THE ELECTRICITY AUTHORITY

REGISTRY REPORT

NOVEMBER 2011

PREPARED BY: JADE SOFTWARE

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1 PERFORMANCE STANDARDS

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
Number and detail of service provider rule or agreement breaches and details	Report delivered to EC detailing breaches	0	*Yes*	
Disaster recovery and backup obligations as set out in section 5 of operational requirements			*Yes*	Section 5 Operational Requirements
Number and details of participant rule breaches	Report on 1st business day delivered to EC FTP directory	01Dec2011 at 02:38	*Yes*	
Maximum number of concurrent users for month		313	*Yes*	
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 99.5 per cent of the time in any one month.		100.00%	*Yes*	Operational Requirements 4.1 a
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. See 4.1 (f) and 4.3 of Operational Requirements.		100.00%	*Yes*	Operational Requirements 4.1 b
The Registry must use its best endeavours to provide a service availability of 99.8 per cent or better, with nil or minimal outages.		100.00%	*Yes*	Operational Requirements 4.1 c
There must be no more than four unplanned outages in any one month		0	*Yes*	Operational Requirements 4.1 d

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
There must be no more than one planned outage, undertaken only with prior approval from the Commission, per month. Planned outages must be for no more than 2 hours' duration and must be undertaken outside regular service hours. Planned outages do not include necessary daily housekeeping and can be excluded from the calculation of availability		3 1) Microsoft patching 13th November. 2) Restart of Production server 21 Nov to resolve issue with Kccmgr. 3) Planned outage on 27th Nov for Production application deploy.	*Yes*	Operational Requirements 4.1 e
The Registry must measure service response time at regular intervals (every 1–5 minutes as agreed between the Commission and the provider) during the regular service hours			*Yes*	Operational Requirements 4.2 a
Response time will be measured by the provider executing a representative sample of simulated transactions from another host system, external to the Registry ISP, on the production system. The types of transaction to be used and the frequency of sampling will be agreed with the Commission			*Yes*	Operational Requirements 4.2 b
Service response time will be measured from the point at which a user transaction is executed to the point at which a valid response is received at the point the transaction originated			*Yes*	Operational Requirements 4.2 c
Ninety-five per cent of all sampled transactions will have a response time of less than 2 seconds and 80 per cent 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		99.48%	*Yes*	Operational Requirements 4.2 d
Help desk available	7:30 to 19:30 hours each business day	100%	*Yes*	Rule Ref none noted Clause 11.20

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
Registry reports to participants day 1 09:00	09:00 hours on the first business day of the month	30Nov2011 22:37	*Yes*	Rule Ref Part E rule 19.1 Clause 11 of schedule 11.1
Issuing of confirmation notices within 4 hours of receipt of information provided			*Yes*	Rule Ref Part E rule 22.1 Clause 11.21
Number of customers changing retailers	16:00 on the 6th business day of the month		*Yes*	Rule Ref Part E rule 23.2 Clause 11.23
Such other information as may be agreed from time to time between the registry and the Board [*3]	16:00 on the 6th business day of the month		*Yes*	Rule Ref Part E rule 23.3 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	01Dec2011 00:48	*Yes*	Rule Ref Part E 24.1 Clause 11.24
By 16:00 on 4th business day deliver to the reconciliation manager the ICP days report	16:00 on 4th business day	02Dec2011 01:51	*Yes*	Rule Ref E 24.2.1 Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the loss factors report	16:00 on 4th business day	02Dec2011 00:01	*Yes*	Rule Ref E24.2.2 Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the balancing area report	16:00 on 4th business day	02Dec2011 00:01	*Yes*	Rule Ref E 24.2.3 Clause 11.26
By 16:00 on 4th business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4th business day	02Dec2011 05:31	*Yes*	Rule Ref E 24.2.4 Clause 11.26
By 16:00 on 1st business day deliver to the market administrator (EC) a report summarising event that have not been notified to the registry with specified time frames	16:00 on 1st business day	01Dec2011 00:01	*Yes*	Rule Ref E24.3 Clause 11.27
Copies of reports provided	Within 4 hours of request during business hours		*Yes*	Rule Ref E25 Clause 11.28
Notifications or change within the registry to participants	Same day		*Yes*	Rule Ref E26

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
affected				Clause 11.29
Registry to publish schedule of loss category code and loss factors	Within one day of notification of change		*Yes*	Rule Ref E1 rule 5.5 Clause 21 of schedule 11.1
Registry to publish schedule of mapping between NSP's and balancing areas	Within 1 business day of notification of change		*Yes*	Rule Ref E1 rule 7.3 Clause 24 of schedule 11.1
Registry to publish schedule of all NSP identifiers and supporting information	Within 3 business days of notification of change		*Yes*	Rule Ref E1 rule 8.3 Clause 30 of schedule 11.1

2 OTHER INFORMATION

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

- ICP's energized, de-energized, decommissioned and switched by Retailer and NSP
- ICP's energized, de-energized, decommissioned and switched by Retailer
- ICP's energized, de-energized, decommissioned and switched by Retailer and NSP
- 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*)

SUMMARY OF INCIDENTS

DATE	TIME	DETAIL

3 SOFTWARE RELATED FIXES

Number and details of actions carried out to correct software related problems.

ID	DESCRIPTION	SEVERITY	RESPONSE
PAR 1724	Switch breach report not accepting ALL as a valid breach type parameter for FTP file request.	C	Patched in release 6.11.11
PAR 1725	Switch breach report not accepting blank as a valid breach or switch type parameters for thin client request.	C	Patched in release 6.11.11
PAR 1718	Address search returns street with no ICP's	C	Patched in release 6.11.11

4 DATA FIXES

Number and details of incidents requiring data fixes.

ID	DESCRIPTION	SEVERITY	RESPONSE

5 SCHEDULE OF FAULTS RAISED

A summary of faults raised during the month.

ID	DESCRIPTION	SEVERITY	RESPONSE
PAR 1738	Loss Factor Code table report not available for request via FTP	C	Under investigation