Reconciliation Manager

Service Provider Report

December 2008

This report details monthly information pertaining to the reconciliation manager function performed by M-co under contract to the Electricity Governance Board.

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1. Introduction

1.1 Purpose

This report details confidential monthly information of interest to the Board relating to the reconciliation manager function performed by the M-co under contract to the Electricity Governance Board.

1.2 Contact Details

The following is a list of contact details for further information or questions pertaining to this report:

Zane Doran, Senior Reconciliation Analyst +64 4 498 0044

Ashley Milkop, Energy Services Manager +64 4 498 2184

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2. Performance Standards

2.1 System performance

Parameter to be measured	Performance requirement	Performance achieved	Requirement met
System availability to participants	99.5% min	100%	Yes
Preferred availability	99.8% min	100%	Yes
Number of corrective maintenance jobs carried out	Number	0	Yes
All confirmations of files being received and validated reported back to participants within 10 minutes of file receipt	100%	100%	Yes
All confirmations of files with errors reported back to participants within 10 minutes of file receipt	100%	100%	Yes
Disaster recovery and backup obligations	100%	100%	Yes

The system must be available to receive and provide information 24/7, with the exception of planned outages. The target level of 99.5% relates to the equivalent of the system being unavailable for 3.5 hours within a calendar month. The target level of 99.8% per calendar month is preferred, which is the equivalent of the system being unavailable for 1.5 hours.

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2.2 Operational and rules performance

Parameter to be measured	Performance requirement	Performance achieved	Requirement met	Rule ref
Reconciliation manager notified registry of changes to balancing areas	Within 1 business day	Within 1 business day	Yes	Part E schedule E1 rule 7.2
Number of new NSP's allocated and advised to registry	Report	Reported	Yes	Part E schedule E1 rule 7.2
New and decommissioned NSP's allocated, and changes to existing NSP's notified to registry	Within 1 business day	Within 1 business day	Yes	Part E schedule E1 rule 8.2
Reconciliation manager reports to reconciliation participants, participants and the Board for revision submissions	12:00 hours on the last business day of the month	Before 2:30pm on 30 December	Yes	Part J4 rule 14
Provision of reconciliation information for revision submissions	12:00 hours on the last business day of the month	Before 2:30pm on 30 December	Yes	Part J4 rule 15
Publish half hour profile shape day for profiles for revision submissions	12:00 hours on the last business day of the month	Before 2:30pm on 30 December	Yes	Part J4 rule 15.5
Number and details of service provider rule or agreement breaches and details for the previous months day 13 revision submissions	13:00 hrs on the 2nd business day of the month	Reported	Yes	Part J rule 13.1

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Parameter to be measure	Performance requirement	Performance achieved	Requirement met	Rule ref
Reconciliation manager notified registry of changes to balancing areas	Within 1 business day	Within 1 business day	Yes	Part E schedule E1 rule 7.2
Publication of forward and historic estimates proportion for each balancing area for each participant.	13:00 hrs on the 7th business day of the month	N/A	N/A	Part J3 rule 4
Number and details of service provider rule or agreement breaches and details for the day 4 interim data submission	13:00 hrs on the 9th business day of the month	Reported	Yes	Part J rule 13.1
Number and details of participant rule breaches and details for the day 4 data submission	13:00 hrs on the 9th business day of the month	Reported	Yes	Part J rule 13.1
Reconciliation manager reports to reconciliation participants, participants and the Board for interim submissions	16:00 hrs on the 7th business day of the month	Before 2:00pm on 9 December	Yes	Part J4 rule 14
Provision of reconciliation information for interim submissions	16:00 hrs on the 7th business day of the month	Before 2:00pm on 9 December	Yes	Part J4 rule 15
Publish half hour profile shape day for profiles for interim submissions	16:00 hrs on the 7th business day of the month	Before 2:00pm on 9 December	Yes	Part J4 rule 15.5
Clearing manager and reconciliation participant reports	16:00 hrs on the 7th business day of the month	Before 2:00pm on 9 December	Yes	Part J4 rule 15

The target levels for operational and rule performance is based on the reconciliation manager fulfilling its obligation under Part E and Part J of the rules.

