Report - Trader Annual Levy Report	1	1	7858.3
Request - Notify Resend	30	30	0.6
Request - Switch Resend	28	28	0.3
Switch AC	545	545	0.3
Switch AN	13948	13948	0.3
Switch AW	1996	1996	0.9
Switch CS	13196	13196	1.8

Report	Run	Complete	Average time (seconds)
Switch MN	265	265	2.2
Switch NT	13729	13729	0.6
Switch NW	2019	2019	0.4
Switch RR	686	686	0.3
Trader Maintenance	3270	3270	6.4
Totals	92658	92658	112.2
Number of Reports successfully Re-Processed	19		

Batch File Statistics

Total	Complete	Completed by 07:30	Not completed by 07:30
90812	90812	90812	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-1456	Misspelling of Functional Specification hyper link on logon page downloads	Closed
ER-1438	Address small transient leak occurring in file archiving process	Closed
ER-1441	Add diagnostic logging to the browser ICP attributes form triggered on an update. Attempting to identify the cause of a rare response delay which appears to occur after the transaction completes and information is being reacquired for display. The occurrence is inconsistent and only surfaces once or twice a month.	Closed
CR-1280 (ER-1410)	<p>CR-1280 Audit Compliance reporting Includes changes to the following report outputs:</p> <ul style="list-style-type: none"> • ER-1411 AC020Distributor02 • ER-1412 AC020Distributor05 • ER-1413 AC020Distributor12 • ER-1414 AC020Trader02 • ER-1418 AC020Trader23 • ER-1419 AC020MEP01 • ER-1420 AC020MEP03 • ER-1421 AC020MEP04 • ER-1422 AC020Trader25 • ER-1423 AC020Trader26 • ER-1424 AC020Trader27 • ER-1425 AC020Trader28 • ER-1426 AC020Trader29 • ER-1427 AC020Trader30 • ER-1428 AC020Trader31 • ER-1429 AC020Trader32 • ER-1430 AC020Distributor17 • ER-1431 AC020MEP26 • ER-1433 EXCEL sheet naming convention changes • ER-1434 EXCEL additional run time information sheet 	Closed
ER-1439	On administration application the form name is included on the screen caption (enhancement to assist developers)	Closed
ER-1440	<p>Additional check added to the administration application static data screen. If removing a static data item and the static data item has references the following is displayed with a request to confirm if the delete should continue:</p> <ul style="list-style-type: none"> • referenced class name • total number of references 	Closed

Data Fixes

Number and details of incidents requiring data fixes.

ID	Description	Severity	Response

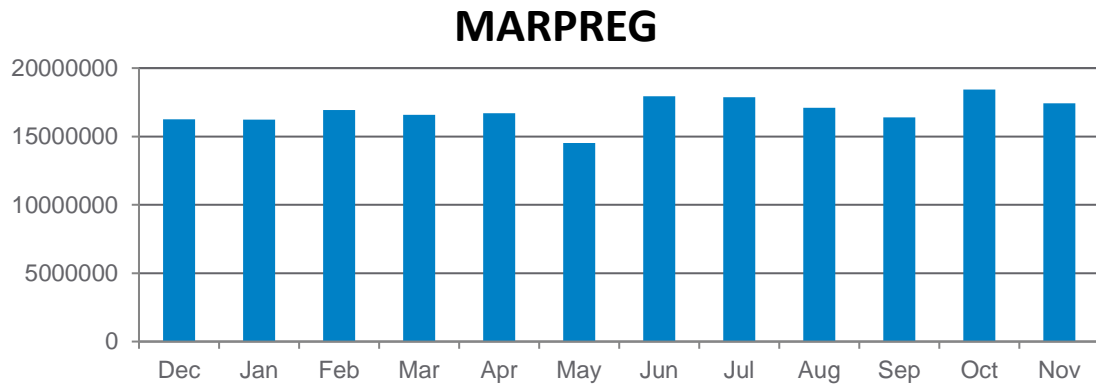
Schedule of Issues Raised

A summary of issues raised during the month.

