

# WITS and Order Submission User Backup Procedures

## Summary:

This document details the user backup procedures and contingencies in place for WITS' interfaces with clients, placing specific emphasis upon the order submission process.

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## Revision History

Date	Version	Status	Author	Comments
11/10/2006	7.0	DRAFT	Dan Lee/Fiona Abbott	New format, changes for system operator, and updated contact details
20/10/2006	7.1	DRAFT	Dan Lee/Fiona Abbott	Rework after meeting with system operator
29/03/2007	7.2	FINAL	Dan Lee	Changes after EC consultation
15/08/2008	7.3	FINAL	David Godfrey	Amended for new EC Infrastructure, and renamed to WITS
20/09/2009	7.4	FINAL	David Godfrey	Replaced m-co with NZX
08/06/2012	7.5	FINAL	David Godfrey	Replaced PDS and SDPQ with DSBF schedules

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## 1. Introduction

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This document details the user backup procedures and contingencies in place for the interfaces that Participants use in regards to WITS, in particular the function of entering bids and offers and receiving confirmations.

Backup procedures for the following are covered in this document:

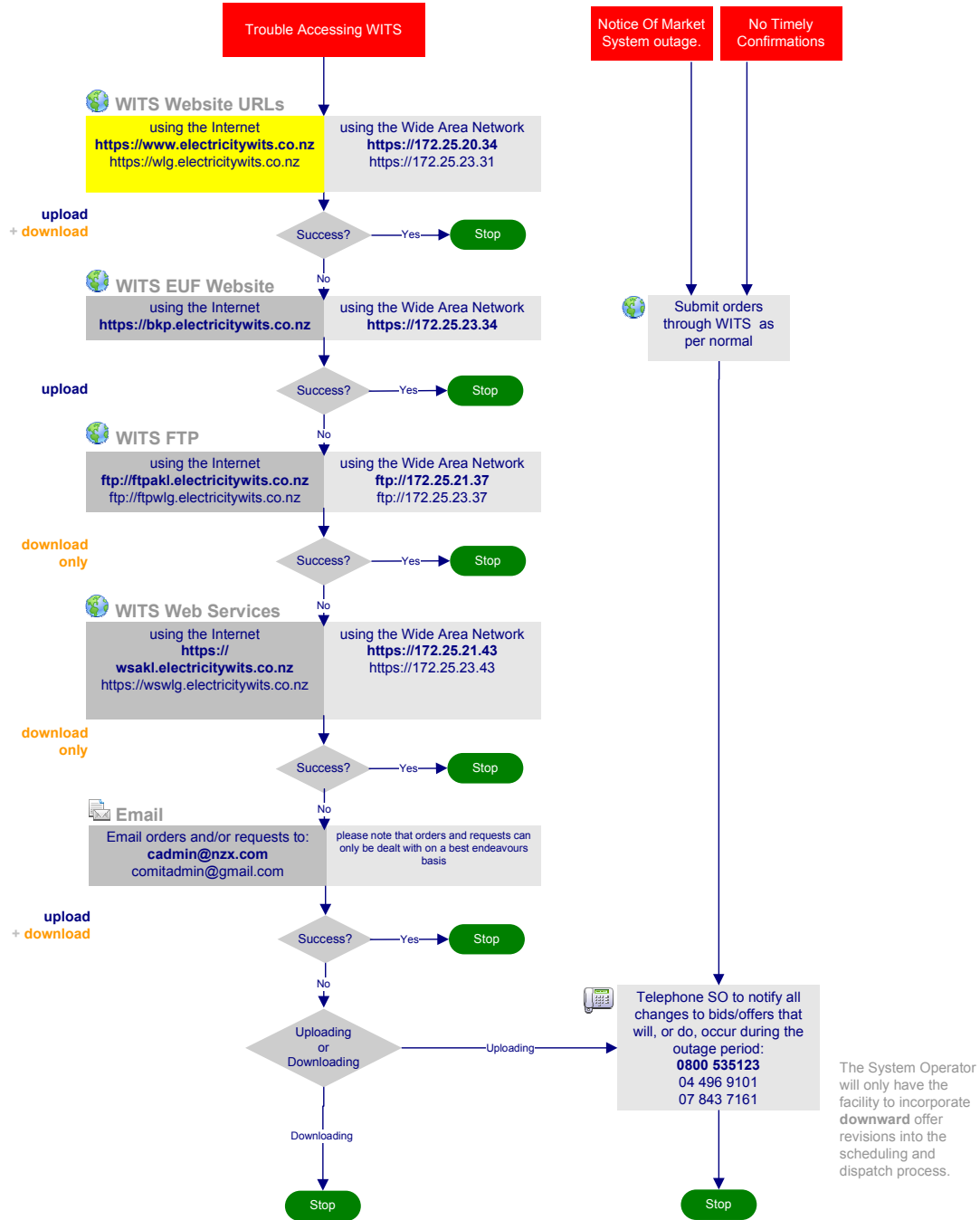
- Access to WITS and WITS Emergency Upload Facility
- Uploading Bids and Offers
- Bid and Offer Confirmation
- Contacting WITS Support for general issues
- Contacting the System Operator for bona fide order revisions
- WITS Email