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3. Breaches

In accordance with Part J rule 13.1, the reconciliation manager must report rule breaches to the Board.

3.1 Possible breaches by the reconciliation manager

For the consumption period November 2008 there were no breaches by the reconciliation manager that we are aware of

3.2 Possible breaches by other reconciliation participants

For the consumption period November 2008 there were two breaches that the reconciliation manager is aware of.

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4. Reconciliation Incident Management

M-co, acting as reconciliation manager, prescribes to the ITIL framework for service and incident management. It is a key objective of the reconciliation manager to deliver value to its customers by facilitating the outcomes customers want to achieve.

4.1 Reconciliation Incident Register

For the month of December 2008 there were a total of 7 incidents. Of those 7 incidents, there were 1 new incidents recorded for December, a further 1 that has been investigated, and 5 incidents that have been closed. Please refer to Appendix 6.1 for more detailed information regarding the incidents above.

4.2 System Outages

For the month of December 2008 for the consumption period of November 2008 there were no planned or unplanned outages.

4.3 Hardware related issues

There were no hardware related issues for the month of December 2008.

4.4 Software related issues

There were no software related issues for the month of December 2008

4.5 Operational system issues

There were no operational system issues regarding the data for the month of December 2008.

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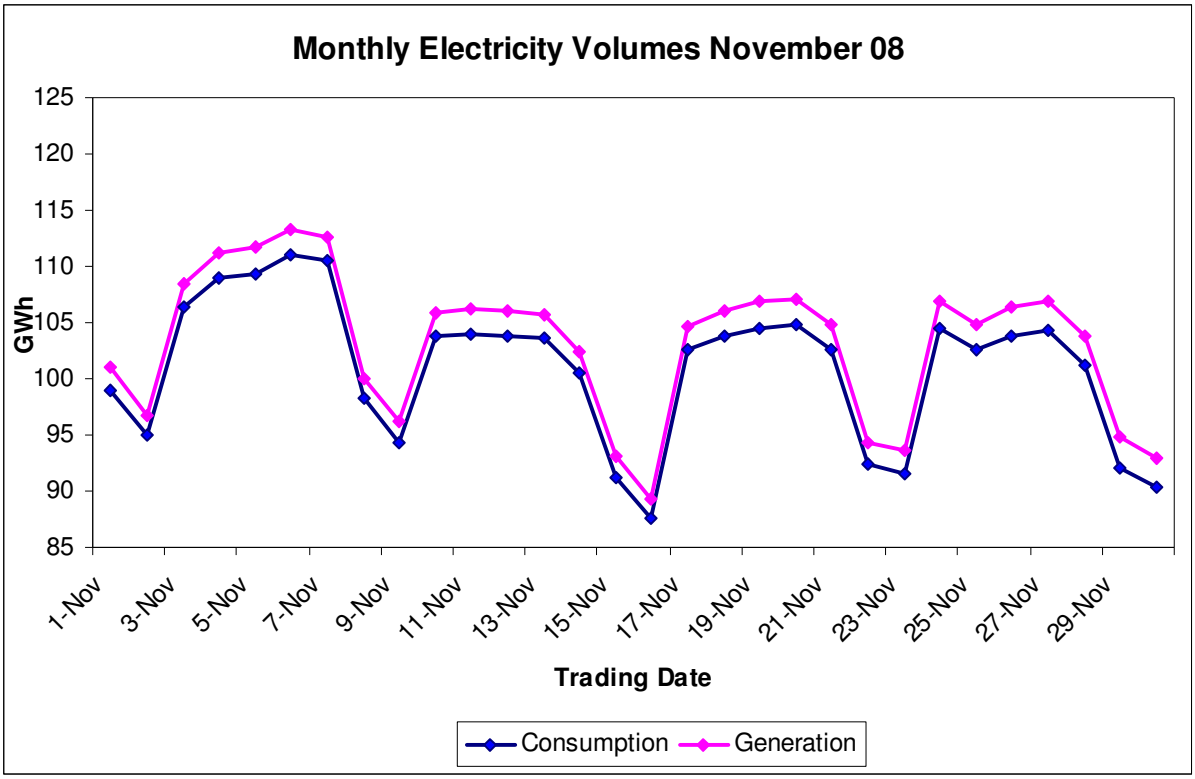
5. Electricity Reconciled Volumes