ID	Description	Severity	Response
ER-1487	CR-1282: Network event virtual generation type	Medium (Priority C)	
ER-1486	CR-1282: Registry help desk documentation	Medium (Priority C)	
ER-1485	CR-1282: Transition agent	Medium (Priority C)	
ER-1484	CR-1282: Configure CRUD REST API	Medium (Priority C)	
ER-1483	CR-1282: Notifications NP-070 (REST) Web Services	Medium (Priority C)	
ER-1482	CR-1282: Notifications NP-070 (SOAP) Web Services	Medium (Priority C)	
ER-1481	CR-1282: Notifications notify of event change (NP-030)	Medium (Priority C)	
ER-1480	CR-1282: Reporting PR-380 (new)	Medium (Priority C)	
ER-1479	CR-1282: Reporting PR-110	Medium (Priority C)	
ER-1478	CR-1282: Reporting PR-035	Medium (Priority C)	
ER-1477	CR-1282: Reporting PR-030	Medium (Priority C)	
ER-1476	CR-1282: Reporting PR-015 (online submission report)	Medium (Priority C)	
ER-1475	CR-1282: Reporting PR-010	Medium (Priority C)	
ER-1474	CR-1282: Reporting AC-020	Medium (Priority C)	
ER-1473	CR-1282: REST CRUD (POST/PUT) service to maintain DG information	Medium (Priority C)	
ER-1472	CR-1282: REST Updates to REST ICP Events inquiry only web service	Medium (Priority C)	
ER-1471	CR-1282: REST Updates to REST ICP Details inquiry only web service	Medium (Priority C)	
ER-1470	CR-1282: SOAP Updates to SOAP ICP Events inquiry only web service	Medium (Priority C)	
ER-1469	CR-1282: SOAP Updates to SOAP ICP Details inquiry only web service	Medium (Priority C)	
ER-1468	CR-1282: (New) Distributed Generation maintenance parsers	Medium (Priority C)	
ER-1467	CR-1282: Batch interfaces - processing changes to support DG properties until end of grace period	Medium (Priority C)	
ER-1466	CR-1282: Browser interface DER(DG) update screen	Medium (Priority C)	

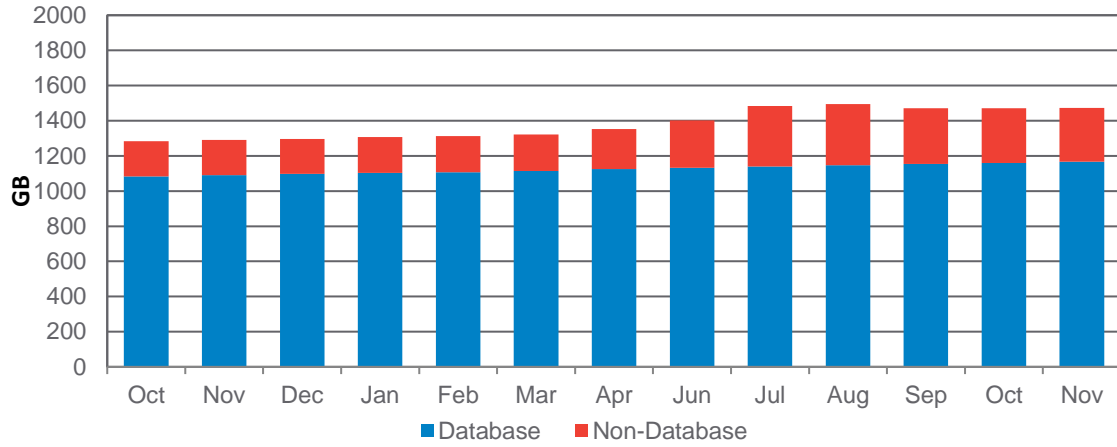
ID	Description	Severity	Response
ER-1465	CR-1282: Browser interface ICP attributes screen	Medium (Priority C)	
ER-1464	CR-1282: Browser interface summary screen	Medium (Priority C)	
ER-1463	CR-1282: Operational/upgrade agent	Medium (Priority C)	
ER-1462	CR-1282: Model changes (major)	Medium (Priority C)	
ER-1461	CR-1282: Project Master Ticket - Distributed Generation	Medium (Priority C)	
ER-1460	SSOUser provisioning: store work email if supplied in SCIM data	Medium (Priority C)	Done
ER-1459	Training data setup: removal of ICP does not remove participant alerts	Low (Priority I)	
ER-1458	SSO users getting password close to expiry warning message	High (Priority B)	Fixed
ER-1457	Inconsistent display of registry statistics	Medium (Priority C)	Fixed
ER-1456	Incorrect spelling in functional specification down loads label	Low (Priority I)	Done
ER-1455	File in use reports in ftp file processing	Medium (Priority C)	Fixed
ER-1454	Incorrect count of planned outage occurrences showing on web screen	Medium (Priority C)	Fixed
ER-1453	Error 4031: substring out of bounds reported in SSO login attempt	Medium (Priority C)	No Problem Identified
ER-1452	Audit Compliance AC020Distributor05 2nd trigger property required	Medium (Priority C)	

Instrumented Transactions



Performance Measure	
Instrumented Transactions Processed	
This month	17,419,520
Last month	18,423,391
Increase/Decrease	-5%
Peak Month (Aug 2023)	19,634,117

Database Size



Database Growth

Class	This Month	Last Month	Change
Database	1,195,104	1,188,148	6,956
Non-database	313,880	318,234	-4,354
Total	1,508,984	1,506,382	2,602

Maintenance Activities

Application Release

Day	Version	Authorised By
30Nov24	Deploy of Application Release 24_10 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
30Nov24 03:00 – 04:24	1168838	Deploy of Application Release 24_10 to marPreg	01:24	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 22.41 released to UAT and Prod 24 October 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-1282	DER/DG staged released	Approved. Development in progress.
CR-1284	Distributor maintenance of active and inactive status	Approved. With external auditors for testing.

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 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.