### 1.1 Objectives

1. To notify Participants of the backup procedures which are in place for user access to WITS.
2. To notify Participants of the backup procedures which are in place for when the order submission and confirmation process is unavailable.
3. To provide maximum contingency for the user interfaces to WITS.
4. To provide maximum contingency for users to enter orders into WITS

## 2. WITS User Backup Procedures

### WITS and Order Submission Backup Procedures



WITS and Order Submission Backup Procedures @ September 2009

## 3. WITS Access Backup Procedures

### 3.1 When to Use These Procedures

These procedures are designed to assist users with accessing data provided through the WITS mechanisms, those being the WITS website and WITS EUF website, WITS FTP and WITS Web Services.

**These back up procedures must be followed if users:**

- use WITS, are unable to access a WITS website address
- use WITS FTP, and are unable to access a WITS FTP address
- use WITS Web Services, and are unable to access a WITS web service
- cannot access any of the WITS mechanisms

### 3.2 WITS Website URLs

WITS Users can access WITS from their Internet Browsers via a number of URLs. Recommended URLs are bolded.

#### Using the Internet:

- **<https://www.electricitywits.co.nz>**
- <https://wlg.electricitywits.co.nz>



#### Using the Wide Area Network:

- **<https://172.25.20.34>**
- <https://172.25.23.31>

Please call the WITS Helpdesk anytime on **0800 4COMIT** to report a fault if you cannot access any of these URLs.

### 3.3 WITS EUF Website URLs

Should none of the WITS URLs work, and urgent access is required to **submit orders** then users should attempt to access the WITS Emergency Upload Facility (EUF).

#### Using the Internet:

- **[bkp.electricitywits.co.nz](http://bkp.electricitywits.co.nz)**



#### Using the Wide Area Network:

- **<https://172.25.23.34>**

Please call the WITS Helpdesk anytime on **0800 4COMIT** to report a fault if you cannot access any of these URLs.

### 3.4 WITS FTP Addresses

FTP subscribers are able to access WITS data via a number of FTP addresses. Recommended addresses are bolded.

#### Using the Internet:



- [\*\*ftpakl.electricitywits.co.nz\*\*](ftp://ftpakl.electricitywits.co.nz)
- [ftpwlg.electricitywits.co.nz](ftp://ftpwlg.electricitywits.co.nz)

#### Using the Wide Area Network:

- [\*\*ftp://172.25.21.37\*\*](ftp://172.25.21.37)
- <ftp://172.25.23.37>

Please call the WITS Helpdesk anytime on **0800 4COMIT** to report a fault if you cannot access any of these addresses.

### 3.5 WITS Web Services Addresses

Web Services subscribers are able to access WITS data via a number of web service addresses. Recommended addresses are bolded.

