THE ELECTRICITY COMMISSION

REGISTRY REPORT

NOVEMBER 2009

PREPARED BY: JADE SOFTWARE CORPORATION

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CONTENTS

1 PERFORMANCE STANDARDS 4

2 OTHER INFORMATION 8

3 SOFTWARE RELATED FIXES 9

4 DATA FIXES 10

5 SCHEDULE OF FAULTS RAISED 11

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 * refer Incidents (page 8) for details	1	*No*	
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	01/12/2009 at 01:42	*Yes*	
Maximum number of concurrent users for month		168	*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		99.49%	*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.		99.75%	*No*	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		1) Application Deploy 2) Production disk reconfig 3) Microsoft Patching	*No*	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			*Yes*	Operational Requirements 4.2 d
Help desk available	7:30 to 19:30 hours each business day	100%	*Yes*	

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 * refer Incidents (page 8) for details	11:29	*No*	Part E rule 19.1
Discrepancy reports received from Participants	16:00 hours on the 13th business day of the month	No longer reported	*N/A*	Part E rule 19.2
Issuing of confirmation notices within 4 hours of receipt of information provided			*Yes*	Part E Rule 22.1
Number of ICP's on the Registry [*1]	16:00 on the 6th business day of the month	2,146,454	*Yes*	Part E rule 23.1
Number of customers changing retailers	16:00 on the 6th business day of the month	(See "Other Information [*3]")	*Yes*	Part E rule 23.2
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*	Part E rule 23.3
Reports to the clearing manager and systems manager by 16:00 on first business day of the month	16:00 on first business day	01/12/2009 at 03:21	*Yes*	Rules and Regulations Part E 24.1
By 16:00 on 4th business day deliver to the reconciliation manager the ICP days report	16:00 on 4th business day	03/12/2009 at 01:07	*Yes*	Rules and Regulations Part E 24.2.1
By 16:00 on 4th business day deliver to the reconciliation manager the loss factors report	16:00 on 4th business day	02/12/2009 at 00:02	*Yes*	Rules and Regulations Part E 24.2.2
By 16:00 on 4th business day deliver to the reconciliation manager the balancing area report	16:00 on 4th business day	04/12/2009 at 00:03	*Yes*	Rules and Regulations Part E 24.2.3

MEASUREMENT	REQUIREMENT	ACTUAL	MET	RULE REF
By 16:00 on 4th business day deliver to the reconciliation manager the half hour identifiers report	16:00 on 4th business day	03/12/2009 at 09:44	*Yes*	Rules and Regulations Part E 24.2.4
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 [*3]	16:00 on 1st business day	01/12/2009 at 00:05	*Yes*	Rules and Regulations Part E 24.3
Copies of reports provided	Within 4 hours of request during business hours		*Yes*	Rules and Regulations Part E 25
Notifications or change within the registry to participants effected	Same day		*Yes*	Rules and Regulations Part E 26
Registry to publish schedule of loss category code and loss factors	Within one day of notification of change		*Yes*	Part E Schedule E1 rule 5.5
Registry to publish schedule of mapping between NSP's and balancing areas	Within 1 business day of notification of change		*Yes*	Part E Schedule E1 rule 7.3
Registry to publish schedule of all NSP identifiers and supporting information	Within 3 business days of notification of change		*Yes*	Part E Schedule E1 rule 8.3

[1*] & [2*] – these are available on-line to be viewed and/or downloaded by any participant

2 OTHER INFORMATION

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

- 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*)

Other information:

CATEGORY	TOTAL
ICP Inquiries	54,226,871
ICP's changed	155,285
Customers Switched	26,464
ICP's de-energised	180
New ICP's added	2,606
ICP's decommissioned	768
ICP histories changed	349
NSP's	342

SUMMARY OF INCIDENTS

DATE	TIME	DETAIL
01Dec09	11:29	Further to the Requirement "Registry reports to participants day 1 09:00" 1) This requirement was not met as the reporting finished at 11:29 on day 1 2) Cause being an unforeseen outcome of the change in disk structure 3) Remedial action has been taken and further occurrences are not expected 4) Monitoring will be implemented for December reporting

3 SOFTWARE RELATED FIXES

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

ID	DESCRIPTION	SEVERITY	RESPONSE
Par1450	Web navigation to network maintenance	C	Patched in release 6.1.19 (released 15/11/2009)
Par1452	Corruption of ListHistory collections. Old audits (that are not pre-pended by the "STA", "REC" identifiers) are being excluded from the list history rebuild process.	C	Patched in release 6.1.19 (released 15/11/2009) Manually patched to production 21/10/2009

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
Par1458	Duplicate lines in HHRICP List report due to time when report run	C	Patched in release 6.1.20 (due for release 13/12/2009)