In December, the reconciliation manager successfully completed a reconciliation run for the November 08 consumption period, and provided revision information for November 2008, September 2008, May 2008 and October 2007 to participants.

The graph below highlights the total daily generation and demand for electricity which the reconciliation manager reconciled for the consumption period of November 2008[1].



[1] Based on NSP volume data for the consumption period November 2008

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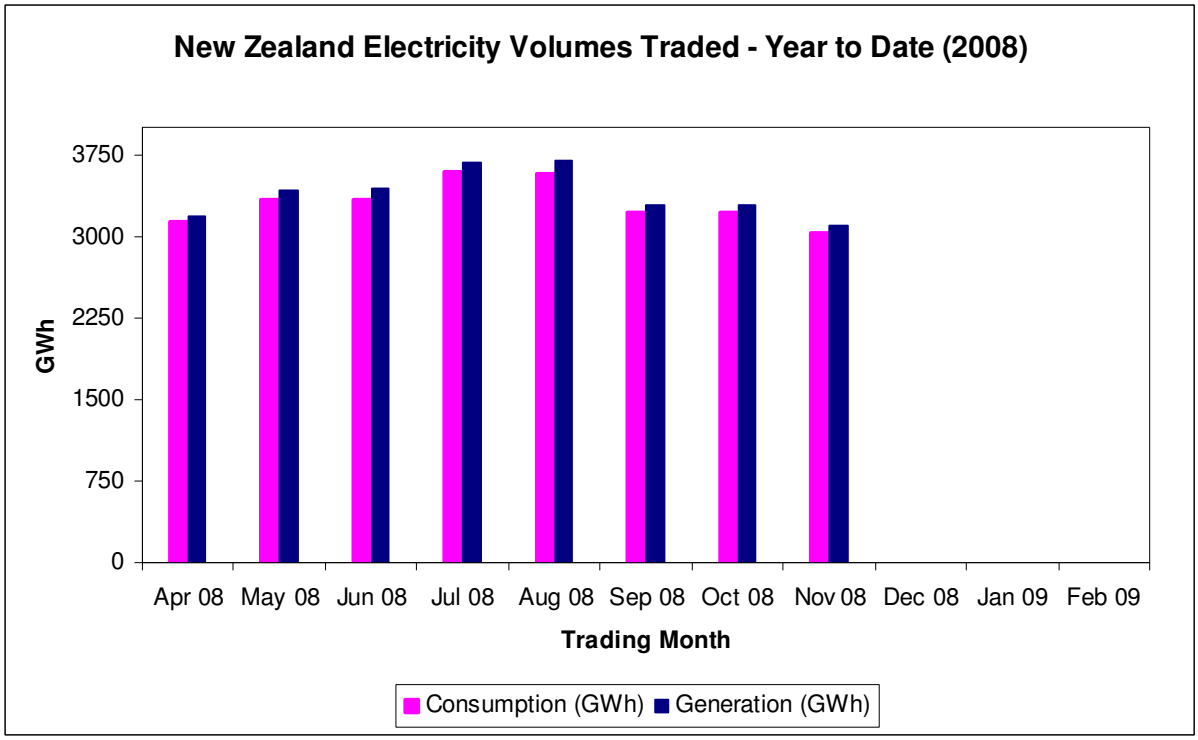

The above graph illustrates the year to date total of the volume of electricity generation and consumption traded, for all NSPs across New Zealand.

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