#### Using the Internet:



- [\*\*https://wsakl.electricitywits.co.nz\*\*](https://wsakl.electricitywits.co.nz)
- <https://wswlg.electricitywits.co.nz>

#### Using the Wide Area Network<sup>1</sup>:

- [\*\*https://172.25.21.43\*\*](https://172.25.21.43)
- <https://172.25.23.43>

Please call the WITS Helpdesk anytime on **0800 4COMIT** to report a fault if you cannot access any of these addresses.

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<sup>1</sup> Web services access over the wide area network will need to be pre-configured.

### 3.6 Upload by Email

If you are unable to access any WITS URL, or any WITS EUF URL, and wish to upload orders you can then email your orders through to NZX using one of the below email addresses ([cadmin@nzx.com](mailto:cadmin@nzx.com) is the recommended address). Please call the WITS helpdesk on **0800 4COMIT** to let them know you have sent it, and also advise us of any special instructions.

The WITS team will use their **best endeavours** to upload upon your behalf.

Please note that NZX will not be responsible for any errors arising from incorrect order files.

#### Email your orders to:

- [cadmin@nzx.com](mailto:cadmin@nzx.com)

and follow up with a call to **0800 4COMIT**.



### 3.7 Download by Email

If you cannot access any WITS URL, or any WITS EUF URL, and wish to download market information you can call the WITS helpdesk on **0800 4COMIT** and request data to be sent to your email address.

#### Phone in, or request by email, your data requests:

- **0800 4COMIT**
- [cadmin@nzx.com](mailto:cadmin@nzx.com)



The WITS team will use their **best endeavours** to download data upon your behalf and send to your email address.

### 3.8 All other scenarios

If none of the WITS mechanisms are accessible and you cannot contact the WITS support team, or they are unable to submit orders on your behalf then:

**If all WITS mechanisms fail then:**

Telephone the system operator to notify all changes to bids/offers that will or do occur during the outage period

The System Operator will only have the facility to incorporate **downward** offer revisions into the dispatch process until the database is available.



## 4. Order Confirmation Unavailability

### 4.1 Background

Bids and offers are entered into WITS by users and are transferred into the system operator's market systems via messaging services over dedicated network connections.

If the link between NZX and Transpower fails, bids and offers entered through WITS may not be transferred or confirmed, and therefore will not be incorporated into the scheduling and dispatch process.

### 4.2 When to Use These Procedures

**These back up procedures must be followed if users:**

- do not receive a timely confirmation receipt from the system operator; and/or
- receive a notice from Transpower advising of a market systems outage

### 4.3 Order Confirmation Outage Procedure

This procedure covers for the loss of connectivity between NZX and Transpower, or a market systems outage, that prevents a timely confirmation of bids or offers.

#### **If orders are not being confirmed in a timely manner:**

- submit offer and bid changes in WITS as usual, and
- telephone the system operator to notify all changes to bids/offers that will or do occur during the outage period



#### **System Operator Contact Details** (recommended in bold)

- **0800 535 123** National Dispatcher, 24x7
- 04 496 9101 DDI for Wellington National Co-ordination Centre (NCCW)
- 07 843 7161 DDI for Hamilton National Co-ordination Centre (NCCN)



The System Operator will only have the facility to incorporate **downward** offer revisions into the dispatch process.

Price-Responsive Schedules (PRS) and Non-Responsive Schedules (NRS) will not reflect **any** changes to bids and offers which are not confirmed in WITS.

## 5. Email Contacts

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### 5.1 Key Email Contacts

Key email addresses are as follows:

Transpower Market Services	<a href="mailto:marketservices@transpower.co.nz">marketservices@transpower.co.nz</a>
WITS Administrator	<a href="mailto:cadmin@nzx.com">cadmin@nzx.com</a>
Clearing Manager	<a href="mailto:cmanager@nzx.com">cmanager@nzx.com</a>
Pricing Manager	<a href="mailto:managerp@nzx.com">managerp@nzx.com</a>